

University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT

**PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF
UNIVERSITY GRIEVANCE REDRESSAL CELL (UGRC)**

A. Constitution of UGRC

The Hon'ble Vice-Chancellor, University of Mumbai shall constitute University Grievance Redressal Cell (UGRC) for each district/area for redressal of grievances against the University and the grievances not resolved at College Grievance Redressal Cell (CGRC).

The composition of UGRC shall be as follows:

- a) Pro-Vice-Chancellor / Dean / Senior Professor – **Chairperson**
- b) One Principal amongst the members of the Senate – **Member**
- c) One Woman Principal amongst the members of the Senate – **Member**
- d) One Principal of SC/ST/DT/NT/OBC category amongst the members of the Senate – **Member**
- e) One Senate Member from the Constituency of Registered Graduates – **Member**
- f) Director, Students' Development – **Member Secretary**

[Note: The Director, Students' Development, University of Mumbai has to put up a note to the Hon'ble Vice-Chancellor for nomination of members on the University Grievance Redressal Cell (UGRC)].

The tenure of all members of UGRC shall be of two years.

B. Role and Functions of UGRC

The UGRC shall exercise the following role and perform the following functions, namely-

- 1) To receive the applications of the students from the portal available on the website of University of Mumbai, www.mu.ac.in and process them further.
- 2) To attend all applications relating to the grievances of the students.
- 3) To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- 4) To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- 6) To give advice to the students through correspondence.
- 7) If the UGRC feels it necessary to verify the grievances personally it may authorize any members of the UGRC or any other authorized persons to visit the concerned establishment and find out the authenticity of the grievances.
- 8) The UGRC shall not discuss with any sub-judice grievances.
- 9) It shall make efforts to settle the disputes amicably.
- 10) To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- 11) To prepare Minutes and Action Taken Report of the meeting of UGRC and submit it to the Hon'ble Vice-Chancellor, University of Mumbai for his/her information.
- 12) To prepare Annual Report regarding working of the UGRC and submit it to the Hon'ble Vice-Chancellor, University of Mumbai for his/her information.
- 13) To perform such other duties and discharge such other functions, for the purpose of effectively implementing these rules, as the Hon'ble Vice-Chancellor may direct.

C. Role of the Chairperson of UGRC

- 1) The Chairperson of the UGRC shall preside over the meeting of UGRC.
- 2) In the absence of Chairperson, a person chosen by the present members of UGRC among themselves shall preside over the meeting.

- 3) The Chairperson shall finalize the date of meeting of UGRC in discussion with Member Secretary.

D. Role of the Member Secretary of UGRC

- 1) The Member Secretary shall be the Principal Officer of the UGRC. He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall upload the information of functioning of UGRC on the portal available on the website of University of Mumbai, **www.mu.ac.in**
- 3) The Member Secretary shall give wide publicity to University Grievance Redressal Cell (UGRC) among all Colleges / Institutions through various means like, Website, Circular, Electronic Gadgets, Social Media, etc.
- 4) The Member Secretary shall prepare Agenda for a meeting of the UGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting through an email.
- 5) The Member Secretary shall convene meetings of UGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 6) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 7) He shall prepare Action Taken Report on the previous meeting of UGRC.
- 8) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of UGRC on the portal available on the website of University of Mumbai, **www.mu.ac.in**
- 9) The Member Secretary shall submit the copies of Minutes and Action Taken Report for the information to the Hon'ble Vice-Chancellor, University of Mumbai.
- 10) The Member Secretary shall prepare Annual Report regarding working of the UGRC and submit it to the Hon'ble Vice-Chancellor, University of Mumbai.
- 11) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Hon'ble Vice-Chancellor assign to him from time to time.

E. Meetings of UGRC

- 1) The UGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the UGRC shall meet once in every semester.
- 2) The Member Secretary may directed by the Chairperson or Hon'ble Vice-Chancellor to convene a meeting of the UGRC at the place, date and time to be fixed in consultation with him/her/them.
- 3) Every meeting of the UGRC shall be numbered serially.
- 4) The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- 5) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meetings.
- 6) In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the UGRC may determine.
- 7) In case the grievance is against any of the members of the UGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the Ombudsperson for the Redressal of his/her grievance.

