

# **CRITERION 5**

## **5.1 STUDENT SUPPORT**

**5.1.3. The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as**

- 1. Institution has guidelines regarding redressal mechanism approved by statutory bodies**
- 2. Details of members of grievance redressal committees are available on the institutional website**
- 3. Awareness programmes are conducted to communicate the guidelines for redressal of student's grievances to teachers and students.**
- 4. Provision for students to submit grievances online/offline**
- 5. Grievance redressal committee meets on a regular basis**
- 6. Student's grievances are addressed within 7 days of receiving the complaint**

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- 4. Provision for students to submit grievances online/offline**
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- 6. Student's grievances are addressed within 7 days of receiving the complaint**

## **1. Institution has guidelines regarding redressal mechanism approved by statutory bodies**

**NIRMALA MEMORIAL FOUNDATION COLLEGE OF EDUCATION,  
KANDIVALI EAST, MUMBAI**

### **Grievance Redressal Cell (GRC)**

#### **Preamble**

In accordance with the University Grants Commission (UGC) Grievance Redressal Regulations 2012, Nirmala Memorial Foundation College of Education has a mechanism to address grievances of students and staff. In compliance with the UGC mandate the College's policy for grievance Redressal of students and staff are outlined here under with the objective to redress the grievances of the students and staff in a just and fair manner.

#### **Definition of Grievance:**

A grievance includes any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with NMFCE, that a student or employee thinks, believes or feels, is unfair, unjust or inequitable. The list of grievances as defined in UGC Regulations under clause 2(f) of the Gazette Notification No. 14-4/2012 (CPP-II) dated December 2012 are taken to be the grievances of students.

#### **Policy Statement**

The College's Grievance Redressal Policy has been articulated to accelerate the redressing of grievances received. The policy aims to resolve the grievances of the students and employees within the framework of the college guidelines, maintaining the highest standards of integrity and transparency and promoting a professional and ethical work culture.

Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to find solutions for grievances like physical or mental harassment, complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and upgradation, etc. if and when they arise. The Grievance Redressal Cell has been set up in the college to genuinely understand the grievances of students and parents and to ensure remedial action.

**OBJECTIVES:**

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational environment on the campus. The objectives of the Grievance Redressal Cell are:

- To develop an organisational framework to resolve grievances of students and other stakeholders
- To provide the students access to immediate, hassle free recourse to have their grievances redressed
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon
- To institute a monitoring mechanism to oversee the smooth functioning of the College.

**MEMBERS:**

<b>Coordinator:</b>	<ol style="list-style-type: none"><li>1. Ms. Shubham Patil</li><li>2. Ms Navita Sood</li></ol>
<b>Members:</b>	<ol style="list-style-type: none"><li>1. Dr. Nitisha Jha (Principal)</li><li>2. Ms Usha Iyer (Teacher Representative)</li><li>3. Rakhi Kansara (Student Representative)</li></ol>

**NIRMALA MEMORIAL FOUNDATION COLLEGE OF EDUCATION,  
KANDIVALI EAST, MUMBAI**

**Grievance Redressal Cell (CGRC)**

**STUDENT GRIEVANCE REDRESSAL MECHANISM PROCEDURE**

**Step 1:**

Any aggrieved student can submit his/her grievance to the Student Welfare Incharge in writing or he/she can submit the grievance through email Id or through complaint form available on the college website.

**Step 2:**

The grievance will be forwarded to the Student Grievance Redressal Committee within two working days by the Student Welfare In-charge.

The Student Grievance Redressal Committee will comprises the following member

- . Student Welfare In-charge
- . Class In-charge of the concerned department
- . Any other member deemed necessary for resolving the issue

**Step 3:**

The Student Grievance Redressal Committee will investigate the take matter. They will arrange to meet with the student or his/ her representative to discuss the complaint in detail. The student or his representative will be asked to explain their complaint and present any supporting evidence which he/she may wish to share with the committee.

**Step 4:**

The Student Grievance Redressal Committee will produce a report which outlines the process followed to investigate the grievance, the information gathered, the conclusions drawn and any recommendations within 7 working days from the day of complaint is forwarded to the committee.

**Step 5:**

If the complaint is considered justified, the student will be informed of the outcome to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.

**Step 6:**

However, if the student is not satisfied, he may choose to approach the principal.

**2. Details of members of grievance redressal committees are available on the institutional website**

**Nirmala Memorial Foundation College of Education, Kandivali (East)  
Committees**

**Grievance Redressal Committee**

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>
1	Ms. Nitisha Jha	I/C Principal
2	Ms. Navita Sood	Teacher Representative
3	Ms. Damanjit Rihal	Teacher Representative
4	Ms. Rakhi Kansara	Student Representative
5	Ms. Jacinta Disilva	Student Representative
6	Ms. Vidhi Ghelani	Student Representative

**Anti-Ragging Committee & Sexual Harassment Committee**

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>
1	Ms. Nitisha Jha	I/C Principal
2	Ms. Usha Iyer	Teacher Representative
3	Ms. Charu Singh	Teacher Representative
4	Ms. Nikita Pawar	Student Representative
5	Ms. Shreya Tanna	Student Representative
6	Ms. Reshama Chauhan	Student Representative

### **3. Awareness programmes are conducted to communicate the guidelines for redressal of student's grievances to teachers and students.**

College conducts various programmes for creating awareness about the guidelines for redressal of student's grievances to teachers

<b>Sr. No.</b>	<b>Programmes</b>	<b>Duration</b>	<b>Beneficiaries</b>
<b>1</b>	<b>Orientation Program</b>	<b>At the beginning of academic session</b>	<b>Teachers &amp; Students</b>
<b>2</b>	<b>Code of Conduct for student and staff</b>	<b>At the beginning of academic session</b>	<b>Teachers &amp; Students</b>
<b>3</b>	<b>Webinar on 'Sexual Harassment'</b>	<b>8/3/2018</b>	<b>Teachers &amp; Students</b>
<b>4</b>	<b>Regular Meetings</b>	<b>As per need</b>	<b>Teachers &amp; Students</b>

#### **Orientation/Induction Program**

At the beginning of the each academic session NMFCE organizes Orientation/Induction Program. In this program a Principal of the college discuss the grievance redressal mechanism with the students. Also gives the policy, rules and regulation of the college that should be followed by the faculty and students. Principal gives information about the grievance redressal committee and its function. In this program the code of conduct for the staff and students was also discussed with all with which students and faculty can become aware about the rules and code of conduct of the college.

