

# **5.1.4:** The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

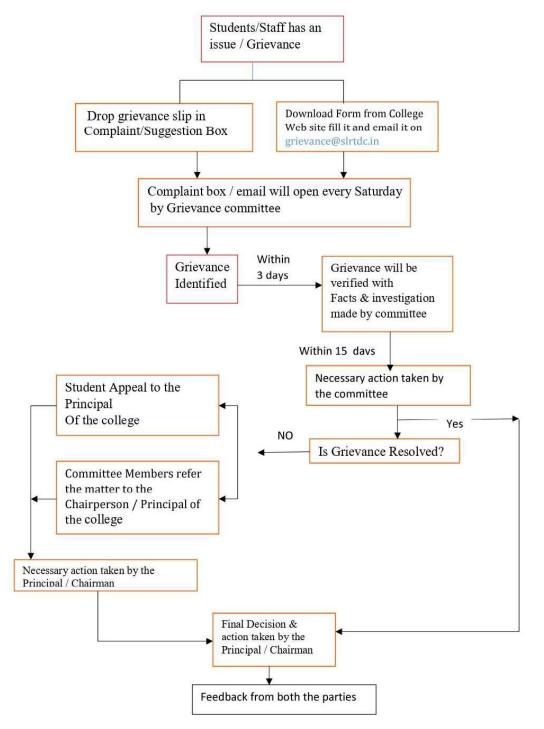
- 1. Implementation of guidelines of statutory/regulatory bodies
- 2. Organisation wide awareness and undertakings on policies with zero tolerance
- 3. Mechanisms for submission of online/offline students' grievances
- 4. Timely redressal of the grievances through appropriate committees