F. Venue of the Meeting of UGRC

- 1) The Meeting of the UGRC shall be held at Fort/Vidyanagari Campus of University of Mumbai/Vidyapeeth Vidyarthi Bhavan, 'B' Road, Churchgate, Mumbai during the working days and working time.
- 2) The Member Secretary shall communicate venue, date and time of meeting of UGRC to all members of UGRC and students who have registered their grievances prior to the meeting through an email.

G. Quorum of the Meeting of UGRC

The Quorum for the meeting of UGRC shall be three, including Chairperson.

H. Decisions by Majority of the Meeting of UGRC

All matters of any meeting of the UGRC shall be decided by majority of the members present and voting and, in case of a tie, the person presiding shall have a second or casting vote.

I. Minutes

- 1) The draft Minutes of the meetings shall be prepared by the Member Secretary in consultation with the Chairperson and confirm it from all members within 7 days after the meeting.
- 2) The Minutes shall contain a record of the decisions taken and resolutions passed by the UGRC in the meeting and the discussions of the meeting shall not ordinarily form part of the Minutes.
- 3) The Member Secretary shall submit the confirmed minutes of the meeting of UGRC to Hon'ble Vice-Chancellor, University of Mumbai.

J. Action Taken Report

- 1) After the confirmation of the minutes, the Member Secretary shall report to the UGRC the Action Taken Report on the previous resolutions or decisions or directions given in the previous meetings of the UGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of UGRC to Hon'ble Vice-Chancellor, University of Mumbai.

K. Attendance of Members

- 1) Member Secretary shall maintain the record of Attendance of each meeting of UGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

L. Appearance before UGRC

The complainant student may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the UGRC.

M. Language of Proceedings of Meetings of UGRC

Preferably Marathi language may be used in the proceedings of meetings of UGRC. The complainant student can request for any other language to the UGRC.

N. Nature of Applications to be Entertained by the UGRC

The grievances or common grievances of students against the University and the grievances not resolved at College Grievance Redressal Cell (CGRC) shall be considered by the UGRC.

O. Registration of Grievances on the Portal

- 1) Any student desiring redressal of his grievance/s against the University and the grievances not resolved at College Grievance Redressal Cell (CGRC) may register his/her grievance/s online on the portal available on website of University of Mumbai, **www.mu.ac.in**
- 2) The student shall fill all the information required for registration and upload the supporting documents.
- 3) The grievances with insufficient/incomplete information shall not be entertained by UGRC.

P. Disposal of Applications

- 1) On receipt of an Applications of Grievances of Students, the Member Secretary shall scrutinize the applications in consultation with Chairperson of the UGRC and prepare the Agenda of Meeting.
- 2) Non-accepted applications shall be communicated to the student in writing by Member Secretary.
- 3) The Member Secretary shall communicate the date, time and venue of the Meeting to the students who have registered their grievances on the portal before the meeting with the help of Administrative Staff of the Department / Institution.
- 4) The Member Secretary may request the applicant student to supply further information as may be necessary and also discuss the grievance personally with the applicant.
- 5) The Member Secretary may request all the parties related to grievance to give clarification in writing with necessary documents and send it to all members through an email along with Agenda.
- 6) The Member Secretary shall present each complaint before the UGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The UGRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.
- 8) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.

Q. Non-Entertainment of Application

- 1) No applications for redressal of grievances shall be entertained, if the UGRC is satisfied that-
 - a. The applicant has knowingly made false statement or furnished false information as regards to place of residence, educational qualifications, etc..
 - b. In an application, there is no prima facie case for considering it.
 - c. The Application is frivolous or fictitious.
 - d. The matter is sub-judice in any court of law.
 - e. If there is gross delay.
 - f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.
- 2) In case of any false or frivolous complaint, the UGRC may recommend appropriate action against the complainant student.

R. Processing of Applications

- 1) The Member Secretary shall prepare requisite number of sets of all the applications received online/personally from the students and documents of other party on which complaint has been made and send it to all members of UGRC prior to the meeting through an email and handover its hardcopies to all members of UGRC at the time of meeting.
- 2) The UGRC shall consider the case on the basis of the noting prepared by the Member Secretary.