#### **CODE OF CONDUCT FOR TEACHERS AND STUDENTS**

The Code of Conduct All Students-teachers at the Institute are expected to participate in activities that are beneficial to the reputation of the Institute. Every student should treat everyone with respect the following actions constitute the Institute's,

##### **Code of Conduct for students-**

➤ **Dress code:**

Students-teachers must adhere to the Institute's dress code, every day except Saturdays. This dress code is intended to ensure equal accommodation for students of all economic backgrounds.

➤ **Integrity:**

Malpractice/cheating during the test/examination, or intentionally providing false information, is strictly prohibited and dealt with in the same manner as plagiarism and other plagiarism-related activities for faculty.

➤ **Transparent Administration:**

Information about student attendance and teacher conduction of classes is kept. Students-teachers biometric attendance, fee structure, payments etc. are kept online.

➤ **Disciplinary action:**

Behaviour that impairs teaching, administration, or other processes or activities on campus shall be subject to disciplinary action.

➤ **Respect for women:**

Students-teachers must ensure that their conduct towards women is impeccable. Directly or indirectly, unwelcome conduct towards female students and staff in writing, spoken, or gestural will be dealt with in accordance with the law.

➤ **Daily assembly :**

The day starts with assembly with agenda of prayer, thought of the day, news reading followed by Birthday wishes and Thought for the day. Achievers are felicitated and their efforts are appreciated.

➤ **Prohibition of Ragging :**

Ragging is any conduct by a student as an individual or group of them whether by words spoken or written, or by an act, which has the effect of teasing, treating or handling the fresher or any other student with rudeness will be treated as ragging and will be entitled for disciplinary action.

➤ **Energy and the Environment:**

All students and staff should be aware of and follow these guidelines.

➤ **Cleanliness:**

Students and staff should maintain a general level of cleanliness in the classrooms, labs and the campus as a whole.

## **CODE OF CONDUCT FOR TEACHERS**

- Perform their duties effectively in accordance with the institutional standards
- Update their skills and knowledge in a professional manner
- Maintain a high level of decorum when interacting with students, teaching staff, and non-teaching staff



- Ensure excellence in academics and research Act as a model for students Encourage students to participate in curricular activities and co-curricular activities
- The teacher organizes various teaching activities for the interest of the students' and also the interest of the community.
- The teacher does not discriminate against any student on the grounds of caste, religion, language, origin, social or cultural background.
- The teacher is not allowed to leave the duties assigned to him or her without permission.
- The teacher cannot engage in any illegal activities.
- The teacher doesn't violate any norms of morality or decency in his or her behaviour, inside or outside the school.
- The teachers are required to be impartial when assessing/evaluating the performance of students.
- The teacher will not participate in any organizational activities that are contrary to the ethical principles of the teaching profession.
- The entire teaching faculty has a shared responsibility to work together to meet institutional core values and objectives set by the leadership from time to time.

### **Regular Meetings**

Regular meetings between the Mentor and the Mentee are held **wherein students are free to discuss any personal or academic problem being faced by them.**

College all committee look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment

College has developed strategy to resolve complaints the Grievance Committee reviews the conduct, decisions and policies that are involved in the complaint and works with each party to develop a plan that will address the concerns of all those involved.

### Expert talk on sexual harassment (8th March 2018)



**Nirmala Memorial Foundation college of Education at Kandivali** took effort to organize an expert talk on sexual harassment against women in the main hall. The resource person for the session was **Prof. Nilam Mandal**. She had discussed about the causes for sexual harassment against women is ignorance and lack of education among women.

It is defined as unwelcome behaviour of a sexual nature that if allowed to continue could create a QUID PRO QUO and/or a Hostile Work Environment for the recipient. For example, unwelcome sexual comments, jokes, and innuendoes. Actual or attempted rape or sexual assault. · Unwanted pressure for sexual favours. · Unwanted deliberate touching, leaning over, cornering, or pinching. Unwanted sexual looks or gestures. Unwanted letters, telephone calls, or materials of a sexual nature.

#### **4. Provision for students to submit grievances online/offline**

Yes, college has given the facility to students to submit their grievances in offline and online mode. In online student can send their grievances to college on college official e-mail Id. Also student can send their issues to respective mentor teachers, faculty and principal with the help of what's app message. In offline mode students can submit hardcopy of their grievance in handwritten application form or on college grievance redressal application form.

Any aggrieved student can submit his/her grievance to the Student Welfare Incharge in writing or he/she can submit the grievance through email Id or through complaint form available on the college website.

#### **5. Grievance redressal committee meets on a regular basis.**

College Grievance redressal committee meets on regular basis for that purpose college conducts the regular official meetings with the members. Whenever if any grievance is there Committee always tries to resolve grievance of the students within 7 days of time.

#### **6. Student's grievances are addressed within 7 days of receiving the complaint**

The Student Grievance Redressal Committee produces a report which outlines the process followed to investigate the grievance, the information gathered, the conclusions drawn and any recommendations within 7 working days from the day of complaint is forwarded to the committee.

If the complaint is considered justified, the student will be informed of the outcome to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.