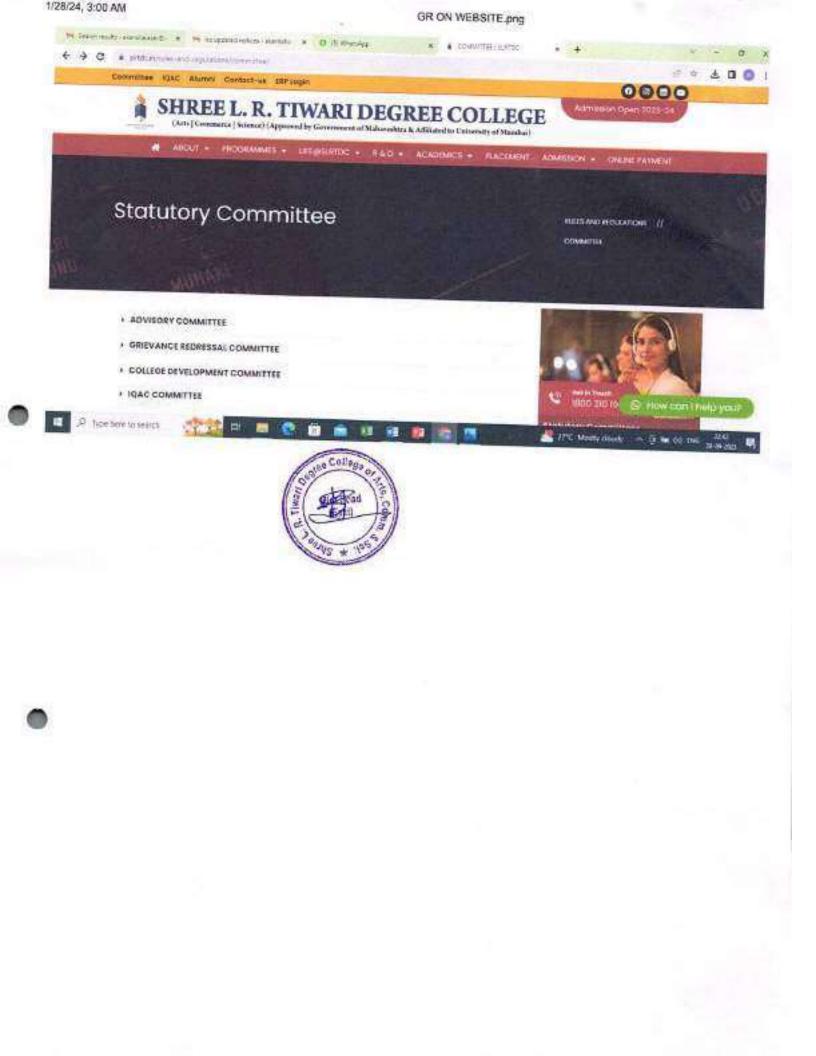
### **Supporting Documents**

Sr.no	Proof related to mechanism for submission of Online/ Offline Student Grievance
i	Mechanism followed by institution ( flow chart)
ii	Online mechanism ( Google form available on website)         Application for Redressal of Student Grievance's:         https://slrtdc.in/about-us/application-for-redressal-of-student-grievance-s/         Student Grievance Feedback Form:         https://slrtdc.in/about-us/student-grievance-feedback-form/
iii.	Proof of Grievance form and Feedback form available on website
iv.	Proof of timely Redressal



### Grievance Procedure





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# **Grievance Redressal Procedure**

- The Students/Facurtes having grevance can directly approach grievance cell and lodge his/her complaint in prescribed form provided by the cell or can anop the complaint in the Suggestion Box or can download the Grievance form available on the college website and email the Scanned Copy of filled form on gravitanceptified.
- The Suggestron Box is opened every Soturdays, the carvenar of Grievance committee, after veritying the facts and the papers concerned and having discussion with the Chairman will place the matter before the committee for investigation within three days from the receipt of the committee.
- The Snevance Cell will act upon those cases which have been received along with the necessary documents.
- The Cell should meet and resolved the grevance within lifeen days from the date of the greyance raised.
- 5 the Call will assure that the grievances has been properly solved in a stipulated time limit.
- 6. After investigation, the cell will call both the parties for hearing and while
- possing dry order grevance at any level the relevant provisions of Act/Regulations are kept in road and no such order should be passed in contradiction of the some
- 7 After the grievance is resolved the cumptoinant must fill the feedback form available on website.

Composition: The grievance Recressal cell of the institute having provision of teaching staff has its members and Principal as the chairman.

The following staff members are in the charge of cell.

# Application for Redressal of Student Grievance's

Student Grievance Foodback Form



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<ol> <li>Name of the Student:</li></ol>			
3. Academic Year:       Roll No:         4. Programme:       Class       Semester:         5. Mobile No. of the Student:       WhatsApp No.         6. Email TD:	(First Nam	c) (Middle Nam	
4. Programme: Class Semester: 5. Mobile No. of the Student: WhatsApp No 6. Email ID: 7. Name of the Person against whom the complaint is to be lodged: 8. List of Supporting Documents: 9. Detail Explanation of the Grievance/Suggestion to be provided 9. Detail Explanation of the Grievance/Suggestion to be provided 11. Declaration from the Student/s 7. I/We hereby declare that the above information furnished by me/us it true to the best of my/knowledge. In case it is found false, I/we am/are personally responsible for the consequences. Date: Place: Signature of the student: Contact Person: Convener of Grievance committee Email Address: <u>grievance@sirtdc.in</u> Note: 1. The Grievance received through Email will be processed and resolved within 15 days from the Student must submit the hard copy of the form duly filled to the concerned Author or pit in the suggestion box fixed at college premises.			
5. Mobile No. of the Student:	HANNEL PRIME TO AN AND A STATE OF		
6. Email ID: 7. Name of the Person against whom the complaint is to be lodged: 8. List of Supporting Documents: 9. Detail Explanation of the Grievance/Suggestion to be provided 9. Detail Explanation of the Grievance/Suggestion to be provided 11. Declaration from the Student/s 11. Declaration from the Student/s 12. U'We hereby declare that the above information furnished by me/us it true to the best of my/ knowledge. In case it is found false, I/we am/are personally responsible for the consequences. Date: 13. Declaration from the Student/s 14. Declaration from the Student/s 15. Detail Explanation of Grievance committee 15. Signature of the student: 16. The Grievance received through Email will be processed and resolved within 15 days from ate of grievance raised. 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 17. The Student must submit the hard copy of the form duly filled to the concerned Author 18. The Student must submit the hard copy of the form duly filled to the concerned Author 18. The Student must submit the fulled to the concerned Author 18. The Student must submit the fulled to the concerned Author 18. The Student must submit fulled to the concerned Author 18. The Student must submit fulled to the concerned Author 18. The Student must submit fulled to the concerned Author 18. The Student must fulled to the conc			
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Shree.L.R.Tiwari Educational Campus, Mira Road (E), Thane-40107, Maharashtra.

