

*[Handwritten Signature]*

# UNIVERSITY OF MUMBAI

No. CONCOL/GC/ 22 / 2014

## CIRCULAR :-

Dear Principal Colleagues,

I am directed by the Chairman, Grievances Committee to inform you that it has been observed that the University is receiving a number of grievances from the teaching and non-teaching staff of the Affiliated colleges / Institutions.

It is suggested that the Principal / Directors of such colleges / Institutions should give hearing and discuss on such grievances in the Grievance Committee of the College / Institution and resolve the grievances. The proceedings in respect of the grievances are to be maintained by the respective College / Institution.

In a situation where no settlement is arrived at or the grievance is not resolved, then, the Principal / Director should forward the same to the Registrar, University of Mumbai along with the entire record of the proceedings and the documents therein (to be annexed alongwith the report) within 3 weeks. The complainant may also send the papers in advance as an advance copy.

PR. CONC - B.M.U.	
INWARD FILE	
Inward No.	422
Date	7/1/13
Sign	<i>[Signature]</i>

*[Handwritten Signature]*

Registrar  
&

Member Secretary  
(Grievances Cell)

Mumbai- 400 032  
2<sup>nd</sup> January, 2014

NO. CONCOL/GC/ 22 of 2013-2014

2<sup>nd</sup> January, 2014



SOCIETY OF ST. FRANCIS XAVIER, FILAUV  
**FR. CONCEICAO RODRIGUES COLLEGE OF ENGINEERING**  
(Approved by AICTE & Affiliated to University of Mumbai)

Fr. Agnel Ashram, Bandstand, Bandra (W), Mumbai - 400 050.  
Phone : (022) 2642 3841, 2642 3842, 2642 3004 • Fax: 2651 5851  
Website : www.frcoe.edu.in Email : crce@fragnel.edu.in

Ref.: CRCE / 053 / 2012

Date : January 23, 2012.

## **C I R C U L A R**

### **“Staff Grievances Redressal Cell”** **(For Faculty & Staff Members)**

We have vide Circular No. CRCE / 276 / 2009 dated 1<sup>st</sup> April 2009 constituted a 'staff Grievances Redressal Cell' for the Institute to address the grievances of Faculty and Staff members pertaining to individual inconveniences or complaints.

It has been decided to reconstitute the 'Staff Grievances Redressal Cell' with effect from 23<sup>rd</sup> January 2012. The Chairman and the members of the reconstituted Staff Grievances Redressal Cell would be as under :

- |                            |     |          |
|----------------------------|-----|----------|
| 1. Prof. T.S. Venkatesh    | ... | Chairman |
| 2. Prof. Sundry Prabavathy | ... | Member   |
| 3. Prof. Jagruti Save      | ... | Member   |
| 4. Mr. Ganesh Bhirud       | ... | Member   |
| 5. Mr. Robert Dias         | ... | Member   |

*Handwritten signatures and date:*  
S.V.  
Sundry  
Jesue  
Dy.  
K.M.  
23.1.12

As stated in the Circular dated 1<sup>st</sup> April 2009, the Chairman and the members of the Cell are empowered to study all such complaints, interact with the concerned individuals by offering them a proper hearing and investigate / analyse the issue as per their plan of action.

The Chairman of the Committee would be submitting a report with appropriate recommendations to the Principal of the institute which should be further considered by the management for subsequent action / decision.

Accordingly, all the related matters of individual inconveniences or complaints will be referred to the Grievances Cell for further processing.

All staff members are hereby requested to note the same.

*Handwritten signature of Dr. Srija Unnikrishnan*  
**(DR. SRIJA UNNIKISHNAN)**  
**PRINCIPAL**