**SUPPORTING DOCUMENTS**

From,  
Nathprasad Baraskar,  
Roll no - 7/A.

To,  
The principal,  
Nirmala memorial  
Foundation college of  
Education,  
Kandivali, East.  
pin - 400101.

Subject:- Application for the lift  
facility.

Respected Mam,

I am Nathprasad Sudhir Baraskar, a student of SYBED, Roll no - 7, Div - A. I urge you to grant me the facility of using the lift as I have the medical issue related to my leg.

I had met with an accident which has caused me difficulty in climbing the stairs. The doctor has prescribed and recommended me to not to use the staircase for sometime.

Therefore, I hope you understand and consider my application. I look forward to your consideration and apologies for the inconvenience caused. Thank you.

Yours Sincerely,  
Mr. Nathprasad

Baraskar  
*Nathprasad Baraskar*

From,  
Sharma Suvida  
18/B.

To,  
The principal,  
Dr. Nitisha Jha,  
Nirmala Memorial Foundation College  
of Education,  
Kandivali-East.  
400101

Subject: Information about my studies.

Respected ma'am,

This is to inform you that  
I Suvida Sharma am grateful for the  
translated Hindi notes I receive from my  
teachers for my B.Ed examinations.

Your help and the assistance  
of all the faculty has helped me a lot.  
Thank you once again for this kind gesture.  
Words are too little to express how grateful  
I am.

Yours Sincerely,  
Ms. Suvida Sharma  
18/B : R.No./Div.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**

**College Grievance Redressal Cell (CGRC)**

**Grievances Redressal Application Form**

To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

1 Full Name of the student	
2. Department	
3. Permanent Address of the student	
4. Email of the student	
5. Mobile no of the student	
6. Programme of Study	
7. Year of Study	
8. PRN No.	
9. Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the Complaint is to be Lodged	
13. Nature of Grievance/s in which Redressal is Sought Write Upload Word/PDF File	

Declaration from the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

Signature by the applicant



To,  
The principal,  
NMFCE

Subject:- Application to change the Internship  
School.

Respected Madam,

I, Miss Hemangi Shailesh Thakkar of S.V.B.ED  
Batch 2021-2023 of Div:- B And Roll NO:- 48  
writing this letter to request you to grant me  
permission to change the school.

As, earlier I used to work in Xarier's  
school, Groggaon, which was morning shift.  
Therefore, I chose afternoon school for my internship.  
And now, as I am not working and I stay far  
away from school. So, I am not able to reach  
home on time and I don't get time prepare  
my lesson and teaching aids also. I, hereby, request  
you to shift me to morning school i.e. S.V.P School.

I hope you grant me permission by  
accepting my request for the same.

Thanking you!

Yours sincerely,  
H.S. Thakkar

Hemangi Shailesh Thakkar



**NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
AFFILIATED TO UNIVERSITY OF MUMBAI**

D.S. Road, Asha Nagar, Thakur Complex, Kandivall (East), Mumbai-400101. Tel: 022-6943 6400

**College Grievance Redressal Cell (CGRC)**

**STUDENT GRIEVANCE REDRESSAL MECHANISM PROCEDURE**

**Step 1:**

Any aggrieved student can submit his/her grievance to the Student Welfare Incharge in writing or he/she can submit the grievance through email Id or through complaint form available on the college website.

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- . Class In-charge of the concerned department
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**Step 5:**

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**Step 6:**

However, if the student is not satisfied, he may choose to approach the principal.



**I/C PRINCIPAL**  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivall (East), Mumbai-400 101.





# NIRMALA MEMORIAL FOUNDATION COLLEGE OF EDUCATION

AFFILIATED TO UNIVERSITY OF MUMBAI

D.S. Road, Asha Nagar, Thakur Complex, Kandivali (East), Mumbai - 400 101. • Tel.: 2854 3234

## Grievance Redressal Cell (GRC)

(2019-20)

Protection of human rights is essential for all round development of an individual's personality. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell has been constituted. The cell is intended to find solutions for grievances like physical or mental harassment, complaints regarding class room teaching, class room management, completion of syllabus, teaching methodology, infrastructure maintenance and upgradation, etc. if and when they arise. The Grievance Redressal Cell has been set up in the college to genuinely understand the grievances of students and parents and to ensure remedial action.

### OBJECTIVES:

The main objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational environment on the campus. The objectives of the Grievance Redressal Cell are:

- To develop an organisational framework to resolve grievances of students and other stakeholders
- To provide the students access to immediate, hassle free recourse to have their grievances redressed
- To identify systemic flaws in the design and administration of various departments and to seek solutions thereon
- To institute a monitoring mechanism to oversee the smooth functioning of the College.

### MEMBERS:

<b>Coordinator:</b>	1. Ms. Damanjit Rihal 2. Ms Navita Sood
<b>Members:</b>	1. Dr. Nitisha Jha 2. Ms Usha Iyer 3. Rakhi Kansara



**I/C PRINCIPAL**  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.



NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
AFFILIATED TO UNIVERSITY OF MUMBAI

D.S. Road, Asha Nagar, Thakur Complex, Kandivali (East), Mumbai-400101. Tel: 2854 3234

Reference Number:

Date: 11/10/2017

**Subject: ANTIRAGGING DECLARATION BY STUDENT**

1. I, Mansi Vastani s/o d/o Satish, having been admitted to NIRMALA MEMORIAL FOUNDATION COLLEGE OF EDUCATION, KANDIVALI EAST, MUMBAI, have received a copy of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, especially B.Ed(hereinafter called the Regulations) have carefully read and fully understood the provisions contained in the said Regulations.
2. I have, in particular, perused clause 3 of the Regulations and am aware as to what constitutes ragging.
3. I have also, in particular, perused clause 7 and clause 9.1 of the Regulations and am fully aware of the penal and administrative action that is liable to be taken against me in case I am found guilty for abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
4. I hereby solemnly aver and undertake that I will not indulge in any behaviour or act that maybe constituted as ragging under clause 3 of the Regulations. I will not participate in or abet or propagate through any act of commission or omission that may be constituted as ragging under clause 3 of the Regulations.
5. I hereby affirm that, if found guilty of ragging, I am liable for punishment according to clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken against me under any penal law or any law for the time being in force. I hereby declare that I have not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being part of a conspiracy to promote, ragging; and further affirm that, in case the declaration is found to be untrue, I am aware that my admission is liable to be cancelled.

