

Sai Shiva Educational Trust's
ARUN MUCHHALA INTERNATIONAL COLLEGE

**MINUTES OF THE 1st MEETING OF THE COLLEGE GRIEVANCE
REDRESSAL CELL MEETING HELD ON 19.06.2019 AT 11:00 AM IN
ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL
MANAGEMENT, SAI BABA VIHAR COMPLEX, GHODBUNDER ROAD,
THANE (W), 400615**

The Member Secretary welcomed the Honourable Chairman and members to the 1st meeting of College Grievance Redressal Cell Committee.

Mr. Prashant Jadhav, Member Secretary presented the agenda, with the permission of the chair.

The following points were taken up for consideration.

Agenda No. 1. : To discuss the duties and responsibilities of the Committee Members.

All Committee Members and Chairman agreed to the duties and responsibilities offered to them and thanked the Chairman for taking such initiative for the best interest of students.

Agenda No. 2. : To discuss the mechanism of Redressal of Grievances.

Mechanism of Redressal of Grievances

- i) To received the application for the students from the College Portal available on the college website for further process.
- ii) To attend all the applications related to the Grievances and hear the students in person within 15 days of the Grievance received.
- iii) To hear from the both parties (Complainant & Defendant) to settle the Grievance as early as possible.
- iv) If the Grievance can be resolved by verbal advice.
- v) The committee will not deal with any matters under subjudice.





Agenda No. 3. : Other Points

- i) The Quorum for the meeting of CGRC shall be two, including Chairperson.
- ii) In case there are no grievances , the CGRC would meet once in every Semester.
- iii) The proceeding of meeting would be continued even if there is non-receipt of notice by the Members.
- iv) Incase of meeting called urgently the notice and agenda with necessary documents may be distributed to the members during the meeting.
- v) Incase of the grievance is received against any of the Members of CGRC, the concern Member shall not attend the proceeding on such issue.



The meeting ended with a vote of thanks to the honorable Chairman.

Following Members were present:-

Sr. No.	Name	Designation	Sign.
1.	Mr. Bipin Jadhav	Chairperson	
2.	Mr. Sangeet Dave	Member	
3.	Mr. Prashant Jadhav	Member Secretary	
4.	Mrs. Swati Patil	Administrative Staff	



College Grievance Redressal Cell Staff Member:

Sr. No.	Name	Designation	Sign.
1.	Mrs. Swati Patil	Administrative Staff	
2.	Mr. Somnath	Peon	



Sai Shiva Educational Trust's
ARUN MUCHHALA INTERNATIONAL COLLEGE

12.06.2019

**NOTICE FOR CONDUCTING (CGRC) COLLEGE GRIEVANCE
REDRESSAL CELL MEETING**

With the consent of the Honourable Chairman and as directed by him, I would like to inform the College Grievance Redressal Cell (CGRC) Committee Members that meeting of the College Grievance Redressal Cell (CGRC) of Arun Muchhala International College of Hotel Management shall be held as below.

Date of meeting : 19.06.2019
Time of meeting : 11:00 am
Venue : Arun Muchhala International
College of Hotel Management, Thane.

1. To discuss and approve following Agenda.
2. Any other point with the permission of chair.

Agenda:

1. To discuss the duties and responsibilities of the Committee Members.
2. To discuss the mechanism of Redressal of Grievances.
3. To discuss other points.



Prashant

(Prashant Jadhav)

MEMBER SECRETARY (CGRC)

Composition of (CGRC) College Grievance Redressal Cell 2019-20

Date: 10/06/2019

To,

The Chairman,


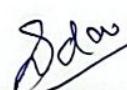

College Grievance Redressal Cell (CGRC)

Sub.: Composition of (CGRC) College Grievance Redressal Cell 2019-20

Dear Sir,

As per the Circular received about the constitutions of (CGRC) College Grievance Redressal Cell dated: 14th May, 2019, following committee members are appointed.

College Grievance Redressal Cell Committee Member:

Sr. No.	Name	Designation	Sign.
1.	Mr. Bipin Jadhav	Chairperson	
2.	Mr. Sangeet Dave	Member	
3.	Mr. Prashant Jadhav	Member Secretary	



Notice

09/07/2019

This is to inform you that a meeting of Grievance redressal committee of **Arun Muchhala International College of Hotel Management, Thane** will be held on 15/07/2019, Monday, from 04:00 P.M. at the Principal Cabin.

All members are requested to attend the meeting to discuss following agenda.

5. Mr. Prashant A. Jadhav (Head, Dept of F&B)
6. Mr. Arunkumar Pillai (Asst. Professor)
7. Mr. Sangeet Dave(Asst. Professor)
8. Mr. V. Soman (Administrative Incharge)

Agenda

1. Time bond redressal of grievances received if any.
2. Mechanism of redressal of grievances.
3. Miscellaneous, by permission of chair.



Principal



Meeting

Today on 15/07/2019, Monday from 04:00 P.M. onwards a meeting of grievance of redressal committee (GRC) is held at the Principal cabin to discuss following agenda in presence of following members :

5. Mr. Prashant A. Jadhav (Head, Dept. of F&B)
6. Mr. Arunkumar Pillai (Asst. Professor)
7. Mr. Sangeet Dave(Asst. Professor)
8. Mr. V. Soman (Administrative Incharge)

Agenda

1. Time bond redressal of grievances received if any.
2. Mechanism of redressal of grievances.

Agenda 1

3. Time bond redressal of greivances received if any.

The member shown full of their enthusiasm to deliver the very purpose of constituting this committee, and thanked the Principal for such initiative in the best interest of all the stakeholders. Because any delay in redressal will create many confusion and further increase in grievances.

Agenda 2

4. Mechanism of redressal of greivances

- 11.To take written application of the grievance from the students (complainant) for further process.
- 12.Quorum of grievance cell should be one-third of committee members.
- 13.Attend the matter related to grievance and the student has to be heard in person.
- 14.Hearing from both the parties (complainant and defendant) to settle the grievance as early as possible.
- 15.If the grievance can be resolved by oral advice it can be done so.
- 16.If oral advice is not applicable to resolve the greivances then advice can be given to the students through written correspondence.



- 17.If the authenticity of the grievance needs to be verified then any member or member committee will visit the concerned establishment or place.
- 18.The committee will not deal with any matter under subjudice.
- 19.Efforts to be made to settle the disputes amicably and report the same to the Principal.
- 20.Recommendations to be prepared on the redressal of the student grievance and should be submitted to the Principal for his consideration. Decision of Principal on such recommendations will be final and will be followed by the committee members.

The meeting concluded with vote of thanks.

Minutes of the meeting of the greivance committee.

Meeting held on 15/07/2019

At 4:00 pm in AMICHM

Following members were present

Sr. No.	Name	Designation	Dated Sign
1	Bipin Jadhav	Principal	<i>[Signature]</i>
2	Prashant Jadhav	Member	<i>Prashant</i> 15/7/19
3	Arunkumar P.	Member	<i>[Signature]</i>
4	Sangeet Dave	Member	<i>[Signature]</i>
5	V. Soman	Member	<i>[Signature]</i>



Sai Shiva Educational Trust's
Arun Muchhala International College of Hotel Management
Procedure of Grievance Cell for the Students

FLOW CHART