## **FR. CONCEICAO RODRIGUES COLLEGE OF ENGINEERING, BANDRA**

### **STAFF GRIEVANCES REDRESSAL CELL (SGRC)**

1. **Object** :- To address the grievances of staff members pertaining to individual inconveniences or complaints.
2. **Aim** :- To provide a fair and equitable formal process for an employee to have his or her grievance(s) heard where complaints cannot be resolved informally.
3. **Scope** :- The SGRC is empowered to study individual inconveniences or complaints forwarded by the Principal, interact with the concerned individuals by offering them a proper hearing and investigate / analyse the issue related to the nature of the complaints. The Chairman of the Committee shall submit a report with appropriate recommendations to the Principal for further consideration and subsequent decision in the matter.
4. **Committee** :- Staff Grievance Redressal cell (SGRC) shall include a five member group of staff nominated by the Principal (including one of the staff member as Chairperson) for a period of 3 years. Principal shall re-constitute the Committee after the expiry of the period of 3 years.
5. **Procedure** :-
  - (i) The Staff Member shall make a written representation of their grievance within 3 days of the incident of the grievance in the prescribed form to the Chairperson, SGRC through their HOD and Principal with supporting documents.
  - (ii) The Principal shall take the decision whether to forward the complaint to the Chairman of SGRC for investigation or to sort out the matter without referring.
  - (iii) After receipt of the Complaint through the Principal, the Chairman of the SGRC shall call a meeting of the members for discussion on the complaint and to schedule the hearing.
  - (iv) The SGRC shall document / record the hearing given to both the parties i.e. person who has given the complaint i.e. grievance and the person against whom the complaint is given.
  - (v) The SGRC shall record the statement of witnesses mentioned in the written grievance complaint.
  - (vi) The SGRC shall submit a report with the recommendation to the Principal within 30 days from the receipt of the complaint.

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***(Application form for grievances pertaining to individual inconveniences or complaints)***

To  
The Chair person  
Staff Grievances Redressal Cell (SGRC)  
Fr. Conceicao Rodrigues College of Engineering  
Fr. Agnel Ashram, Bandra

**Forwarded through :- HOD and Principal**

1. Name of the Staff Member submitting :  
the Grievance
2. Designation :
3. Department :
4. Details related to Grievance :
  - (i) Name of the person against :  
whom the Complaint is given
  - (ii) Designation :
  - (iii) Department :
  - (iv) Date & Time of the incident :
  - (v) Nature of Grievance :
  - (vi) Brief details related to the nature :  
of Grievance i.e. Complaint  
(Attach separate sheet if  
required for more details)
  - (vii) Details of supporting documents :  
and evidence enclosed
  - (viii) Names of Eye witnesses with :  
designation and department

Signature of Staff member submitting grievance :

Date :

5. Remarks of HOD with Signature & Date :

6. Remarks of Principal with Signature & Date :

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# UNIVERSITY OF MUMBAI

No. CONCOL/GC/ 33 / 2015

Ref:- CONCOL/GC/22/ 2014 dated 2<sup>nd</sup> January, 2014

CIRCULAR:-

Dear Principal/Director Colleagues,

I am directed by the Chairman, Grievances Committee to inform you that it has been observed that the University is receiving a number of grievances from the teaching and non-teaching staff of the Affiliated Colleges/Institutions.

It is suggested that the Principal/Director of such Colleges/Institutions should give hearing and discuss on such grievances in the Grievance Committee of the College/Institution and resolve the grievances. The proceedings in respect of the grievances are to be maintained by the respective College/Institution.

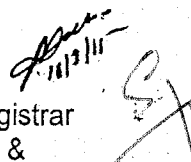
Now, I am directed to inform you that with reference to above partial modification has been made in the earlier circular, the Principals/Directors of the Colleges/Institutions are hereby requested that the grievances of the teaching and non-teaching staff of the college should be resolved within 15 days from the receipt of the grievance application to the College/Institutions and the report of the same should be submitted to the University. If it is not resolved within 15 days then the University will start the process of the grievance redressal at the University level.


The Principal/Director should forward the entire record of the proceedings and the documents therein (to be annexed alongwith the report) within 15 days to the Registrar, University of Mumbai. The complainant may also send the grievance related papers as an advance copy.

The Principal/Director of the College/Institution is requested to bring the contents of this circular to the teaching and non-teaching staff of the College/Institutions.

Please treat this as most urgent.

Mumbai-400 032  
10<sup>th</sup> March, 2015

  
Registrar  
&  
Member Secretary  
Grievances Cell

FR. CRCE - BANDRA INWARD MAIL	
Inward No.	081
Date	17-3-2015
Sign	

To,

The Principal/Director/Chairman/Secretary of all the Colleges/Institutions.

NO. CONCOL/GC/ 33 / 2014-2015

10<sup>th</sup> March, 2015