



Ghanshyamdas Saraf  
college of arts & commerce  
EDUCATION EMPOWERS

R.S.Campus, S.V. Road  
Malad (W), Mumbai – 400064  
Tel.No. 022-4520 7766  
[www.sarafcollege.org.in](http://www.sarafcollege.org.in)  
[gsgc@rajasthani.org.in](mailto:gsgc@rajasthani.org.in)

## GRIEVANCE REDRESSAL MECHANISM

Ghanshyamdas Saraf College of Arts and Commerce follows a fair and transparent mechanism for submission of grievances, ensuring that concerns are addressed in a systematic and efficient manner.

### **1. Following Committees are constituted every year to deal with grievances:**

#### **a. College Grievance Redressal Cell**

As per circular No.DSD/05/of 2019 dated 14th May, 2019 of University of Mumbai, the College constitutes Grievance Redressal Cell (CGRC) every year for addressing all the grievances of students relating to College/Institution.

#### **b. Anti Ragging Committee**

The University Grants Commission vide its letter no F.1-16/2007 (CPP-II) dated June 17, 2009 has reiterated the ban on ragging of students in Institutions of Higher Learning. The students are therefore directed to strictly desist from any kind of ragging.

Therefore, The College Anti-Ragging Cell is constituted every year to prevent the menace of ragging and to create a friendly environment among the students of the college.

#### **c. Internal Complaints Committee:**

As per the Vice Chancellor's directions under Section 14(8) of Maharashtra Universities Act 1994, Internal Complaint Committee is constituted every year to deal with cases of sexual harassment.





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## 2. Mechanisms for submission of online/offline students' grievances

Anyone having a grievance related to college, ragging and sexual harassment has to follow the following mechanism for submission of complaint :

**The process for submitting students' grievances, both online and offline, is as follows:**

### a. Online/ Offline Submission:

Anyone having grievance must visit the college website, complete the grievance form under the College Grievance Redressal Cell (CGRC) section, and email it. Link to the form:

<https://rset.edu.in/download/gsgc/Application-Form-for-Redressal-of-Grievance.pdf>

Alternatively, complaints can be written manually on paper, with the required details filled in, and submitted in person also.

### b. Submission to the Chairman/ Convener:

**For grievances related to college or ragging**, all grievance forms, should be submitted directly to the Chairman of the CGRC or the Convener of Anti-Ragging, who is the Principal of the college, for further review and redressal.

### c. Submission to the Presiding Officer:

**For grievances related to sexual harassment**, grievance forms may also be forwarded directly to the Presiding Officer of the Internal Complaints Committee for further review and resolution.





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### 3. Grievance Redressal Process:

- Upon receiving the grievance, the respective authority will acknowledge receipt within a stipulated time frame.
- The grievance will be reviewed and investigated by the designated committee.
- The concerned authority will provide an appropriate resolution within a reasonable period.
- The student will be informed of the decision taken and the actions implemented, if applicable.

### 4. Confidentiality and Non-Retaliation:

- All grievances will be handled with strict confidentiality to protect the identity of the complainant.
- No student shall face any retaliation for submitting a grievance in good faith.

This process ensures that students' grievances are addressed fairly, efficiently, and transparently to foster a safe and supportive learning environment.

Dr. Ashwat Desai

Principal

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