



Smt. Fatimabai M.S. Educational Trust's  
**MUMBRA COLLEGE OF ARTS & COMMERCE (NIGHT)**  
(Affiliated to University of Mumbai)

College Code: 557.

C/o. St. John'S Convent High School  
Near Railway Station, Mumbra,  
(Thane)-400612  
Tel no:- +91-8591655745

**Office Order**

As per the Guidelines of NAAC "Grievance Redressal Cell" has been constituted for the Academic Year 2018-19 for planning and monitoring of overall academic operations, activities, procedures, functioning and maintaining all relevant documents and files in association with various committee/coordinators of the department.

| Sr. No. | Members             | Designation | Mobile No. | Email.Id                     | Sign |
|---------|---------------------|-------------|------------|------------------------------|------|
| 1.      | Akshay Singh        | Convener    | 8779869962 | akshaysingh526@gmail.com     |      |
| 2.      | Tushar Chavan       | Member      | 9773828320 | tusharschavan@gmail.com      |      |
| 3.      | Sadhana Chhattlani  | Member      | 8856686737 | sadhana.chhattlani@gmail.com |      |
| 4.      | Vinayak Chakravarti | Member      | 8369264010 | vinayakchakravarti@gmail.com |      |
| 5.      | Ganesh Maske        | Member      | 9987189655 | maskeganesh62@gmail.com      |      |

The committee should conduct meetings as per requirements and records be maintained accordingly. The entire concerned are requested to take the note and act accordingly.

CC:-

- 1.All the concerned
- 2.Office Copy



PRINCIPAL

**Principal**  
Mumbra College of Arts & Commerce  
(Night) Mumbra.



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Near Railway Station, Mumbra,  
(Thane)-400612  
Tel no:- +91-8591655745

Date: **05.07.2018**

**NOTICE FOR GRIEVANCE REDRESSAL CELL MEETING FOR A.Y. 2018-2019**

The First meeting of Grievance Redressal Cell will be held on **07.07.2018** (Saturday) at 7.20 pm in the staff Room of the college.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |  |
| 2.      | Tushar Chavan       | Member                |  |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |
| 5.      | Ganesh Maske        | Member                |  |





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**Agenda**

1. To enhance infrastructural facility in the campus.
2. To provide financial assistance to poor students.
3. To arrange a program on anti-ragging with the cooperation of local police.
4. To provide drinking water
5. To keep washrooms of students clean

**Resolutions**

1. The Grievance Redressal Cell shall conduct a thorough assessment of existing infrastructure and identify areas requiring improvement. Collaborate with relevant departments to develop a strategic plan for infrastructural enhancement. Allocate necessary funds and resources to execute the proposed improvements within a specified timeframe.
2. Establish transparent criteria for identifying students in need of financial assistance. Develop a mechanism for disbursing funds in a fair and equitable manner. Xplore opportunities for scholarships, grants, and other forms of financial aid from external sources. Provide guidance and support to eligible students in accessing available resources.
3. Collaborate with local police authorities to organize educational workshops and awareness programs on the prevention of ragging. Ensure active participation of students, faculty, and staff in anti-ragging initiatives. Implement strict disciplinary measures against any individuals found engaging in ragging activities.







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4. Conduct regular inspections to assess the quality of drinking water available on campus. Install additional water dispensers or filtration systems as needed to ensure a sufficient supply of clean drinking water.
5. Implement a regular cleaning schedule for student washrooms, ensuring cleanliness and hygiene standards are always maintained. Provide adequate sanitation facilities and supplies to promote good hygiene practices among students. Encourage students to report any cleanliness issues or maintenance needs promptly to the Grievance Redressal Cell.

### Vote of thanks

Convener thanks to everyone who attended the meeting and assign the roles and responsibilities of every entity involved in accreditation process.



**Convener- Grievance Redressal Cell**



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**NOTICE FOR GRIEVANCE REDRESSAL CELL MEETING FOR A.Y. 2018-2019**

The Second meeting of Grievance Redressal Cell will be held on **10.01.2019** (Thursday) at 8.00 pm in the staff Room of the college.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |    |
| 2.      | Tushar Chavan       | Member                |   |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |
| 5.      | Ganesh Maske        | Member                |  |





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**Agenda**

1. To run additional classes for slow learners
2. To provide better seating arrangements for students.
3. To help students with technical assistance to upload scholarship applications.
4. To allot students for each faculty under mentor mentee system
5. To develop computer skill among the students.

