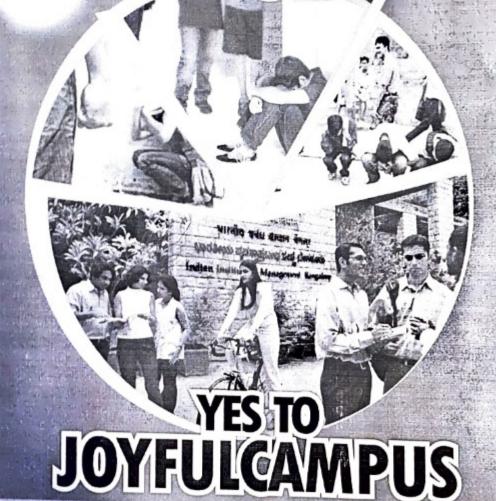
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App

SAY NO TO AGGING



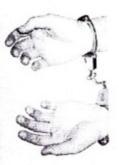


What is Ragging? Any Act Resulting in:

- Mental/physical/sexual Abuse
- Verbal Abuse
- · Indecent Behaviour
- Criminal Intimidation/wrongful Restraint
- Undermining Human Dignity
- Financial Exploitation/extortion
- · Use Of Force

A STUDENT INDULGING IN RAGGING CAN BE:

- Cancellation of admission.
- Suspension from attending classes.
- Withholding/withdrawing Scholarship/Fellowship and other benefits.
- Debarring from appearing in any test/ examination or other evaluation process.
- · Withholding results.
- · Debarring from representing the institution in any regional, national or international meet, tournament or youth festival etc.
- · Collective punishment ; when the persons committing or abetting the crime of ragging are not identified the institution shall resort to collective punishment as a deterrent to ensure community pressure on potential ragger.



Immediately call **UGC Anti-Ragging Helpline** 1800-180-5522 (24X7 toll free) or send an e-mail to helpline@antiragging.in



DEPARTMENT OF HIGHER EDUCATION MINISTRY OF HUMAN RESOURCE DEVELOPMENT GOVERNMENT OF INDIA



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Foolishly I ragged & got suspended

Will I get prosecuted?

What about my Job prospects?

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MY FUTURE IS A BIG

?

Remember RAGGING is for LOSERS

Visit UGC Website i.e. www.ugc.ac.in & www.antiragging.in to see UGC Anti Ragging regulations.

Are You Being Ragged ?

Immediately call UGC Anti Ragging Helpline- 1800-180-5522 (24x7 Toll Free)
Or Send an E-mail to helpline@antiragging.in



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BEFORE YOU EVEN THINK OF RAGGING

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THINK OF

Humiliation

Suspension

Ruined Career

Blacklisting

Expulsion

Possible Prosecution

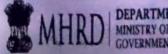
Don't just stand and watch. Stop Ragging! Show Character

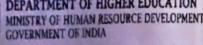
Remember RAGGING is for LOSERS

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DONT MAG, JUST INTERACT



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UNIVERSITY GRANTS COMMISSION BAHADURSHAH ZAFAR MARG NEW DELHI-110 002

No.F.1-1/2020(Secy)

10th May, 2020

PUBLIC NOTICE

REDRESSAL OF GRIEVANCES RELATED TO COVID-19 PANDEMIC

The UGC has issued Guidelines on Examinations and Academic Calendar in view of COVID-19 Pandemic on 29th April, 2020. Accordingly, all universities have been advised to plan their academic activities keeping in view the safety and interest of all stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

Universities have also been requested to establish a Cell for handling grievances of the students related to examinations and other academic activities arising due to this pandemic and notify the same to the students.

Further, the UGC has undertaken the following steps to monitor the queries, grievances, and other academic matters of students, teachers, and institutions, arising due to COVID-19 pandemic:

- 1. A dedicated Help Line Number: 011-23236374 has been set up.
- An email address: covid19help.ugc@gmail.com has been created.
- Students can also lodge their grievances on the existing Online Students Grievance Redressal Portal of UGC at https://www.ugc.ac.in/grievance/student-reg.aspx
- A Task Force has been constituted at UGC to monitor concerns/ grievances of students, teachers, and institutions, and redress them accordingly.

All the Universities and colleges are requested to upload a copy of this public notice on their official websites and also share it with the teaching and student community via e-mail and other digital media.

