



National Centre for Rural Development's
Sterling College of Arts, Science & Commerce

(NAAC Accredited)

(Affiliated to University of Mumbai)

Plot No. 43, Sector 19, Nerul (East), Navi Mumbai – 400706

Tel. No. : +91-22-2770 5535.

Email – senior_commerce@yahoo.co.in Website - <https://www.sterlingcollegeofcommerce.com>

College Grievance Redressal Committee (CGRC)

A College Grievance Redressal Committee (CGRC) has been constituted in the academic year 2018-19 to redress the grievances and complaints of the students and stakeholders.

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 uphold the dignity of the institute by ensuring peaceful environment through cordial relationship between student and student and students and faculty members.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

Functions of Grievance Redressal Committee

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the department members in person, or in consultation with the class teacher.

Mechanism:

- The Cell will entertain both, written and signed complaints as well as complaints received through e-mails.
- The Cell will address the grievances and communicate to the concerned authority for a suitable action or a possible redressal.
- The written complaints can be submitted to any of the committee members as mentioned below.

Composition of Grievance Redressal Committee

Sr.	Name	Designation in CGRC	Contact no
1	Dr. M.G. Gonda (Principal)	Chairperson	9960471347
2	CA kishor Bhadra (Asst. Professor)	Coordinator CGRC	9773151104
3	Mr. Nitesh Bhoir (Asst. Professor)	Member	9594233058
4	Mr. Anil Nighot (Office Superintendent)	Member	8169388721
5	Mrs. Priyam Vashistha (Asst. Professor)	Member	9757186116

Mechanism of Grievance Redressal Cell:-

1. Student with grievances must first get discussed with concerned class teacher/ mentor.
2. Grievances that are not resolved at the classroom level must be brought to the notice of the Grievance Committee.
3. Complainant should file their grievance by writing in the prescribed Format by downloading the Blank Grievance Form and drop in the marked "Grievance Box" provided in our college campus.
4. On the receipt of grievance, the CGRC will scrutinize, analyse carefully and discusses with committee member to find out amicable solution
5. The CGRC Committee will deal with all genuine grievances of students of the college.
6. Confidentiality and Privacy of all grievances are maintained at all level.
7. The Complainant (Student) will be called for inquiry in front of the Grievance Committee as if required.
8. Complainant will be communicated about Grievance Redressal either in person or via Email. Therefore, complainant must give their own active Email-Id & Mobile number.
9. College has also given the Online Students Grievance Redressal Portal Facility.
10. One can refer the guidelines of University of Mumbai and UGC circular in regard with grievance procedures.
11. No anonymous grievances will be entertained.