



Vishnu Waman Thakur Charitable Trust's

# VIVA SCHOOL OF ARCHITECTURE

Approved by Council of Architecture, New Delhi and Affiliated to University of Mumbai  
Website : [www.vivaarch.org](http://www.vivaarch.org) E-mail : [principal@vivaarch.org](mailto:principal@vivaarch.org) & [admin@vivaarch.org](mailto:admin@vivaarch.org)

**Shri. Hitendra V. Thakur**  
President

**Ms. Aparna P. Thakur**  
Secretary

**Prof. Chakor A. Mehta**  
Principal

Date : July 5, 2022.

## CIRCULAR : Grievance Redressal Cell

Grievance Redressal System is a vital part of any Institution. It is the responsibility of our Institution to provide a secure and contented environment to all its family members and they are Staff and Students. The Grievance Redressal Committee formed is as per the UGC guidelines to redress the grievances of both the staff and the students. The Committee will be under the direct purview of the Principal.

The grievances received by the Principal will be forwarded to the concerned Committee members who shall look in to the problems depending upon the seriousness of the issue.

The Committee shall continuously strive to take the best efforts possible to create a harmonious and conducive atmosphere in the Institution.

### Functions of the Grievance Redressal Committee

1. To accept written grievances from students and staff related to the system.
2. To create and implement a mechanism to handle the reported grievances.
3. To forward the findings to the Management if necessary for further action.
4. To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
5. To attend to the grievances based on the authenticity and gravity of the criticisms made.
6. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
7. To convene periodical meetings to discuss whether the grievances have been settled.
8. To make a follow-up of these matters at regular intervals till their final disposal.
9. To maintain strict confidentiality, if necessary.

**Prof. Chakor A. Mehta**  
Principal  
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## Composition of College Grievance Redressal Cell

Sr. No.	Name	Designation	Position
1	<b>Prof. Chakor A. Mehta</b>	Principal	Chairman
2	<b>Prof. Nayana V. Raut</b>	Associate Professor	Convener
3.	<b>Prof. Vinita K. Kolhe</b>	Assistant professor	Member
4.	<b>Prof. Ankita R. Shukla</b>	Assistant professor	Member
5.	<b>Current General Secretary</b>	Student Representative (Ombudsman)	

All the bonafied students of this Institution have the right to appeal any academic matter in which they feel that they have been treated unfairly.

Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines.

A Student Representative (Ombudsman) will assist students in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the concerned semester, post the semester during which the incident has occurred. Decisions made by the SGC are not appealable.

The SGC does not lend itself to quick solutions, so a resolution at a lower level will be acceptable. Attempts at such a resolution are required before the committee will accept a case. Any student who wishes to file a grievance can contact the chairperson of College Grievance Redressal Cell (CGRC) in college office OR Students can file the grievance online.

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