

University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT

**PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF
INSTITUTIONAL GRIEVANCE REDRESSAL CELL (IGRC)**

A. Constitution of IGRC

The Hon'ble Vice-Chancellor, University of Mumbai shall constitute Institutional Grievance Redressal Cell (IGRC) for redressal of grievances not related to University Department or University Institution and the grievances not resolved at Department Grievance Redressal Cell (DGRC).

The composition of IGRC shall be as follows:

- a) Pro-Vice-Chancellor / Dean / Senior Professor – **Chairperson**
(The Chairperson of IGRC and DGRC shall not be the same. Means the Chairperson shall not be the Head / Director of University Departments / Institutions)
- b) One Senior Professor other than Chairperson – **Member**
- c) One Senior Professor other than Chairperson – **Member**
- d) One Senate Member from the Constituency of Registered Graduates – **Member**
- e) 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 Institutional Grievance Redressal Cell (IGRC)].

The tenure of all the members of IGRC shall be of two years.

B. Role and Functions of IGRC

The IGRC 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 IGRC feels it necessary to verify the grievances personally it may authorize any members of the IGRC or any other authorized persons to visit the concerned establishment and find out the authenticity of the grievances.
- 8) The IGRC 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 IGRC 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 IGRC 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 IGRC

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

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

D. Role of the Member Secretary of IGRC

- 1) The Member Secretary shall be the Principal Officer of the IGRC. 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 IGRC on the portal available on the website of University of Mumbai, **www.mu.ac.in**
- 3) The Member Secretary shall give wide publicity to Institutional Grievance Redressal Cell (IGRC) among all Students and University Departments / Institutions through various means like, Website, Notices, Electronic Gadgets, Social Media, etc.
- 4) The Member Secretary shall prepare the Agenda of the meeting of the IGRC 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 IGRC 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 IGRC.
- 8) 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.
- 9) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of IGRC on the portal available on the website of University of Mumbai, **www.mu.ac.in**
- 10) The Member Secretary shall prepare Annual Report regarding working of the IGRC 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 IGRC

- 1) The IGRC 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 IGRC 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 IGRC at the place, date and time to be fixed in consultation with him/her/them.
- 3) Every meeting of the IGRC 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 IGRC may determine.
- 7) In case the grievance is against any of the members of the IGRC, 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 IGRC

- 1) The Meeting of the IGRC shall be held at Vidyanagari Campus of University of Mumbai during the working days and working time.
- 2) The Member Secretary shall communicate venue, date and time of meeting of IGRC to all members of IGRC and students who have registered their grievances prior to the meeting through an email.

G. Quorum of the Meeting of IGRC

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

H. Decisions by Majority of the Meeting of IGRC

All matters of any meeting of the IGRC 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 IGRC 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 IGRC 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 IGRC the Action Taken Report on the previous resolutions or decisions or directions given in the previous meetings of the IGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of IGRC 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 IGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

L. Appearance before the IGRC

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 IGRC.

M. Language of Proceedings of Meetings of IGRC

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

N. Nature of Applications to be Entertained by the IGRC

The grievances or common grievances of students not related to University Departments or University Institutions and the grievances not resolved at Department Grievance Redressal Cell (DGRC) shall be considered by the IGRC.

O. Registration of Grievances on the Portal

- 1) Any student desiring redressal of his grievance/s not related to University Departments or University Institutions or not resolved at Department Grievance Redressal Cell (DGRC) 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 IGRC.

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 IGRC 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 the Agenda.
- 6) The Member Secretary shall present each complaint before the IGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The IGRC 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 IGRC 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 IGRC 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 parties on which complaint has been made and send it to all members of IGRC, prior to the meeting through an email and handover its hardcopies to all members of IGRC at the time of meeting.
- 2) The IGRC shall consider the case on the basis of the noting prepared by the Member Secretary.

- 3) The IGRC 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 IGRC 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 IGRC shall consider the recommendation of DGRC while taking the decision in case of an appeal of students regarding his/her grievances on the decision of respective DGRC. However, the IGRC shall have the power to review the recommendation of DGRC.
- 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 IGRC 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 Head or Director 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 IGRC whenever necessary and they may be heard in person.
- 4) If the IGRC 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 IGRC may formulate its recommendations on the Application.

T. Recommendations for Final Action

- 1) The Member Secretary shall communicate the Order/Decision/Resolution of the meeting to all the concerned parties related to grievances for further action.
- 2) The Chairman and Member Secretary shall see the implementation of Order/Decision/Resolution made during the meeting of IGRC on top priority basis.
- 3) If the IGRC 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 all 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 IGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of IGRC 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 IGRC to Ombudsperson within 6 days from the receipt of the decision of the IGRC.
- 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 IGRC.

W. Miscellaneous

a) Staff of the IGRC

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

b) Travelling Allowance

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

c) Assignment of Work

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

d) Office of the IGRC

- 1) The address of Office of IGRC 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.

e) Publicity

The Member Secretary of IGRC shall give due publicity to the functioning of the IGRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching and Non-Teaching Staff and all other administrative sections of the University.

f) Powers to give Directions

The Hon'ble Vice-Chancellor, University of Mumbai may from time to time, issue directions to the IGRC to carry out its purposes effectively and the IGRC 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 IGRC and submit it to the Hon'ble Vice-Chancellor, University of Mumbai.

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| 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 IGRC | |
| 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 | |

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| 17 | No. of Frivolous Applications | |
| 18 | No. of Pending Applications | |
| 19 | No. of the Meetings of IGRC Held | |
| 20 | No. of the Meetings Adjourned for Want of Quorum | |
| 21 | Average No. of Members of IGRC Present for the Meetings | |
| 22 | Total Annual Expenses of the Meetings, If Any, Incurred by the IGRC | |
| 23 | Any other Information | |

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|-------|--------|
| Date: | Place: |
|-------|--------|

Name and Signature of the
Member Secretary

Seal of the Department

Name and Signature of the
Chairperson