**Resolutions**

1. Establish a dedicated team of faculty who specialize in catering to the needs of slow learners. Collaborate with academic departments to identify students who require additional support. Schedule supplementary classes during non-core hours to accommodate all students. Regularly assess the progress of slow learners and adjust teaching methods accordingly.
2. Conduct a comprehensive assessment of existing seating arrangements to identify areas for improvement. Allocate resources to procure comfortable and ergonomic furniture for classrooms. Implement a seating arrangement policy that considers factors such as student preferences and learning styles.
3. Designate a dedicated support team to provide technical assistance to students for uploading scholarship applications. Organize workshops and training sessions to familiarize students with the scholarship application process. Develop user-friendly guides and tutorials for navigating the online application portal.
4. Create a mentor-mentee matching system based on academic interests, career goals, and personal compatibility. Provide training for faculty members to effectively mentor students and address their concerns. Facilitate regular meetings between mentors and mentees to discuss academic progress, career planning, and personal development.





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5. Introduce mandatory computer literacy courses as part of the curriculum. Offer workshops and seminars on essential computer skills such as word processing, spreadsheet management, and internet research. Provide access to computer labs equipped with the latest software and hardware.

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**Convener-** Grievance Redressal Cell





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As per the Guidelines of NAAC "**Grievance Redressal Cell**" has been constituted for the Academic Year 2019-20 for planning and monitoring of overall academic operations, activities, procedures, functioning and maintaining all relevant documents and files in association with various committee/coordinators of the department.

| Sr. No. | Members             | Designation | Mobile No. | Email.Id                     | Sign |
|---------|---------------------|-------------|------------|------------------------------|------|
| 1.      | Akshay Singh        | Convener    | 8779869062 | akshaytsh 5226@gmail.com     |      |
| 2.      | Tushar Chavan       | Member      | 9773828320 | tusharschavan@gmail.com      |      |
| 3.      | Sadhana Chhattlani  | Member      | 8850688737 | sadhana.chhattlani@gmail.com |      |
| 4.      | Vinayak Chakravarti | Member      | 8369264010 | Vinayakchakravarti@gmail.com |      |
| 5.      | Ganesh Maske        | Member      | 9987189655 | maskeganesh62@gmail.com      |      |

The committee should conduct meetings as per requirements and records be maintained accordingly. The entire concerned are requested to take note and act accordingly.

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PRINCIPAL

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Date: 22.07.2019

**NOTICE FOR GRIEVANCE REDRESSAL CELL MEETING FOR A.Y. 2019-2020**

The First meeting of Grievance Redressal Cell will be held on **24.07.2019** (Wednesday) at 7.00 pm in the college staff room.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |   |
| 2       | Tushar Chavan       | Member                |  |
| 3       | Sadhana Chhattlani  | Member                |  |
| 4       | Vinayak Chakravarti | Member                |  |
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**Agenda**

1. To improve infrastructure
2. To arrange cultural activities
3. To supply study material free of cost.
4. To solve the problems of students within the time limit

**Resolutions**

1. Conduct a thorough assessment of existing infrastructure deficiencies. Allocate sufficient funds and resources towards infrastructure development projects. Collaborate with relevant stakeholders such as government agencies, private investors, and community organizations. Implement a strategic plan with clear timelines for infrastructure upgrades, prioritizing areas with the most urgent needs.
2. Establish a dedicated committee or department responsible for organizing cultural activities. Create a diverse calendar of events that cater to the interests and preferences of the student body. Encourage student involvement and input in the planning process to ensure inclusivity and relevance.
3. Negotiate partnerships with publishers, educational institutions, and government agencies to obtain study materials at discounted rates or for free. Establish a centralized distribution system to ensure equitable access to study materials for all students. Explore digital platforms and open educational resources to supplement traditional study materials and reduce costs.
4. Implement a student support system that includes dedicated staff members or counselors trained to address student concerns promptly. Establish clear channels of communication for students to report problems and seek assistance, such as a helpline, online portal, or office hours. Set specific timeframes for addressing different types of student issues, prioritizing urgent matters while ensuring all concerns receive appropriate attention.