Declared on 11th October '2017

Signature of deponent

Name : Mansi Vastani

**VERIFICATION**

Verified that the contents of this undertaking are true to the best of my knowledge and no part of the undertaking is false and nothing has been concealed or misstated therein. Verified at \_\_\_\_\_ on \_\_\_\_\_

Signature of deponent



NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
AFFILIATED TO UNIVERSITY OF MUMBAI

D.S. Road, Asha Nagar, Thakur Complex, Kandivali (East), Mumbai-400101. Tel: 2854 3234

Reference Number:

Date: 11/10/2017

ANTIRAGGING DECLARATION BY GUARDIAN

1. I, Satish Vastani father/mother/guardian of, Mansi Vastani, having been admitted to NIRMALA MEMORIAL FOUNDATION COLLEGE OF EDUCATION, KANDIVALI (E), MUMBAI – 101 have received a copy of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, (hereinafter called the Regulations), carefully read and fully understood the provisions contained in the said Regulations.
2. I have, in particular, perused clause 3 of the Regulations and am aware as to what constitutes ragging.
3. I have also, in particular, perused clause 7 and clause 9.1 of the Regulations and am fully aware of the penal and administrative action that is liable to be taken against my ward in case he/she is found guilty of or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.
4. I hereby solemnly aver and undertake that My ward will not indulge in any behaviour or act that may be constituted as ragging under clause 3 of the Regulations. My ward will not participate in or abet or propagate through any act of commission or omission that may be constituted as ragging under clause 3 of the Regulations.
5. I hereby affirm that, if found guilty of ragging, my ward is liable for punishment according to clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken against my ward under any penal law or any law for the time being in force.
6. I hereby declare that my ward has not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being part of a conspiracy to promote ragging, and further affirm that, in case the declaration is found to be untrue, the admission of my ward's letter will be cancelled.

Declared on 11<sup>th</sup> October 2017

Satish  
Signature of deponent

Name: Satish Vastani

Address

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**

**College Grievance Redressal Cell (CGRC)**

**Grievances Redressal Application Form**

To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

1 Full Name of the student	Archana Jha
2. Department	B.Ed
3. Permanent Address of the student	Kandivali East
4. Email of the student	2021-2023
5. Mobile no of the student	8828538661
6. Programme of Study	B.Ed
7. Year of Study	2021-2023
8. PRN No.	2021016402446824
9. Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the Complaint is to be Lodged	—
13. Nature of Grievance/s in which Redressal is Sought Write Upload Word/PDF File	Timing issue on internship

Archana  
Declaration from the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**

**College Grievance Redressal Cell (CGRC)**

**Grievances Redressal Application Form**

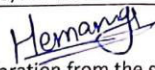
To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

1 Full Name of the student	Hemangi Shaplesh Thakkar.
2. Department	B.Ed.
3. Permanent Address of the student	Marine Lines .
4. Email of the student	
5. Mobile no of the student	9892212731 .
6. Programme of Study	B.Ed.
7. Year of Study	2021 - 2023 .
8. PRN No.	2017016400274651 .
9. Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the Complaint is to be Lodged	—
13. Nature of Grievance/s in which Redressal is Sought Write Upload Word/PDF File	Timing issues & Change Internship School.

  
Declaration from the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**

**College Grievance Redressal Cell (CGRC)**

**Grievances Redressal Application Form**

To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

1 Full Name of the student	Sharna Surida
2. Department	B.Ed.
3. Permanent Address of the student	Mira-Road (East)
4. Email of the student	
5. Mobile no of the student	8369089421
6. Programme of Study	B.Ed.
7. Year of Study	11/11/2021 (2021-2023)
8. PRN No.	2021016402446816
9. Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the Complaint is to be Lodged	—
13. Nature of Grievance/s in which Redressal is Sought Write Upload Word/PDF File	Unhygienic Washroom.

*Surida*  
Declaration from the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

Date 3<sup>rd</sup> April 2022

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on 9 - 04 - 2022 at 11:30 a.m. in principal's office .


Sr. No.	Name of the faculty	Designation
1	Ms . Nitisha Jha	Chairperson
2.	Ms. Navita Sood	Member
3	Ms. Usha Iyer	Member
4	Sunita Vyas	student representative
5.	Avis D'cuna	Student

**The Agenda for the discussion were as follows:**

**Agenda 1 :To change community work group**

**Agenda 2 : Any other item with the permission of Chair.**



  
I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-401.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on 9/04/2022

Date :

Venue : Principal's office

Chairperson: Dr. Nitisha Jha

Members present in the Meeting

- Dr. Nitisha Jha Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Sunita Vyas F.Y. Student Member
- Ms Rajashree Mahtre FY. Student Member

After discussing the Agenda the committee Resolved the following:

**Agenda 1 : Confirmation of Minutes of the Meeting held on 25th March 2022**

The Minutes of the Meeting held on 25th March 2022 sent to the members earlier and the same were confirmed

**Agenda 2: To change the Community group**

Few students had a problem with the Location Of Community group . So it was decided that those students will be shifted to the other group and the same will be communicated to the Community Incharge.