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1. Name of the Student:	
	Name) (Middle Name) (Last Name)
3. Academic Year:	Roll No:
4. Programme:	Class Semester:
5. Mobile No. of the Student:	secondary;
6. Email ID:	
7. Grievance Filed on Date:	
8. Is the grievance resolved within the	e stipulated time of 30 days: Yes/No
9. Where documentary evidence and e	other evidence taken in considered by the committee before giving the
verdict: Yes/No	the committee before giving the
10. Were you been heard for your grie	evance by the committee: Ves/No
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Shree.L.R.Tiwari Educational Campus, Mira Road (E), Thane-401107, Maharashtra.

Shree Rahul Education Society's (Regd.)

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### PROOF OF TIMELY REDRESSAL OF GRIEVANCE:

Grievance received from students and was duly redressed by the Grievance committee by taking suitable actions.



To The Grievance and counselling cell SIrtdc Date: 5th October 2020

Subject: complaint about talent and competencies management

We are the students of third year BMS, and we have a subject in this semester talent and competencies management, This subject is taken by Miss Priya Shukla.

We are not comfortable with her teaching, we don't understand many of the things regarding our subject. Everyone from HR is facing trouble with understanding this subject

Please take our request in consideration and help us with this issue.

Sincerely,

Students of TYBMS

Anjali Jha

Khushi Madan

Jyoti Singh Tushar Shetty

Anjali Ray

Kaushal Vishwarma



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SLRTDC/GC/2020-21/3

Date: 07/10/2020

### NOTICE

### GRIEVANCE COMMITTEE

This is to inform to all members of the Grievance Committee that a meeting will be held on Monday 12/10/2020 at 11: 00 am on virtual platform i.e. zoom regarding the complaint received from Third Year BMS students (HR) against Asst. Prof. Priya Shukla for unable to understand the subject taught by her.

### Agenda of the Meeting

- 1: To hear the Grievance of the students.
- 2: To find out the reasons for the grievance
- 3: To take necessary steps to resolve the grievance
- 4: Any other matters, with the permission of the Chair

Asst Prof. Saee Sawant

Convener



**Dr** Sanjay Mishra

L/d/P Prives part Shree L. R. Tiwari Dagtab Callage of Arts, Comm. & Sci. Kanakia Park, Mira Road (East), Dist. Thene - 401107, Makarashtra

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Date: 12//10/2020

### GRIEVANCE COMMITTEE

### Minutes Of The Meeting Held On 12//10/2020

Minutes of the Grievance Committee Meeting of Shree L. R. Tiwari Degree College of Arts, Commerce and Science held on 12/10/2020 at 11,am virtually on zoom app.

### Agenda of the Meeting

1: To hear the Grievance of the students of TYBMS (Batch 2020-2021) against the Teaching Faculty.

2: To find out the reasons for the grievance

3: To take necessary steps to resolve the grievance

4: Any other matters, with the permission of the Chair.

### Members present in the meeting:

1	Dr. Sanjay Mishra	Principal / Chairperson Allenentuch
2	Asst. Prof. Saee Sawant	Convenor Sagart.
3	Asst. Prof. Dimple Makhija	Member Drakhyp
4	Asst. Prof. RambhavanYadav	Member Ramful
S	Mr. Nitin Jadhav	Member(Clerical/OS)

Dr. Sanjay Mishra Principal took the chair and welcomed all the Committee members. Thereafter, hearing of the grievance started.

Minutes of the last meeting were read and confirmed.

### Proceedings of the meeting:

POD 1: To hear the Grievance of the students of TYBMS (Batch 2020-2021) against the Teaching Faculty.

DOD: The Convenor Asst Prof Saee Sawant put forth the Grievance of the aggrieved students of Third Year BMS from HR Specialization who were unable to understand the subject Talent and Competency Management taught by Asst. Prof. Priya Shukla.

POD 2: To find out the reasons for the grievance





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**DOD1**: Committee members engaged in a thorough discussion to identify the root causes and reasons behind the grievances raised by TYBMS students.

DOD2: Members reviewed specific incidents, communication breakdowns, or any other factors contributing to the dissatisfaction. Enquired about the whole matter.

POD 3:To take necessary steps to resolve the grievance

**DOD1:**The committee deliberated on the necessary steps to address and resolve the grievances raised by TYBMS students.

