



Vidya Prasarak Mandal's

**Dr. V.N. Bedekar Institute of Management Studies**

ISO 2001:2008 Certified

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Ref. No. DVNBRIMS/

Date :

### **Policy for Grievance Redressal**

Date-10<sup>th</sup> August 2015

A Grievance redressal Cell is constituted for the redressal of the problems reported by the Students of the Institute within the stipulated time

Statutory Grievance Redressal Cell (CGRC) is formed as per Clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE /University of Mumbai directives (No. DSD/05 of 2019). All grievances relating to the Institute shall be addressed by CGRC.

The function of the cell is to look into the complaints lodged by any student, and try to solve it within the stipulated time. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell through [www.vpmthane.org/post\\_graduation/Grievance Redressal](http://www.vpmthane.org/post_graduation/Grievance_Redressal)

The composition of a grievance redressal Cell is as follows:

**Chairperson- Dr. Nitin Joshi(Director, BRIMS)**

#### **Members-**

**Dr. Guruprasad Murthy (Director General, DR.V.N.BRIMS, Member )**

**Mrs. Smita Jape (Assistant Professor, DR.V.N.BRIMS, Member)**

**Mrs. Kanchan Akashay (Assistant Professor, DR.V.N.BRIMS, Member)**

#### **Process for Grievances:**

1. Receiving online grievances – [www.vpmthane.org/post\\_graduation/Grievance Redressal](http://www.vpmthane.org/post_graduation/Grievance_Redressal)
2. Students / employee / other stakeholders can fill the forms through website and submit.
3. The grievances will be received by the Convener - Grievances Committee and will send intimation to Director and committee members



4. Grievances Redressal Committee will address the grievances during meeting
5. Convener - Grievance Committee will consolidate all complaints and will call special meeting in case of urgent matter or will discuss the cases in monthly meeting and will dispose the grievances. If required, a hearing will be arranged and concern person will be called for hearing
6. Convener will minute the report of disposal of grievances and maintain the record
7. Convener will prepare the report on disposal of grievances, take approval of Director and send it to AICTE by email every month as per the guidelines.
8. Reply will be sent to concern person for his / her grievances within three days unless the grievance requires
9. The Institute will maintain records of all the grievances received and their settlement.

DR VN BRIMS has Grievance Redressal Committee, Anti-Sexual harassment Committee, Anti-Ragging Committee and Woman Development Committee with representative of NGO and female faculty members. Everyone in the institute is committed towards respecting the dignity of every individual in the institute and in society at large.



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