The meeting was ended with vote of a thanks to the Chairperson



  
Dr. Nitisha Jha  
I/C Principal  
NMFCE, Kandivali ( East)

VC PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)  
Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 9/04/2022 under the Chairpersonship of I/C Principal Dr Nitisha Jha.

Agenda of the Meeting was as follows:


**Agenda 1 : Confirmation of Minutes of the Meeting held on 25th March 2022**

**Agenda 3: To change the Community group of the two students**

As per the discussion held in the said meeting the following Action has been taken;

- The students are asked to submit the application for changing the Community group and mention the reason too. Both students were shifted to the other group and the same was communicated to the Community incharge and the observer of the group too.



  
Dr. Nitisha Jha  
I/C Principal  
NMFCE, Kandivali ( East)

**IC PRINCIPAL**  
**NIRMALA MEMORIAL FOUNDATION**  
**COLLEGE OF EDUCATION**  
Kandivali (East), Mumbai-405 101.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

Date : 18<sup>th</sup> March 2022

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Wednesday, 25-3-2022 at 11:30 a.m. in principal's office .

Sr. No.	Name of the faculty	Designation
1	Ms . Nitisha Jha	Chairperson
2.	Ms. Navita Sood	Member
3	Ms Usha Iyer	Member
4	Rakhi Kansara	student representative


**The Agenda for the discussion were as follows:**

**Agenda 1 – To Appoint First Year students in the Grievance Redressal Cell.**

**Agenda 2 - To discuss the Mechanism of the Grievance Redressal Cell (GRC)**

**Agenda 3 - Any other item with the permission of Chair.**



  
**I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on:25/03/2022  
Date : 25/03/2022  
Time : 11:30a.m.  
Venue : Principal's office  
Chairperson: Dr. Nitisha Jha

**Members present in the Meeting**

- Dr. Nitisha Jha Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Rakhi Kansar S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

**Agenda 1 : Confirmation of Minutes of the Meeting held on 21st January 2022**

The Minutes of the Meeting held on 21st January 2022 were sent to the members earlier and the same were confirmed

**Agenda 2 – To Appoint First Year students in the Grievance Redressal Cell.**

The following students from second year will be appointed in the Grievance Redressal Cell from next academic year so that the student representation could be part of the Committee for longer time and help us to contribute more effectively


**Name of the student**

**Agenda 3 - To discuss the Mechanism of the Grievance Redressal Cell (GRC)**

The students were oriented about the procedure and functioning of the Grievance Redressal Cell (GRC) and they were also oriented about the types of suggestions that can be given in the suggestion box.

The meeting was ended with vote of a thanks to the Chairperson



  
Dr. Nitisha Jha  
I/C Principal  
NMFCE, Kandivali ( East)  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-405 101.

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 25/03/2022 under the Chairpersonship of I/C Principal Dr Nitisha Jha.

Agenda of the Meeting was as follows:

- - Confirmation of Minutes of the Meeting held on 21st January 2022
  - To Appoint Second Year students in the Grievance Redressal Cell
  - To discuss the Mechanism of the Grievance Redressal Cell (GRC)

As per the discussion held in the said meeting the following Action has been taken;

- The appointed student members for the Grievance Redressal Cell (GRC) were oriented by the members of the cell about the objectives, functioning and responsibilities of the student member.
- The procedure and Functioning of the Grievance Redressal Cell (GRC) was communicated to the students through issuance of the notice and informed in the classroom too .
- The members of the Grievance Redressal Cell (GRC) had also oriented the whole class about the type of suggestions they can give in the suggestion box.



  
Dr. Nitisha Jha  
I/C Principal  
NMFCE, Kandivali ( East)

**I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

Date 4<sup>th</sup> December 2021

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on 11-12-2021 at 11:30 a.m. in principal's office .

Sr. No.	Name of the faculty	Designation
1	Dr. Tandra Bandyopadhyay	Chairperson
2.	Ms. Navita Sood	Member
3	Ms . Nitisha Jha	Member
4	Rakhi Kansara	student representative
5.	Avis D'cuna	Student

**The Agenda for the discussion were as follows:**

**Agenda 1 : To discuss Grievance redressal about the quality of food in the canteen**

**Agenda 2 : To discuss Complaint about cleanliness of the washroom.**

**Agenda 3 : Any other item with the permission of Chair.**

*for Dr. Tandra Bandyopadhyay*

**I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai - 400 101.**



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on 11/12/2021  
Date : 11/12/2021  
Venue : Principal's office  
Chairperson: Dr. Nitisha Jha

**Members present in the Meeting**

- Dr. Tandra Bandopdhyaya Chairperson
- Dr. Nitisha Jha Member
- Ms. Navita Sood Member
- Ms Rakhi Kansar S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

After discussing the Agenda the committee Resolved the following:

**Agenda 1: Grievance redressal about the quality of food in the canteen**

The Canteen owner will be suggested to look into the quality of the food in the canteen and avoid using food colour in the cooking.

**Agenda 2: Complaint about cleanliness of the washroom.**

The caretaker of the washrooms will be suggested to keep the toilet clean main

The meeting was ended with vote of a thanks to the Chairperson

*Tandra Bandopdhyaya*

**Dr. Tandra Bandopdhyaya  
Principal  
NMFCE, Kandivali ( East)**



**I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**  
**Grievance Redressal Cell (GRC)**  
**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 11/12/2021 under the Chairpersonship of I/C Principal Dr Nitisha Jha.

Agenda of the Meeting was as follows:

**Agenda 2: Grievance redressal about the quality of food in the canteen**

The Canteen owner was suggested to look into the quality of the food in the canteen and avoid using food colour in the cooking.

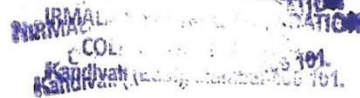
**Agenda 3: Complaint about cleanliness of the washroom.**

The caretaker of the washrooms was given instruction to keep the toilet clean and maintain hygiene.



