



JEEVAN JYOT EDUCATIONAL CHARITABLE TRUST

# REENA MEHTA COLLEGE

OF ARTS, SCIENCE, COMMERCE & MANAGEMENT STUDIES

Affiliated to University of Mumbai | NAAC Accredited "A" Grade | ISO 9001:2015 | Gujarati Linguistic Minority  
Section 2 (f) of the UGC Act 1956

## Students Grievance Cell

As per the UGC Notification No. 1406982/2018, Grievance Redressal Committee is reconstituted in the college during the academic year 2018-2019 with the objective of resolving of grievance of the students and parents and others.

The purpose of the student Grievance Redressal Committee is to hear, investigate, and resolve a student complaint, grievance, or conflict. Anyone with a genuine grievance may approach the department members in person, or in consultation with the head of the institute. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box at library hall.

To promote the welfare of students, R. C. Patel Arts, Commerce and Science, college has a robust mechanism for handling student grievances related to academic and non-academic matters. Academic Matters The grievances related to academic matters like Admissions, Internal Assessment and Examinations are addressed by specific committees designated for this purpose.

### Objectives

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.
- To accept the genuine grievances from the students and suggest remedial measures to solve in the stipulated period of time.
- The grievance redressal committee of the institution shall monitor status and progress of grievance redressal and shall furnish report on Grievance Redressal position to the principal.
- The committee ensures effective solution to the students grievances with an impartial and fair approach.
- It also encourages the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

### Mission

- To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
- To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- To establish structured interactions with students to elicit information on their expectations.

### Working of the committee

- A student lodges a complaint through complaint box or directly approaches to the cell members or fills form online at website <https://www.rcpasc.ac.in/grievance>.
- The issue is taken for consideration in the GRC meeting.
- If the grievance found correct and true, the committee directs related department or person to take measures.
- It is ensured that the grievances are resolved in time impartially and confidentially.



  
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### Measures to avoid grievances

- Induction programs.
- Sensitization of students during lectures and practical sessions.
- Inculcating human values among the students through extracurricular and curricular activities.
- Inducing the critical thinking through guest lectures and talks.
- Through activities of student council, students clubs etc.

### Other activities of the cell

- To arrange the time-to-time meeting of the cell.
- To maintain and update the proceeding book and the minutes of the meetings.
- To participate in the meeting, programs related to student grievance organized by university / other colleges.
- To communicate the activities of the cell to various stakeholders.

### Safety and Security:

The rules & regulations related to discipline are displayed on the college website. The ICC consisted of Female student members. Discipline rules are formed and uploaded on the college website. All first year students are given an orientation about the function of the cells like the Anti-Ragging Cell, Internal Complaint Committee, Students Grievance Redressal Cell & informed about complaint redressal mechanisms available in the College. The institution has CCTV cameras. The Institution has a dedicated 'Women's Development Cell' that organises various activities & programmes on women-related issues.

### COUNSELLING

Regular teachers of the college are appointed as mentors for counselling of students. Each mentor is allotted a group of 50-60 students. To help Mentor, two senior students per group also play the role of an assistant mentor. Mentoring sessions were held by the faculty members at the department level. The main objective is to develop rapport with the students and guide them for academic and co-curricular activities.

A professional counsellor is available on campus for personnel and group counseling. The counsellor is either voluntarily approached by students themselves or referred by teachers.

### COMMON ROOM

There are separate washrooms for girls and Boys. The facility of special common rooms is also available for the girl students.