DOD2: Potential solutions, corrective actions, and preventive measures were considered,..

DOD3: Both the aggrieved parties were present. Aggrieved student explained their problem. The committee heard both the parties.

DOD4: After hearing the complainant and complaince,

DOD5: The chairperson and members had a discussion.

DOD6: The committee resolved the grievance by mutual understanding between the student & Subject Teacher.

POD4: Any other matters, with the permission of the Chair.

DOD4: There being no other matter to discuss, the meeting was adjourned with a vote of thanks to the chair.

Asst. Prof. Saee Sawant Convenor

Sanjay Mishra

L/c Principist! Shree L. R. Tiwari Cogres College of Arts, Comm. & Sci. Kanalda Park, Mire Road (East), Dist. Thane - 401107. Mabarashira





Date: 26<sup>th</sup> October 2021

### GRIEVANCE COMMITTEE

### Action Taken Report Of Meeting Held On 25th October 2021

- Both the parties were called on 24<sup>th</sup> October 2021 to meet Dimple Makhija and were heard one by one
- Asst Prof Dimple Makhija enquired the matter and with her valuable suggestion the grievance committee resolved the matter successfully.
- · The explanation and apology letter was accepted by Mr. Nomaan Shaikh .

Asst. Prof. Saee Sawant

Convener



Dr0Saniay Mishra

I/c Pinificipalpal Shree L. R. Timori Degree College of Arts, Comm. & Sci. Kanalda Park, Mira Flord (Eask), Dist. Thana - 401107, Mahamphira

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SLRTDC/GC/2020-21/04

Date: 4th March 2021

### NOTICE

### **GRIEVANCE COMMITTEE**

This is to inform all members of the committee to be present for the meeting to be held on 5th march 2021 at 11:00 am in room no.107 of college premises to resolve the grievance made by Mr. Chandrakat P Vishwakarma of T.Y.B.M.M student to Mumbai University Grievance Cell.

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Asst. Prof. Saee Sawant

Convenor



I/c Principal Shree L. R. Tiwari Degree College of Arts, Comm. & Sci. Kenekia Park, Mira Road (Earth, Dist Thane - 401107. Mohareshira

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SHREE L. R. TIWARI DEGREE COLLEGE

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Date: 5th March 2021

### GRIEVANCE COMMITTEE

### Minutes Of The Meeting Held on 5th march

The Grievance Committee meeting was called upon as college received a letter from University of Mumbai Grievance Cell addressing the complaint received by them from Mr.Chandrakant P Vishwakarma of our own college student of T.Y.B.M.M.

The following members were present for the meeting:

1	Dr Sanjay Mishra	Principal/Chairperson Junp turk
2	Asst.Prof.Sace Sawant	Convenor Sayout
3	Asst. Prof Dimple Makhija	Member Amagagy
4	Asst. Prof Rambhavan Yadav	Member Portant
5	Mr. Nitin Jadhav	Member / O.S

Principal Dr Sanjay Mishra took the chair and welcomed all members present and then the meeting was proceeded by Convenor Asst Prof.Saee Sawant.

POD: To resolve the grievance put forth by the student.

DOD1: The Matter was put forth in front of all members with the letter received from University

DOD2: The Matter was enquired by the chairperson Dr Sanjay Mishra.

DOD3: The Convenor explained and put forth the facts in front of everyone.

DOD4: The members put their point of view

DOD5: After the detail discussion of the matter it was decided to call upon the student along with his Parents / Guardian to solve the matter by taking necessary step.

There was no other matter to discuss .so meeting was adjourned with vote of thanks to the chair.

Asst. Prof. Saee Sawant Convenor



Mishra

Shree L. R. Thron Unifier Unified Of Aris, Coran. & Sci Kanakin Park, Mira Road (Easi), Dist. Thase - 401107. Maharashtra



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### GRIEVANCE COMMITTEE

### Action Taken Report Of grievance meeting held on 5th march 2021

- The student along with his parent / guardian was called to college to meet Grievance committee members and Chairperson (I/C Principal).
- The misunderstanding was cleared, the matter was resolved peacefully and the student along with his Parent / Guardian was satisfied.
- The committee received the explanation letters from the guardian as well as from the student about the complaint
- The college sent explanation letter to university along with all proofs of resolution.