(Prof. Rajnish Jain) Secretary

University of Mumbai

No. DSD/05/of 2019

Dr. Sunil Patil I/c Director



Department of Students' Development Vidyapeeth Vidyarthi Bhayan, 'B' Road, Churchgate Mumbai - 400 020 Tel. No. 2204 28 59

CIRCULAR

To.
The Principals/Directors
of the Affiliated Colleges/Recognized Institutions
of the University of Mumbai

Subject: Constitution of College Grievance Redressal Cell (CGRC) as per महाराष्ट्र शासन राजपत्र असाधारण भाग चार ब, असाधारण कमांक ६७

Sir/Madam.

As per directives received from the University Authorities, I am directed to inform your goodself that as per महाराष्ट्र शासन राजपत्र असाधारण भाग चार व. असाधारण कमांक ६७, dated February 27. 2019, each Affiliated College and Recognized Institution of the University of Mumbai has to constitute a College Grievance Redressal Cell (CGRC). All grievances of students relating to College/Institution shall first be addressed to College Grievance Redressal Cell (CGRC) to be constituted at the level of College/Institution by following below given steps:

- Affiliated College/Recognized Institution shall constitute College Grievance Redressal Cell (CGRC). The composition of CGRC shall be as follows:
 - a. Principal of the College or Head/Director of the Recognized Institution Chairperson
 - One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – Member
 - One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – Member Secretary

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

- Affiliated College/Recognized Institution shall create a Portal on their website where student shall register their grievances online with necessary documents.
- Affiliated College/Recognized Institution shall upload the information of functioning of CGRC on the portal.
- Affiliated College/Recognized Institution shall give wide publicity to College Grievance Redressal Cell (CGRC) among all students, teachers, administrative staff and non-teaching staff of their College/Institution through various means like, Website, Prospectus, Notices, Electronic Gadgets, etc.
- The concerned student of the Affiliated College/Recognized Institution shall register his/her complaint on the portal available on the website of his/her College/Institution.
- The Member Secretary of CGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the College/Institution.

- The Member Secretary shall prepare the Agenda for the meeting of the College Grevanian Redressal Cell (CGRC) in consultation with the Chairperson and shall communicate to the meeting.
- The committee shall resolve the grievance of the complainant student by given can opportunity of hearing to all the concerned parties and following principles of natural justice.
- The Member Secretary shall convene meeting of College Grievance Redressal Cell (CGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 10. The Member Secretary shall prepare Minutes and Action Taken Report for College Grievance Redressal Cell (CGRC).
- 11. The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
- 12. The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development. University of Mumbai by an email on cgrc@mu.ac.in
- The Member Secretary will prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on egrc@mu.ac.in
- 14. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) then he/she can appeal to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development within 30 days. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desire to appeal on the decision given by CGRC shall register his/her grievance/s on the portal available on the website of University of Mumbai, www.mu.ac.in with all supporting documents within 30 days.
- 15. The procedure and directives for functioning of College Grievance Redressal Cell (CGRC) are enclosed here for information and necessary action at your end.

Mumbai May 14, 2019 Dr. Sunil Patil I/c Director, DSD

University of Mumbai DEPARTMENT OF STUDENTS' DEVELOPMENT

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A. Role and Functions of CGRC

The CGRC shall exercise the following role and perform the following functions,

- To receive the applications of the students from the portal available on the website of College / Institute and process them further.
- To attend all applications relating to the grievances of the students.
- To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- To give advice to the students through correspondence.
- The CGRC shall not discuss with any sub-judice grievances.
- 8) It shall make efforts to settle the disputes amicably.
- To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

B. Role of the Chairperson of CGRC

- The Principal of Affiliated College or Head / Director of Recognized Institution shall be the Chairperson of CGRC. In absence of Principal / Head / Director, the Incharge of the College / Institution shall be the Chairperson of CGRC with prior permission of his/her Management/Higher Authorities.
- The Chairperson shall finalize the date of meeting of CGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of CGRC.

C. Role of the Member Secretary of CGRC

- The Member Secretary shall be the Primary Officer of the CGRC. He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall prepare the Agenda for a meeting of the CGRC 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.
- The Member Secretary shall convene meetings of CGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 5) He shall prepare Action Taken Report on the previous meeting of CGRC.
- The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

7) The Member Secretary shall communicate the Minutes and Action Taken Hespirit of Neshun each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on egrc@mu.ac.in

8) The Member Secretary shall prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an

email on cgrc@mu.ac.in

9) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Director, Students' Development assign to him from time to time.

D. Meetings of CGRC

1) The CGRC 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 CGRC shall meet once in every semester.

2) The Member Secretary may directed by the Chairperson to convene a meeting of the

CGRC at the place, date and time to be fixed in consultation with him/her.

3) Every meeting of the CGRC 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 meeting.

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 CGRC may determine.