- 3) The UGRC shall deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University and on the basis of natural justice, equity and good conscience.
- 4) The UGRC shall hear the all the concerned parties related to the complaint in person / individually / collectively whatever the requirement of the case by following principles of natural justice.
- 5) The UGRC shall consider the recommendation of CGRC while taking the decision in case of an appeal of students regarding his/her grievances on the decision of respective CGRC. However, the UGRC shall have the power to review the recommendation of CGRC.
- 6) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 7) Efforts shall be made to settle the grievances within 15 days of its receiving.

S. Consideration of Applications

- 1) Each member of the UGRC shall study the applications/cases sent to them in advance.
- 2) Applications shall be discussed in the Meeting and further line of action shall be decided.
- 3) The concerned student/s or any other person or Principal or teaching and non-teaching staff or official who is concerned with the grievances of the student/s may be called during the meeting of the UGRC whenever necessary and they may be heard in person.
- 4) If the UGRC finds it necessary it may refer any matter to an expert and obtain his / her opinion.
- 5) After following all the procedures enumerated under sub-rules S. (1) to (4) above, the UGRC may formulate its recommendations on the Application.

T. Recommendations for Final Action

- 1) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.
- 2) The Chairman and Member Secretary shall see the implementation of Order/Decision/Resolution made during the meeting of UGRC on top priority basis.
- 3) If the UGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

U. Pursuing the Matter

- 1) The Chairman and Member Secretary shall keep in touch with the concerned sections/units and see that the decision is implemented immediately.
- 2) After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of UGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of UGRC on the portal available on the website of University of Mumbai, **www.mu.ac.in**

V. Appeal on the Decisions

- 1) The student may prefer an appeal on the decision given by UGRC to Ombudsperson within 6 days from the receipt of the decision of the UGRC.
- 2) In such case the student shall apply again on the portal available on the website of University of Mumbai, **www.mu.ac.in** within 6 days from the receipt of the decision of the UGRC.

W. Miscellaneous

a) Staff of the UGRC

The Hon'ble Vice-Chancellor shall assign sufficient Administrative Staff (Assistant Registrar, Junior Clerk/s and Peon/s) for working of UGRC.

b) Assignment of Work

The entire work relating to the UGRC shall be assigned to the Director, Students' Development, University of Mumbai and Assistant Registrar specially appointed for the same.

c) Office of the UGRC

- 1) The address of Office of UGRC shall be Students' Grievance Redressal Cell, Second Floor, Vidyapeeth Vidyarthi Bhavan, 'B' Road, Churchgate, Mumbai.
- 2) The University authorities shall provide suitable infrastructure, resources, electronic gadgets, etc. to the Office of Students' Grievance Redressal Cell.

d) Travelling Allowance

The outside members of UGRC shall be paid the travelling allowance for each meeting as admissible under the relevant ordinances of the University.

e) Publicity

The Member Secretary of UGRC shall give due publicity to the functioning of the UGRC through various modes of publicity like, Website, Circular, Electronic Gadgets, Social Media, etc. for the information of the students in Colleges / Institutes.

f) Powers to give Directions

The Hon'ble Vice-Chancellor, University of Mumbai may from time to time, issue directions to the UGRC to carry out its purposes effectively and the UGRC shall be bound to carry out such directions.

X. Annual Report

The Member Secretary shall prepare Annual Report as per the format given below regarding working of the UGRC and submit it to the Hon'ble Vice-Chancellor, University of Mumbai.

1	Name of the Chairperson	
2	Mobile No. of the Chairperson	
3	Landline No. of the Chairperson	
4	Email of the Chairperson	
5	Name of the Member Secretary	
6	Designation of the Member Secretary	
7	Mobile No. of the Member Secretary	
8	Landline No. of the Member Secretary (If any)	
9	Email of the Member Secretary	
10	No. of Applications Received on Portal	
11	No. of Scrutinized Applications	
12	No. of Applications Presented before the UGRC	
13	No. of Resolved Applications	
14	No. of Un-resolved Applications	

15	No. of Applications Referred to the Experts for an Opinion	
16	No. of Applications Sent to Ombudsperson	
17	No. of Frivolous Applications	
18	No. of Pending Applications	
19	No. of the Meetings of UGRC Held	
20	No. of the Meetings Adjourned for Want of Quorum	
21	Average No. of Members of UGRC Present for the Meetings	
22	Total Annual Expenses of the Meetings, If Any, Incurred by the UGRC	
23	Any other Information	

Date:	Place:
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Name and Signature of the
Member Secretary

Seal of the Department

Name and Signature of the
Chairperson