**Dr. Tandra Bandopdhyaya**  
**Principal**

**NMFCE, Kandivali (East)**



**Nirmala Memorial Foundation College of Education ,  
Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

Date 09/3/2020

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on **14/3/2020** at 11:30 a.m. in principal's office .

Sr. No.	Name of the faculty	Designation	Sign
1	Dr. Tandra Bandhyopadhyay	Chairperson	<i>Tandra Bandhyopadhyay</i>
2.	Ms. Navita Sood	Member	<i>NSS</i>
3	Ms. Usha Iyer	Member	<i>Usha Iyer</i>
4	Ms. Arti Vegat	Student representative	<i>Arti</i>
5.	Ms. Vikrant Sawant	Student representative	<i>V. Sawant</i>

**The Agenda for the discussion were as follows:**

- Agenda 1 - To Appoint First Year students in the Grievance Redressal Cell  
Agenda 2 - To discuss the Mechanism of the Grievance Redressal Cell (GRC)  
Agenda 3 - Any other item with the permission of Chair.

*Tandra Bandhyopadhyay*

**PRINCIPAL**  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 101.



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
**Minutes of Grievance Redressal Cell (GRC) held on:** 14/03/2020  
**Date :** 14/03/2020  
**Time :** 11:30a.m.  
**Venue :** Principal's office  
**Chairperson:** Dr. Tandra Bandhyopadhyay

**Members present in the Meeting**

- Dr. Tandra Bandhyopadhyay Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Arti Vegat S.Y. Student Member
- Mr. Vikarant Sawant S.Y. Student Member

**Agenda 1 : Confirmation of Minutes of the previous Meeting**

The Minutes of the Meeting were sent to the members earlier and the same were confirmed

**Agenda 2 – To Appoint First Year students in the Grievance Redressal Cell.**

The following students from second year will be appointed in the Grievance Redressal Cell from next academic year so that the student representation could be part of the Committee for longer time and help us to contribute more effectively

**Name of the student**

- Ms Rakhi Kansara S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

**Agenda 3 - To discuss the Mechanism of the Grievance Redressal Cell (GRC)**

The students were oriented about the procedure and functioning of the Grievance Redressal Cell (GRC) and they were also oriented about the types of suggestions that can be given in the suggestion box.

The meeting was ended with vote of a thanks to the Chairperson

*Tandra Bandhyopadhyay*  
Dr. Tandra Bandhyopadhyay  
Principal

NMFCE, Kandivali (East)  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
Kandivali (East), Mumbai-400 005

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 14/03/2020 under the Chairpersonship of I/C Principal Dr Nitisha Jha.

Agenda of the Meeting was as follows:

- Confirmation of Minutes of the Previous Meeting
- To Appoint Second Year students in the Grievance Redressal Cell
- To discuss the Mechanism of the Grievance Redressal Cell (GRC)

As per the discussion held in the said meeting the following Action has been taken;

- The appointed student members for the Grievance Redressal Cell (GRC) were oriented by the members of the cell about the objectives, functioning and responsibilities of the student member.
- The procedure and Functioning of the Grievance Redressal Cell (GRC) was communicated to the students through issuance of the notice and informed in the classroom too .
- The members of the Grievance Redressal Cell (GRC) had also oriented the whole class about the type of suggestions they can give in the suggestion box.



*Tandra Bandhyopadhyay*

**Dr. Tandra Bandhyopadhyay  
Principal  
NMFCE, Kandivali ( East)**

**PRINCIPAL**  
**NIRMALA MEMORIAL FOUNDATION**  
**COLLEGE OF EDUCATION**  
**Kandivali (East), Mumbai - 406 101.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

1/11/2020

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Saturday, 7/11/2020 at 11:30 a.m. ( Online mode) on Google meet .

Sr. No.	Name of the faculty	Designation	Sign
1	Dr. Tandra Bandhyopadhyay	Chairperson	<i>T. Bandhyopadhyay</i>
2.	Ms. Navita Sood	Member	<i>Sharma</i>
3	Ms. Usha Iyer	Member	<i>U. Iyer</i>
4	Ms. Rakhi Kansara	Student representative	<i>Rakhi</i>
6.	Ms. Avis D'cuna	Student representative	<i>Avis</i>

**The Agenda for the discussion were as follows:**

Agenda 1 – To discuss action taken on previous meeting.

Agenda 2 - To discuss the grievances received from students.

Agenda 3 - Any other item with the permission of Chair.



*Tandra Bandhyopadhyay*

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on: 7/11/2020  
Date : 7/11/2020  
Venue : online . Google Meet  
Chairperson: Dr. Tandra Bandhyopadhyay

- Members present in the Meeting
- Dr. Tandra Bandhyopadhyay Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Rakhi Kansara S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

The Agenda for the discussion were as follows:

**Agenda 1 :** To discuss the grievances received from students.

**Agenda 2 :** Any other item with the permission of the Chair.

**Agenda 1 : To discuss the grievances received from students.**

Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there have been no instances of complaints or grievances registered by the learners

**Agenda 2:** Any other item with the permission of the Chair.

It was decided to communicate the mechanism of grievance redressal by the College Grievance Redressal Cell to all the learners through:  
Issuance of Notice to learners.

*for*

*Tandra Bandhyopadhyay*  
Dr. Tandra Bandhyopadhyay  
Principal  
NMFCE, Kandivali ( East)



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on: 7/11/2020  
Date : 7/11/2020  
Venue : online . Google Meet  
Chairperson: Dr. Tandra Bandhyopadhyay

- Members present in the Meeting
- Dr. Tandra Bandhyopadhyay Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Rakhi Kansara S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

The Agenda for the discussion were as follows:

**Agenda 1 :** To discuss the grievances received from students.

**Agenda 2 :** Any other item with the permission of the Chair.

**Agenda 1 : To discuss the grievances received from students.**

Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there have been no instances of complaints or grievances registered by the learners

**Agenda 2:** Any other item with the permission of the Chair.

It was decided to communicate the mechanism of grievance redressal by the College Grievance Redressal Cell to all the learners through:  
Issuance of Notice to learners.