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### Vote of Thanks

Convener thanks to everyone who attended the meeting and assign the roles and responsibilities of every entity involved in accreditation process.



**Convener-** Grievance Redressal Cell





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**NOTICE FOR GRIEVANCE REDRESSAL CELL MEETING FOR A.Y. 2019-2020**

The Second meeting of Grievance Redressal Cell will be held on **15.02.2020** (Saturday) at 7.20 pm in the college staff room.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |    |
| 2.      | Tushar Chavan       | Member                |    |
| 3.      | Sadhana Chhattlani  | Member                |   |
| 4.      | Vinayak Chakravarti | Member                |  |
| 5.      | Ganesh Maske        | Member                |  |





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**Agenda**

1. To increase basic amenities to students
2. Bringing safety problems of students to the notice
3. To guide the students in project work.

**Resolutions**

1. The college administration shall conduct a comprehensive assessment of current basic amenities available to students, including but not limited to, restroom facilities, drinking water provisions, library resources, and recreational areas. Based on the assessment findings, a prioritized action plan shall be formulated to address deficiencies and improve existing amenities. Allocation of sufficient funds and resources shall be ensured to implement the action plan effectively.
2. A dedicated safety committee comprising faculty, administrative staff, and student representatives shall be formed to identify and address safety concerns prevalent within the college premises. The safety committee shall conduct regular safety audits and inspections to identify potential hazards and areas of improvement. Immediately corrective measures shall be taken to rectify identified safety hazards, including repair of faulty equipment, installation of security cameras, and improving lighting in dimly lit areas.
3. The college shall establish a dedicated student support center or project guidance cell staffed by experienced faculty members to provide guidance and assistance to students undertaking project work. clear guidelines and timelines shall be provided to students regarding the initiation, planning, execution, and presentation of their projects. Faculty mentors shall be assigned to students based on their area of expertise to provide personalized guidance and feedback throughout the project duration.





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**Convener-** Grievance Redressal Cell





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| Sr. No. | Members             | Designation | Mobile No. | Email.Id                     | Sign |
|---------|---------------------|-------------|------------|------------------------------|------|
| 1.      | Akshay Singh        | Convener    | 8779869962 | akshay.singh5226@gmail.com   |      |
| 2.      | Tushar Chavan       | Member      | 9773828320 | tusharschavan9@gmail.com     |      |
| 3.      | Sadhana Chhattlani  | Member      | 9850688737 | sadhana.chhattani@gmail.com  |      |
| 4.      | Vinayak Chakravarti | Member      | 8309204610 | Vinayakchakravarti@gmail.com |      |

The committee should conduct meetings as per requirements and records be maintained accordingly. The entire concerned are requested to take note and act accordingly.

PRINCIPAL

CC:-

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- 2.Office Copy



**Principal**  
Mumbra College of Arts & Commerce  
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Date: 22.06.2022

**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2020-2021**

The First meeting of Grievance Redressal Cell will be held on **24.06.2020** (Thursday) at 7.00 pm (Online)

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |   |
| 2.      | Tushar Chavan       | Member                |  |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |





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**Agenda**

1. Lack of parking space for students
2. Lack of medical facility/ first aid in the college campus
3. Separate washroom for boys and girls in the college premises

**Resolutions**

1. Conduct a thorough assessment of the current parking facilities available on campus to identify areas of improvement and expansion. Collaborate with college administration and relevant authorities to explore options for acquiring additional parking space adjacent to the college premises. Implement a structured parking system, including designated parking zones for students, faculty, and staff, to ensure efficient utilization of available space.
2. Conduct regular training sessions and workshops for staff and students on basic first aid techniques and emergency response protocols to enhance preparedness and responsiveness in crisis situations. Maintain updated records of medical emergencies and incidents, facilitating data-driven decision-making and proactive measures to prevent future occurrences.
3. Conduct an audit of existing washroom facilities to assess their adequacy and compliance with gender inclusivity standards, considering factors such as accessibility, privacy, and hygiene. Allocate resources and prioritize infrastructure upgrades to establish separate washrooms for boys and girls in strategic locations across the college campus, ensuring equitable access for all students.