Asst. Prof. Sace Sawant

Convenor



Mishra

I/C:Prinsistel Shree L. R. Timari Dogree College of Aria, Comm. & Sci. Kanakin Park, Mirn Rond (East), Dist. Thane - 401107, Maharashira



Shree Rahul Education Society's (Regd.) SHREE L. R. TIWARI DEGREE COLLEGE OF ARTS, COMMERCE & SCIENCE (Approved by Government of Maharashtra & Affiliated to University of Mumbai)

College Code : 1064

Date : 5th March, 2021

### RESOLUTION

The Grievance and Counseling Committee meeting was held on 5<sup>th</sup> March 2021 at 11:00 am, room No 107, in the college premises. All the members were present for the meeting. The following resolution regarding the complaint put forth by the student Chandrakant Parasnath Vishwakarmafrom, T.Y.B.M.M. to the University Grants Commission was passed

<u>Resolution</u> : Resolved that the CollegeGrievance and Counseling Committee has taken the complaint, have heard the complainant and the matter is resolved to the satisfaction of the student.

All members agreed to it and the resolution was passed unanimously.

Sr. No	Name	Designation	O Signature
01	Dr. Sanjay Mishra (Principal)	Chairman	Sound Mich
02	Asst. Prof. Sace Sawant	Convener	Bellowup
03	Asst. Prof. Dimple Makhija	Member	Dinple - M
04	Asst. Prof. Rambhavan Yadav	Member	2am tuller
05	Mr. Nitin Jadhav	0.S.	att

Dr. Sunil Patil Director. Department of Students' Development University of Mumbai



No. SW/ 312 of 202 .

and Foreign Students' Advisor

प्रति, प्राचार्य. श्री. एल.आर. तिवारी डिग्री कॉलेज, कनाकीया, मिरा रोड

Department of Students' Developmer and Universities Information Bureau

Vidyapeeth Vidyarthi Bhavan, 1<sup>st</sup> Floor, 'B' Road, Churchgate, Mumbai - 400 020

Tel. and Fax No.: (022) 2204 2859

Date: 25 2 2020. No: Date: 4/3 Shree L R Tiwari Degree College of Aris, Comm., विषय: श्री. चंद्रकात विश्वकर्मा या विद्यार्थ्यांची प्रहेशसंदर्भांतीरु तकाहा.

महोदय,

श्री. चंद्रकांत विश्वकर्मा यांनी विद्यापीठ अनुदान अयोगाच्या तकार निवारण कक्षाकडे प्रवेशासंदर्भात तकार कोली आहे. सदर तकार अर्ज या पत्रासोबत जोडला आहे.

आएणांस विनंती आहे की, आपण सदर तकार आपल्या महाविद्यालयाच्या तकार गिवारण के रुडे सोपवन सात दिवसांच्या आत निकालात काढांवी सदर तकारीचे निवारण करताना चन्द्रारदार विद्यार्थी व संबंधी संबंधीत आपल्या महाविद्यालयातील शिक्षक/शिक्षकेतर सेवक यांना आपली मते मांडण्याची पुणं सथा दयावी, सदर तकारीसंदर्भातील ठराव आपल्या महाविद्यालय तकार निवारण कशाची त्वरीत संचालक, विद्यार्थी विकास विभाग बेठक झाल्यानंतर योग या cgrc@mu.ac.in ईमेलवर पाठवावा.

कळावे.



आएः विश्वास.