*for 7/11*

*Tandra Bandhyopadhyay*  
Dr. Tandra Bandhyopadhyay  
Principal  
NMFCE, Kandivali ( East)



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**  
**Grievance Redressal Cell (GRC)**  
**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 7/11/2020 under the Chairpersonship of Principal Dr. Tandra Bandhyopadhyay

**Agenda of the Meeting was as follows:**

**Agenda 1 : To discuss the grievances received from students.**

**Agenda 2 : Any other item with the permission of the Chair.**

**As per the discussion held in the said meeting the following Action has been taken;**

Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there have been no instances of complaints or grievances registered by the learners



**Dr. Tandra Bandhyopadhyay**  
**Principal**  
**NMFCE, Kandivali ( East)**



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

13/7/2020

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Saturday, 18/7/2020 at 11:30 a.m. .

Sr. No.	Name of the faculty	Designation	Sign
1	Dr. Tandra Bandhyopadhyay	Chairperson	<i>Tandra Bandhyopadhyay</i>
2.	Ms. Navita Sood	Member	<i>NS</i>
3	Ms. Usha Iyer	Member	<i>Usha Iyer</i>
4	Ms. Rakhi Kansara	Student representative	<i>Rakhi</i>
5.	Ms. Avis D'cuna	Student representative	<i>Avis D'cuna</i>

**The Agenda for the discussion were as follows:**

**Agenda 1 – To discuss the objectives of the Grievance Redressal Cell (GRC).**

**Agenda 2 - To discuss the Mechanism of the Grievance Redressal Cell (GRC).**

**Agenda 3 - To discuss the responsibilities of the members of the Grievance Redressal Cell (GRC).**

**Agenda 4 - Any other item with the permission of Chair.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)

Minutes of Grievance Redressal Cell (GRC) held on: 18/07/2020

Date : 18/07/2020

Venue : Online , Google Meet

Chairperson: Dr. Tandra Bandhyopadhyay

- Members present in the Meeting
- Dr. Tandra Bandhyopadhyay Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Rakhi Kansara S.Y. Student Member
- Ms Avis D'cona S.Y. Student Member

**Agenda 1 To discuss the objectives of the Grievance Redressal Cell (GRC)**

The objectives of the Grievance Redressal Cell (GRC) were discussed and there was no suggestion made to reframe the objectives .

**Agenda 2: To Discuss the Mechanism of the Grievance Redressal Cell (GRC)**

The procedure and mechanism of Grievance Redressal Cell (GRC) were discussed with members of the committee and there were no suggestions to reframe the same.

**Agenda 3: To discuss the responsibility of the members of the Grievance Redressal Cell**

The Chairperson, I/C Principal had discussed the responsibilities of the members of Grievance Redressal Cell (GRC) and encouraged them to resolve the grievances of the students.

**The meeting was ended with vote of a thanks to the Chairperson**

**Dr. Tandra Bandhyopadhyay  
Principal  
NMFCE, Kandivali ( East)**



**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**  
**Grievance Redressal Cell (GRC)**  
**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 18/07/2020 under the Chairpersonship of Principal Dr. Tandra Bandhyopadhyay

Agenda of the Meeting was as follows:

- To discuss the objectives of the Grievance Redressal Cell (GRC)**
- To Discuss the Mechanism of the Grievance Redressal Cell (GRC)**
- To discuss the responsibility of the members of the Grievance Redressal Cell**

As per the discussion held in the said meeting the following Action has been taken;

- The Chairperson discussed the objectives of the Grievance Redressal Cell (GRC) with the staff members and confirm the same
- The **Mechanism of the Grievance Redressal Cell (GRC)** was communicated to the students through issuance of the notice and informed in the classroom too .
- The members of the Grievance Redressal Cell (GRC) were also oriented by the chairperson about the role and responsibility of the Committee.

*Tandra Bandhyopadhyay*

**Dr. Tandra Bandhyopadhyay**  
**Principal**  
**NMFCE, Kandivali ( East)**

**Nirmala Memorial Foundation College of Education ,  
Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

Date 11/3/2019

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on 16/3/2019 at 11:30 a.m. in principal's office .

Sr. No.	Name of the faculty	Designation	Sign
1	Dr. V.D. Javlekar Sir	Chairperson	N.D. Javlekar
2.	Ms. Navita Sood	Member	NSS
3	Ms. Usha Iyer	Member	Uyer
4	Ms. Shiba Dubey	Student representative	Shiba Dubey
5.	Ms. Trusha Joshi	Student representative	T. Joshi

**The Agenda for the discussion were as follows:**

**Agenda 1 : Confirmation of Minutes of the Meeting held on 9/2/2019**

**Agenda 2 : To Appoint First Year students in the Grievance Redressal Cell**

**Agenda 3 : To discuss the Mechanism of the Grievance Redressal Cell (GRC)**

**Agenda 4 - Any other item with the permission of Chair.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on: 16/03/2019

Date : 16/03/2019  
Time : 11:30a.m.  
Venue : Principal's office  
Chairperson: Dr. V.D. Javlekar

**Members present in the Meeting**

- Dr. V.D. Javlekar Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Shiba Dubey S.Y. Student Member
- Ms Trusha Joshi S.Y. Student Member

**Agenda 1 : Confirmation of Minutes of the previous Meeting**

The Minutes of the Meeting were sent to the members earlier and the same were confirmed

**Agenda 2 – To Appoint Second Year students in the Grievance Redressal Cell.**

The following students from second year will be appointed in the Grievance Redressal Cell from next academic year so that the student representation could be part of the Committee for longer time and help us to contribute more effectively

**Name of the student**

**Agenda 3 - To discuss the Mechanism of the Grievance Redressal Cell (GRC)**

The students were oriented about the procedure and functioning of the Grievance Redressal Cell (GRC) and they were also oriented about the types of suggestions that can be given in the suggestion box.