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**Vote of thanks**

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**Convener-** Grievance Redressal Committee



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**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2020-2021**

The Second meeting of the Grievance Redressal Committee will be held on **29.02.2021** (Friday) at 6.30 pm (Online).

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |    |
| 2.      | Tushar Chavan       | Member                |   |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |





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**Agenda**

1. Approval of Minutes
2. Introduction of New Grievances:
3. Review of Pending Grievances
4. Investigative Reports
5. Discussion of Resolution Strategies
6. Follow-Up Actions

**Resolutions**

1. The minutes of the previous grievance redressal committee meeting were reviewed and approved unanimously by all committee members present.
2. The committee received and discussed the new grievances submitted by students/faculty/staff. Each grievance was carefully reviewed and assigned an investigation team for further inquiry.
3. The committee revisited pending grievances from previous meetings and assessed the progress made in resolving each issue. Further action plans were developed for grievances that require additional attention.
4. Investigative reports were presented for the grievances, detailing the findings and conclusions reached by the assigned investigation teams. These reports served as valuable insights for the committee's decision-making process.
5. A comprehensive discussion was held regarding potential resolution strategies for each grievance under consideration. Various approaches, including mediation, policy revision, and disciplinary action, were explored to address the concerns raised by the aggrieved parties.







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6. The committee identified specific follow-up actions to be taken in response to the grievances discussed, including but not limited to:
- Conducting further investigations to gather additional evidence.
  - Organizing mediation sessions between conflicting parties to facilitate resolution.
  - Implementing corrective measures to address systemic issues contributing to grievances.
  - Communicating interim solutions to affected individuals while long-term resolutions are being pursued.

### Vote of Thanks

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**Convener-** Grievance Redressal Committee



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| 2.      | Tushar Chavan       | Member      | 9773828320 | tushar.chavan9@gmail.com      |      |
| 3.      | Sadhana Chhattani   | Member      | 8850688737 | sadhana.chhattani@gmail.com   |      |
| 4.      | Vinayak Chakravarti | Member      | 836926466  | Vinayak.Chakravarti@gmail.com |      |

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Date: 24.06.2021

**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2021-2022**

The First meeting of Grievance Redressal Cell will be held on **26.06.2021** (Saturday) at 6.15 pm (Online).

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |   |
| 2       | Tushar Chavan       | Member                |  |
| 3       | Sadhana Chhattlani  | Member                |  |
| 4       | Vinayak Chakravarti | Member                |  |







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**Agenda**

1. To discuss the complaints
2. To discuss about submitting online grievances due to pandemic conditions
3. To discuss internet related issues
4. To provide email ID to students for submitting grievances
5. Any other matter with approval of chairman.

**Resolutions**

1. Resolution regarding the establishment of a structured framework to address and resolve grievances raised by students, faculty, and staff within the college community.
2. Resolution to develop and implement an online grievance submission system to accommodate the limitations posed by the ongoing pandemic conditions, ensuring seamless communication and resolution processes.
3. Resolution to address internet-related issues faced by students, faculty, and staff, including but not limited to connectivity problems, access to online resources, and technical support requirements.
4. Resolution to provide students with a dedicated email ID specifically designed for submitting grievances, ensuring confidentiality, accessibility, and prompt response to their concerns.
5. Resolution to convene regular meetings of the grievance redressal committee to review, analyze, and resolve grievances in a timely manner, with the approval of the chairman.





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6. Resolution to establish clear guidelines and procedures for addressing different types of grievances, ensuring fairness, transparency, and accountability in the resolution process.

### Vote of Thanks

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**Convener-** Grievance Redressal Committee



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**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2021-2022**

The Second meeting of Grievance Redressal Cell will be held on **05.03.2022** (Saturday) at 6.00 pm in the staff Room of the college.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |    |
| 2       | Tushar Chavan       | Member                |   |
| 3       | Sadhana Chhattlani  | Member                |  |
| 4       | Vinayak Chakravarti | Member                |  |







Smt. Fatimabai M.S. Educational Trust's  
**MUMBRA COLLEGE OF ARTS & COMMERCE (NIGHT)**  
(Affiliated to University of Mumbai)