सुनिल पार्वाल संचालक विद्यार्थी विकास विभाग मंबई विद्यापीठ



### UNIVERSITY GRANTS COMMISSION GRIEVANCE FULL DETAILS

Student Profile GRIEVANCE-STU-Student ID : Date of Birth : 18/06/1998 2020-56326 CHANDRAKANT Full Name : PARASNATH Area : Maharashtra-Mira Road 401107 VISHWAKARMA Caste Category GEN Email : CHANDRAKANTVISHWAKRMA492@GMAIL.COM Gender : Male Contact : , (M)8652531190 . Grievance Details GRIEVANCE-STU-2020-Grievance ID : View Attachment 56326-1 Open Grievance Pertains to : University College/University/Institute Mumbai University-Name : Maharashtra Unfair evaluation Nature of Grievance : practices Grievance Description : I im Studying in Shree L.R Tiwari Degree College, Kanakia, Mira Road and there are only 38 students in my class since majority of students elected to study Advertising and only 9 students elected to study journalism in their last year the college is saying that we are not starting journalism lectures this year and everyone has to study Advertising. Previously they have not informed any such thing to us from past 2 months they were only asking to pay fees and now when spoke to them about our concern they told us that online lectures for dvertising had already started and for few students we are not going to start journalism this year. I took journalism only because I wanted to study journalism and also my 8 other fellow classmates want to study journalism , now this is very unfair to us in this pandemic situation we cannot change our college after waiting for 4 months and from previous 2 months they were only asking for fees and also they sent us a notice on whatsapp if we are not paying our fees before 30th of June we will marged with Rs.1000 as late fees and now when I went to talk to principal 5 days age he said since majority people want to study Advertising so we are only starting Advertising this year. Have you earlier lodged the grievance to the above Yes organisation/institutions on the same subject? 1 Date of Grievance : 27-07-2020 14:52:24

To, The Principal of SLR Tiwari Degree College. Dr. Sanjay Mishra

Subject : - Explanation to the complaint made to UGIC grievance Cell. Respected six,

I, Chandrakant Vishwakarma Studying in TYBMMGournal made a complaint to the UGIC grievance cell regarding the college that was not starting with the third year Journalism batch on 27/07/2020. Before that, I had Verbal communication with my former co-ordinator but my issue was not resolved so, I made a complaint to UGIC grievance cell.

As I did not receive any response from the grievance cell, I thought my tollege complain will not be addressed. So laters I went again to the college and had a word with You and after few days my issue was resolved. I apologize for the inconvinience caused by me. As I knought that my complaint might not be registered as I did not receive any text message or infimation about my complain from the UGC, so I did not pay attention to this matter.

whatever I expected from my college they have provided to me and I am satisfied with the present

functioning of my college

Thanking You.



Your's Sincerrely



### Explanation regarding the complaint letter put forth by our student Chandrakant Parasnath Vishwakarma from TYBMM

1 message

sirtdc degree college <principalsirtdc@rahuleducation.com> To: ogro@mu.ac.in Bcc: sirtdc@rahuleducation.com

Wed, Mar 10, 2021 at 3:46 PM

Dear Sir,

Kind atten: Dr. Sunil Patil - Director - Department of Students' Development and Universities Information and Bureau

Ref: Your Letter No.SW/312 of 2021 dated 25th Feb 2021.

In regards to the above subject and letter from your department regarding the complaint posted by our college student Chandrakant Parasnath Vishwakarma from TYBMM regarding the specialization course of Journalism to be offered at TYBMM.

Please find attached the PDF file containing the following,

- 1. Letter from your department
- 2. University Grant Commission Grievance Full Detail
- 3. Our College letter
- 4. Resolution copy
- 5. Letter from the student
- 6. Letter from the Guardian
- 7. Aadhar Card as proof of the guardian
- 8. University Result of the student TYBMM with Journalism.

Kindly acknowledge. Thanking You and Oblige

Dr. Sanjay G. Mishra || Principal || Ph.D(Mgmt), MBA(HR), M.Com, M.A (Eng.Lit), B.Ed, CAE. Shree L.R. Tiwari Degree College of Arts, Commerce & Science. Shree L.R. Tiwari Education Campus, Kanakia Park, Mira Road (East), An Initiative by



CHANDRAKANT VISHWKARMA.pdf





Shree Rahul Education Society's (Regd.) SHREE L. R. TIWARI DEGREE COLLEGE

OF ARTS, COMMERCE & SCIENCE (Approved by Government of Maharashtra & Affiliated to University of Mumbai) College Code : 1064

Date : 9th March 2021

### Ref. No.: SLRTDC/20-21/124

To, The Director, Department of Students' Development & Universities Information Bureau, Vidyapeeth Vidyarthi Bhavan, Churchgate, Mumbai – 400 020.

### Ref. No.: Your Letter No. SW/312 OF 2021 dated 25/02/2021

# Subject : Regarding the complaint of our student Chandrakant Parasnath Vishwakarma from T.Y.B.M.M. Course

### Respected Sir,

With reference to the above subject and the letter from your department, we would like to state that our college student Chandrakant Parasnath Vishwakarmafrom T.Y.B.M.M. course has put forth a complaint to University Grants Commission Grievance Cell on 27/07/2020 in regards to the Journalism course to be started in the college.