7) In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

E. Venue of the Meeting of CGRC

1) The Meeting of the CGRC shall be held in the premises of the College/Institution during the working days and working time of the College/Institution.

2) The Member Secretary shall communicate venue, date and time of meeting of CGRC to all members of CGRC and students who have registered their grievances prior to the meeting.

F. Quorum of the Meeting of CGRC

The Quorum for the meeting of CGRC shall be two, including Chairperson.

G. Decisions by Majority of the Meeting of CGRC

All matters of any meeting of the CGRC 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.

H. 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 CGRC 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 CGRC to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

Page 4 of 8

I. Action Taken Report

1) After the confirmation of the minutes, the Member Secretary shall report to the CGRO the Action Taken Report on the resolutions or decisions or direction in the previous meetings of the CGRC.

2) The Member Secretary shall submit Action Taken Report on the meeting of Co Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

J. Attendance of Members

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

K. Appearance before CGRC

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 CGRC.

L. Language of Proceedings of Meetings of CGRC

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

M. Nature of Applications to be Entertained by the CGRC

The grievances or common grievances of students related to College / Institution only shall be considered by the CGRC.

N. Registration of Grievances on the Portal

- 1) Any student desiring redressal of his grievance/s may register his/her grievance/s online on the portal available on website of his/her College/Institution.
- 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 CGRC.

O. 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 CGRC 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
- 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 CGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The CGRC 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.

P. Non-Entertainment of Application

- 1) No applications for redressal of grievances shall be entertained, if the C 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 CGRC may recommend appropriate action against the complainant student.

Q. 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 CGRC prior to the meeting through an email and handover its hardcopies to all members of CGRC at the time of
- 2) The CGRC shall consider the case on the basis of the noting prepared by the Member
- 3) The CGRC 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 CGRC 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) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 6) Efforts shall be made to settle the grievances within 15 days of its receiving.

R. Consideration of Applications

- 1) Each member of the CGRC 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
- 3) The concerned student/s or any other person or teaching staff or administrative staff or non-teaching staff or official who is concerned with the grievances of the student/s may be called during the meeting of the CGRC whenever necessary and they may be heard in person.
- 4) If the CGRC finds it necessary it may refer any matter to an expert and obtain his / her
- 5) After following all the procedures enumerated under sub-rules R. (1) to (4) above, the CGRC may formulate its recommendations on the Application.

S. 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 resolutions/decisions made during the meeting of CGRC on top priority basis.

3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal

4) If the CGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

T. Pursuing the Matter

 The Chairman and Member Secretary shall keep in touch with the concerned sections/units/departments/cells and see that the decision is implemented immediately.

 After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of CGRC at the next meeting.

 The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

U. Appeal on the Decisions

- The student may prefer an appeal on the decision given by CGRC to University Grievance Redressal Cell (UGRC) within 30 days from the receipt of the decision of the CGRC.
- In such case the student shall apply again on the portal available on the website of University of Mumbai, www.mu.ac.in within 30 days from the receipt of the decision of the CGRC.

V. Miscellaneous

a) Staff of the CGRC

The Principal/Head/Director shall assign one Administrative Staff (Junior Clerk) and Peon for working of CGRC.

b) Publicity

The Chairperson and Member Secretary of CGRC shall give due publicity to the functioning of the CGRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching Staff, Administrative Staff and Non-Teaching Staff.

c) Powers to give Directions

The Director, Students' Development, University of Mumbai may from time to time, issue directions to the CGRC to carry out its purposes effectively and the CGRC shall be bound to carry out such directions.

W. Annual Report

The Member Secretary shall prepare Annual Report as per the format given below regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

1	Full Name of the Affiliated College / Recognized Institution	
2	Abbreviated Name of the Affiliated College / Recognized Institution	
3	Address of the College / Institution	
4	District	
5	Landline No. of the College / Institution	
6	Email of the College / Institution	

		Lystavon Society's
7	Name of the Principal / Head / Director	A ST SERVE TO
8	Mobile No. of the Principal / Head / Director	
9	Landline No. of the Principal / Head / Director	, with
10	Email of the Principal / Head / Director	
11	Name of the Member Secretary	
12	Designation of the Member Secretary	
13	Mobile No. of the Member Secretary	
14	Secretary (If any)	
15	The state of the s	
16	No. of Applications Received on Portal	
17	No. of Scrutinized Applications	
18	No. of Applications Presented before the CGRC	
19	No. of Resolved Applications	
20	No. of Un-resolved Applications	
21	No. of Applications Referred to the Experts for an Opinion	
22	No. of Applications Sent to University Grievance Redressal Cell (UGRC)	
23	No. of Frivolous Applications	
24	No. of Pending Applications	
25	No. of the Meetings of CGRC Held	
26	No. of the Meetings Adjourned for Want of Quorum	
27	Average No. of Members of CGRC Present for the Meetings	
28	Total Annual Expenses of the Meetings, If Any, Incurred by the CGRC	
29	Any other Information	