College Code: 557

C/o. St. John'S Convent High School  
Near Railway Station, Mumbra,  
(Thane)-400612  
Tel no:- +91-8591655745

**Agenda**

1. Review of Previous Minutes
2. Presentation of Grievances
3. Status Updates
4. Investigation and Analysis
5. Discussion on Policies and Procedures
6. Communication and Transparency

**Resolutions**

1. Resolved, that the GRC shall diligently review the minutes of the previous meeting, ensuring accuracy and comprehensiveness. Resolved further, any unresolved issues or follow-up actions from the previous meeting shall be addressed promptly to maintain transparency and efficacy within the committee.
2. Resolved, that the GRC shall establish clear guidelines for the submission and presentation of grievances, ensuring confidentiality and fairness in the process. Resolved further, that all grievances should be investigated thoroughly and resolved in a timely manner, with due consideration given to the rights and concerns of all parties involved.
3. GRC shall provide periodic updates to the relevant stakeholders on the progress of grievance resolution, including any challenges encountered and proposed solutions. further, that the GRC shall maintain accurate records of all grievances and their status, ensuring accountability and traceability throughout the process.
4. GRC shall appoint a dedicated team responsible for conducting impartial and unbiased investigations into each grievance. Resolved further, that the investigation team shall gather relevant evidence and information, consult with all relevant parties, and provide





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a comprehensive analysis of the grievance to facilitate informed decision-making by the committee.

5. GRC shall schedule regular discussions to evaluate the effectiveness of existing policies and procedures, identify areas for improvement, and propose necessary revisions. Resolved further, that any proposed changes to policies and procedures shall be subject to thorough review and approval by the committee before implementation.
6. GRC shall establish channels for regular communication with stakeholders, including students, faculty, and administrative staff, to ensure their concerns are heard and addressed promptly.

### Vote of Thanks

Convener thanks to everyone who attended the meeting and assign the roles and responsibilities of every entity involved in accreditation process.



**Convener- Grievance Redressal Committee**



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**Office Order**

As per the Guidelines of NAAC "Grievance Redressal Committee" has been constituted for the Academic Year 2022-23 for planning and monitoring of overall academic operations, activities, procedures, functioning and maintaining all relevant documents and files in association with various committee/coordinators of the department.

| Sr. No. | Members             | Designation | Mobile No. | Email.Id                     | Sign |
|---------|---------------------|-------------|------------|------------------------------|------|
| 1.      | Akshay Singh        | Convener    | 8779869962 | akshay.singh.5226@gmail.com  |      |
| 2.      | Tushar Chavan       | Member      | 9443828320 | tusharschavan@gmail.com      |      |
| 3.      | Sadhana Chhattani   | Member      | 8850688737 | sadhana.chhattani@gmail.com  |      |
| 4.      | Vinayak Chakravarti | Member      | 8369200010 | Vinayakchakravarti@gmail.com |      |

The committee should conduct meetings as per requirements and records be maintained accordingly. The entire concerned are requested to take note and act accordingly.



CC:-

1. All the concerned
2. Office Copy

PRINCIPAL

**Principal**  
Mumbra College of Arts & Commerce  
(Night) Mumbra.





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Date: 16.08.2022

**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2022-2023**

The First meeting of Grievance Redressal Cell will be held on **18.08.2022** (Thursday) at 6.00 pm in the staff Room of the college.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |   |
| 2.      | Tushar Chavan       | Member                |  |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |





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**Agenda**

1. Approval of Previous Meeting Minutes
2. Review of Grievances Received
3. Classification of Grievances
4. Investigation Updates
5. Resolution Status
6. Action Plan Development

**Resolutions**

1. The minutes of the previous meeting held were reviewed and unanimously approved as presented.
2. The grievances received since the last meeting were reviewed in detail. Each grievance was carefully considered, and relevant information regarding the nature of the grievance, parties involved, and any pertinent details were discussed thoroughly.
3. The grievances were classified based on their nature, severity, and urgency. Classifications included but were not limited to interpersonal conflicts, policy violations, discrimination complaints, and operational issues. Each grievance was assigned a category to ensure appropriate handling and resolution.
4. Progress updates on ongoing investigations were provided by the responsible parties. Detailed reports on the findings, evidence collected, interviews conducted, and any additional steps taken were presented for each investigation. Discussion ensued to address any concerns or queries regarding the investigative process.