This is to state that

- a) The college has already started the specialization course of Journalism for academic year 20-21.
- b) College has sent a Google form to the students for selection of the specialization course (Advertising/ Journalism) on 28<sup>th</sup> July 2020. (Records are maintained)
- c) The college has never taken any late fees from any student for the regular college fees.
- d) The Grievance and Counseling cell of the college has conducted a meeting in regards to this case, both the guardian and the student were called. The student and guardian have given their written explanation to the above complaint.
- e) The Resolution of the Grievance and Counseling cell in regards to the above case is attached.
- f) The student is fully satisfied with the studies and his complaint is resolved by the college:
- g) The college has followed all the guidelines issued by the university from time to time.

Whatever stated above is true to the facts and records.

Thanking you and oblige.

Yours Truly

(Dr. Sanjay'Mishra) Encl: Letter from the student and the guardian. T.Y.B.M.M. semester VDecember 2020, result of Chandrakant Vishwakarma with Journalism.



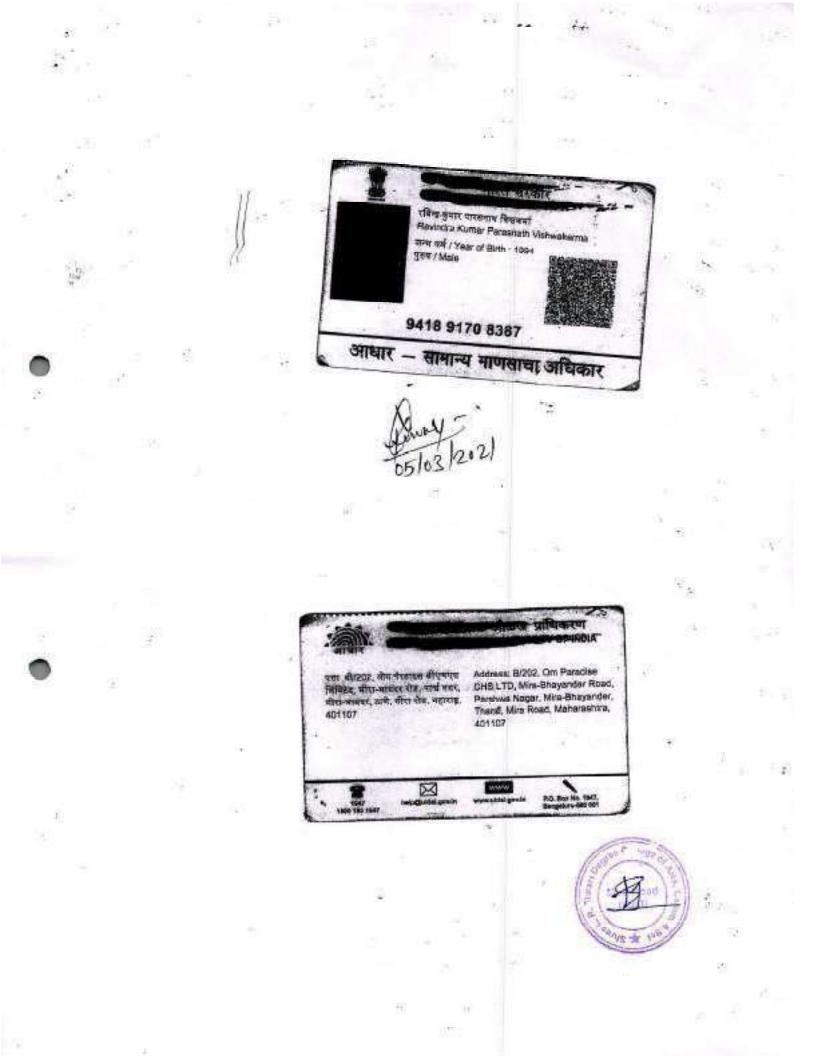
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DATE: 21-10-2021

FROM RISHABH SINGH 1<sup>ST</sup> YEAR B.SC. HM

TO THE PRINCIPAL

SUBJECT: Complaint against a student of my division

I am first year student of B.Sc. HM I want to bring your kind notice the rude behavior of noamaan Shaikh of first year of B.S.C HM. He abused me in front of all the students' and the seniors for silly reason and he even Threatened me. Even though he was just about to take a fight ,but the students over there hold him back . I request you to kindly investigate the matter and take stern action against him.

Kindly punish him for his mischief.