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

Name and Signature of the Member Secretary

Seal of the College / Institution Name and Signature of the Chairperson with Seal

Application for Redressal of Grievance/s to CGRC

To, The Chairman, College Grievance Redressal Cell (CGRC),

Subject: Application for Redressal of Grievance/s

Respected Sir/Madam,

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accept it and do the further processing. My/our personal details and particulars about my/our grievances are as follows-

1	First Name of the Student	
2	Middle Name of the Student	
3	Last Name of the Student	
4	Department	
5	Residential Address of the Student	
6	Permanent Address of the Student	
7	Email of the Student	
8	Mobile No. of the Student	
9	WhatsApp No. of the Student	
10	Landline No. of the Student (If Any)	
		Science and Technology (Science, Engineering, Pharmacy, Architecture) Commerce and Management (Commerce, Management) Humanities (Arts, Law) Inter-disciplinary Studies (Fine Art, Education, Physical Education Performing Art)
12	Programme of Study	UG PG M.Phil. Ph.D. Diploma Other (Please Specify)
3	Class	Give all Options Available at Your College / Department

14	Year of Study	The second secon
1.4	Tear or Study	First
		Second
		Third Fourth
15	Semester	Fifth
1.00	Schester	1
		11
		III
		IV
		V
		VI
		VII
		VIII
		IX X
16	Roll No.	^
17	PRN No.	
18	P.G./Ph.D./M.Phil. Registration No.	
	(Add Student Profile, if more no. of Student	's Applying for Redressal of Grievance)
19	Name of the Teacher/s / Officer/s / Staff / Section/s / Department/s against whom the	, and the same of the same of
	Complaint is to be Lodged	
20	Nature of Grievance/s in which Redressal	Write
	is Sought	Upload Word/PDF File
21	List of Supporting Documents Attached herewith	Upload Word/PDF File/s

Declaration from the Student/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

- 1	_	-	-	

Place:

Signature of the Student/s (Upload Digital Signature)





विश्वविद्यालय अ

(Ministry of Human Resource Device

बहाइरआह जफर मार्ग, नई दिल्ली 119000 Bahadur Shah Zafar Marg, Hew Delki-1 (900)

> Ph :: 011-23236288/23239337 Fax: 011-2323 8858 E-moil: successfories

Prof. Rajnish Jain Secretary

प्रो. रजनीश जैन

D.O.No.F.1-1/2020(Secy)

29th April, 2020

UGC Guidelines on Examinations and Academic Calendar in view of COVID-19 Pandemic

Respected Madam/Sir.

In view of the Covid-19 pandemic and subsequent lockdown, the University Grants Commission constituted an Expert Committee to deliberate and make recommendations on the issues related to the Examinations and the Academic Calendar for avoiding academic loss and taking appropriate measures in the interest of students. The Expert Committee interacted with the stakeholders such as Vice-Chancellors of the universities. Principals of the colleges and academia through various electronic means such as email, phone. WhatsApp, online meetings etc. and submitted its Report to the UGC

Based on the recommendations of the Expert Committee, the Commission has developed, "Guidelines on Examinations and Academic Calendar for the Universities in View of COVID-19 Pandemic and Subsequent Lockdown" A copy of the same is enclosed for your ready reference. The UGC Guidelines are advisory in nature, covering important dimensions related to examinations, academic calendar, admissions, online teaching-learning and provide flexibility for adoption by the universities. The universities may adopt / adapt and implement these Guidelines uniformly in a transparent manner

In view of the location and diversity of universities and colleges, their level of preparedness, residential status of the students, status of COVID-19 pandemic spread in different regions / state and other factors. the universities, after making a comprehensive assessment of all such factors, may chart out a plan for the examinations and the academic calendar, to deal with any sort of exigency. It is reiterated that the universities should keep in view the best interests of all the stakeholders, giving highest priority to health and safety of all concerned, following the protocols for preventive measures, while adopting and implementing the Guidelines

With kind regards,

Yours sincerely

Encl.: As Above.

To

The Vice Chancellors of all Universities

The Principals of all Colleges 2

Copy for kind information to:

The Principal Secretary/Secretary to the Governors of all States/Lt. Governors of all Union Territories.

Secretary/Secretary, Department of Higher Education. The Principal 2 Governments/Union Territories.