The meeting was ended with vote of a thanks to the Chairperson

**Dr. V.D. Javlekar  
Principal  
NMFCE, Kandivali ( East)**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 16/03/2019  
under the Chairpersonship of Principal Dr. V.D. Javlekar

Agenda of the Meeting was as follows:

- - Confirmation of Minutes of the Meeting held previously
  - To Appoint Second Year students in the Grievance Redressal Cell
  - To discuss the Mechanism of the Grievance Redressal Cell (GRC)

As per the discussion held in the said meeting the following Action has been taken;

- The appointed student members for the Grievance Redressal Cell (GRC) were oriented by the members of the cell about the objectives, functioning and responsibilities of the student member.
- The procedure and Functioning of the Grievance Redressal Cell (GRC) was communicated to the students through issuance of the notice and informed in the classroom too .
- The members of the Grievance Redressal Cell (GRC) had also oriented the whole class about the type of suggestions they can give in the suggestion box.

**Dr. V.D. Javlekar  
Principal  
NMFCE, Kandivali ( East)**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
College Grievance Redressal Cell (CGRC)**

8/7/2019

**Notice**

Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Saturday, 13/7/2019 at 11:30 a.m. in principal's office .

Sr. No.	Name of the faculty	Designation	Sign
1	Dr. V.D. Javlekar Sir	Chairperson	V.D. Javlekar
2.	Ms. Navita Sood	Member	Navita Sood
3	Ms. Usha Iyer	Member	Usha Iyer
4	Ms. Aarti Vegat	Student representative	Aarti Vegat
5.	Ms. Vikrant Sawant	Student representative	V. Sawant

**The Agenda for the discussion were as follows:**

**Agenda 1 – To discuss the objectives of the Grievance Redressal Cell (GRC).**

**Agenda 2 - To discuss the Mechanism of the Grievance Redressal Cell (GRC).**

**Agenda 3 - To discuss the responsibilities of the members of the Grievance Redressal Cell (GRC).**

**Agenda 4 - Any other item with the permission of Chair.**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai  
Grievance Redressal Cell (GRC)**

**Meeting:** Grievance Redressal Cell (GRC)  
Minutes of Grievance Redressal Cell (GRC) held on 13/07/2019

Date : 13/07/2019  
Venue : Principal's office  
Chairperson: I Dr. V.D. Javlekar

- Members present in the Meeting
- Dr. V.D. Javlekar Chairperson
- Ms. Navita Sood Member
- Ms Usha Iyer Member
- Ms Arti Vegat S.Y. Student Member
- Mr. Vikarant Sawant S.Y. Student Member

**Agenda 1 To discuss the objectives of the Grievance Redressal Cell (GRC)**

The objectives of the Grievance Redressal Cell (GRC) were discussed and there was no suggestion made to reframe the objectives .

**Agenda 2: To Discuss the Mechanism of the Grievance Redressal Cell (GRC)**

The procedure and mechanism of Grievance Redressal Cell (GRC) were discussed with members of the committee and there were no suggestions to reframe the same.

**Agenda 3: To discuss the responsibility of the members of the Grievance Redressal Cell**

The Chairperson, I/C Principal had discussed the responsibilities of the members of Grievance Redressal Cell (GRC) and encouraged them to resolve the grievances of the students.

The meeting was ended with vote of a thanks to the Chairperson

*V.D. Javlekar*  
Dr. V.D. Javlekar  
Principal  
NMFCE, Kandivali ( East)

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**  
**Grievance Redressal Cell (GRC)**  
**Action Taken Report for the Meeting of Grievance Redressal Cell (GRC)**

Meeting of Grievance Redressal Cell (GRC) was held on 13/07/2019  
under the Chairpersonship of Principal Dr. V.D. Javlekar

Agenda of the Meeting was as follows:

- To discuss the objectives of the Grievance Redressal Cell (GRC)**
- To Discuss the Mechanism of the Grievance Redressal Cell (GRC)**
- To discuss the responsibility of the members of the Grievance Redressal Cell**

As per the discussion held in the said meeting the following Action has been taken;

- The Chairperson discussed the objectives of the Grievance Redressal Cell (GRC) with the staff members and confirm the same
- The **Mechanism of the Grievance Redressal Cell (GRC)** was communicated to the students through issuance of the notice and informed in the classroom too .
- The members of the Grievance Redressal Cell (GRC) were also oriented by the chairperson about the role and responsibility of the Committee.

*V.D. Javlekar*

**Dr. V.D. Javlekar**  
**Principal**  
**NMFCE, Kandivali ( East)**

**Nirmala Memorial Foundation College of Education , Kandivali (East), Mumbai**

**College Grievance Redressal Cell (CGRC)**

**Grievances Redressal Application Form**


To,  
The Chairman,  
College Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/Our personal details and particulars about my/our grievances are as follows:

1 Full Name of the student	Ayisha Ansari
2. Department	B. Ed .
3. Permanent Address of the student	Mira road. (E)
4. Email of the student	ayishaansari561@gmail.com
5. Mobile no of the student	8424953923
6. Programme of Study	B. Ed .
7. Year of Study	2021 - 2023
8. PRN No.	2021016402446832
9. Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the Complaint is to be Lodged	—
13. Nature of Grievance/s in which Redressal is Sought Write Upload Word/PDF File	Application for change the internship school.

Declaration  the student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.