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5. The status of resolutions for previously discussed grievances was reviewed. Updates on actions taken to address grievances, including any disciplinary measures, corrective actions, or mediation efforts, were provided. Any outstanding issues or challenges hindering resolution were identified and discussed for further action.
6. An action plan was developed to address the remaining grievances and to prevent future occurrences of similar issues. This plan included specific steps, timelines, responsible parties, and resources needed to effectively address each grievance. Emphasis was placed on proactive measures to foster a positive work environment and prevent grievances from escalating.

### Vote of Thanks

Convener thanks to everyone who attended the meeting and assign the roles and responsibilities of every entity involved in accreditation process.



**Convener-** Grievance Redressal Committee



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**NOTICE FOR GRIEVANCE REDRESSAL COMMITTEE MEETING FOR**  
**A.Y. 2022-2023**

The Second meeting of Grievance Redressal Cell will be held on **21.01.2023** (Saturday) at 8.00 pm in the staff Room of the college.

| Sr. No. | Name of Member      | Position in Committee | Signature of Member Present   |
|---------|---------------------|-----------------------|---|
| 1.      | Akshay Singh        | Convener              |    |
| 2.      | Tushar Chavan       | Member                |   |
| 3.      | Sadhana Chhattlani  | Member                |  |
| 4.      | Vinayak Chakravarti | Member                |  |







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**Agenda**

1. Enhanced Accessibility
2. Transparent Process
3. Regular Feedback Mechanism
4. Training and Awareness Programs
5. Timely Resolution
6. Documentation and Reporting

**Resolutions**

1. The grievance redressal committee recognizes the importance of ensuring that the grievance resolution process is accessible to all stakeholders. To achieve this, the committee will implement measures such as providing multiple channels for submitting grievances, including online forms, email, phone, and physical submission boxes placed strategically across the organization's premises. Additionally, the committee will ensure that these channels are clearly communicated to all employees and stakeholders through various communication channels, including email newsletters, intranet announcements, and posters.
2. Transparency is fundamental to building trust and credibility in the grievance redressal process. The committee will establish clear guidelines and procedures for handling grievances, which will be made readily available to all stakeholders. This includes outlining the steps involved in filing a grievance, the expected timelines for resolution, and the criteria for escalating grievances to higher authorities if necessary. Furthermore, the committee will ensure that all decisions made during the grievance resolution process are communicated openly and transparently to the concerned parties, along with reasons for the decisions taken.
3. The committee acknowledges the importance of soliciting feedback from stakeholders to continuously improve the grievance redressal process. To facilitate this, the committee will establish a mechanism for collecting feedback from individuals who have gone through the grievance resolution process. This feedback will be collected anonymously to encourage honest and candid responses.





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4. Recognizing that effective grievance resolution requires trained personnel and informed stakeholders, the committee will develop comprehensive training and awareness programs. These programs will be designed to educate employees and other stakeholders about their rights and responsibilities regarding grievance resolution. Additionally, training will be provided to committee members and other personnel involved in handling grievances, equipping them with the necessary skills and knowledge to handle grievances effectively and sensitively.
5. The committee is committed to ensuring that grievances are addressed in a timely manner to prevent escalation and minimize disruptions to the workplace. To achieve this, the committee will establish clear timelines for each stage of the grievance resolution process and ensure that these timelines are adhered to rigorously. Additionally, the committee will implement measures to expedite the resolution of urgent or critical grievances, such as assigning dedicated resources or convening emergency meetings as needed.
6. Maintaining accurate documentation of grievances and their resolutions is essential for accountability and tracking trends over time. The committee will establish a robust system for documenting all grievances received, including details such as the nature of the grievance, actions taken, and outcomes. Regular reports summarizing key metrics and trends will be prepared and shared with relevant stakeholders, including senior management and oversight bodies, to ensure transparency and accountability in the grievance redressal process. Additionally, measures will be put in place to safeguard the confidentiality of sensitive information contained in grievance records.

### Vote of Thanks

Convener thanks to everyone who attended the meeting and assign the roles and responsibilities of every entity involved in accreditation process.



**Convener- Grievance Redressal Committee**