  
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Reena Mehta College of Arts, Science, Commerce & Management Studies

**Student Grievance Redressal  
Cell Activity Report 2023-2024**



Student Grievance Redressal Committee

  
I/C Principal  
Reena Mehta College of Arts, Science  
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## Student Grievance Redressal Cell Activity Report 2023-2024

Students' Grievance and Redressal Cell, organized an Awareness  
program on 10<sup>th</sup> July, 2023



  
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**Awareness Program on ‘Students Grievance Redressal’ Committee’ July 2023. A student’s grievance cell awareness programme was conducted on 10<sup>th</sup> July 2023 for First Year students.**

The main purpose of the program was to bring awareness about the opportunities for redressal Cell, and a mechanism thereto and to educate the students community about the existence and functioning of the Grievance and Redressal cell. The program was chaired by Dr.kavita Gurunani , Assistant Professor, Department of Zoology, and delivered Welcome Address with a warm welcome to all participants. She explained the purpose and importance of the grievance redressal system in the college and handed over to Mr. Amit C Gupta, (Member), Students Grievance and Redressal Cell to take his time for delivering his orientation speech and PPT Presentation on the program. He explained all the opportunities for the redressal of students already enrolled in the institution. In his Orientation , he gave an overview of how the grievance redressal system is structured, including the composition of the grievance committee, discussed the different types of grievances that students may encounter, such as academic, administrative, and interpersonal issues,

Filing a Grievance: Explain the step-by-step process for filing a grievance, including where to submit complaints and the required documentation. Support Services: Highlight the various support services available to students, such as counselling, academic advising, and mentorship. Followed by Question & Answer Session which allowed students to ask questions and clarify any doubts they may have. The Member concluded his speech and presentation of the program by emphasizing the college’s commitment to addressing students’ concerns.



  
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**Students' Grievance and Redressal Cell, organized an Awareness program on 4<sup>th</sup> January, 2024**



**Students Grievance Redressal Cell Activity**

*[Signature]*  
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**Title-** Awareness Programme on Students  
Grievance Redressal Cell.

**Date-** 04/01/2024

**Resource Person-** Prof. Shraddha Bhome


**Topic covered-**

- Reasons for formation of students Grievance Redressal Cell
- Explaining the grievance procedure in accordance with the rules and regulations of the institution.
- Identifying the common grievances of the students.

**Summary-**

A students grievance cell awareness programme was conducted on 4<sup>th</sup> January 2024 for M.com and .MSc `(IT) . students. The students were briefed about the purpose and objectives of the students Grievance redressal Cell. They were also briefed about the procedure for lodging any kind of grievances with the cell co-ordinator/ members. The students were shown the particulars included in the grievance redressal form and were asked to contact any of the cell members in order to obtain the form or library. The last bit of the discussion was on identifying some of the common grievances of the students.

**Organized by:** Students Grievance Redressal Cell.

  
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**Report of the Student Grievance Redressal Committee  
Academic Year 2023-2024**

During the academic year 2023-2024, on 19th August 2023, Saturday, under the chairmanship of Honorable Principal Dr. Mrs Satinder Kaur Gujral, a meeting of the Student Grievance Redressal Committee members was held. In this meeting, there was a discussion regarding cleanliness issues in the T. Y. BMS class, and as a result, instructions were given to the cleaning staff to ensure daily cleaning of the classroom. Additionally, for the T. Y. B. Sc. class, there were discussions about adjusting the working hours of the staff involved in practical sessions. Consequently, the working hours were adjusted, and the issue in that area was resolved. Similarly, instructions were given to the concerned staff for the maintenance and cleanliness of the toilets, which were duly followed by the Civil Works Department staff.

As a result, all the grievances mentioned above were resolved, and the tasks of the Student Grievance Redressal Committee were successfully completed.



  
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**Report of the Student Grievance Redressal Committee  
Academic Year 2023-2024**

During the academic year 2023-2024, on 23<sup>rd</sup> March 2024, Saturday, a meeting of the Student Grievance Redressal Committee was organized under the chairmanship of Principal in her cabin. In this meeting, discussions were held regarding the scheduling of the FY B.Sc. Hospitality Studies and SY.B.Sc. Hospitality Studies Extra Lectures were scheduled on 5th May 2024, Sunday, to take the revision for examination. It was unanimously decided to conduct the extra lecture and that the attendance is mandatory.

Thus, during the academic year 2023-2024, the Student Grievance Redressal Committee successfully completed its task.



  
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