



Mahatma Education Society's

DTE Code : MB 3160

PILLAI HOC INSTITUTE OF MANAGEMENT STUDIES & RESEARCH

Pillai HOCL Educational Campus, HOC Colony, Rasayani, Via. Panvel, Dist. Raigad. Pin 410207
Tel: 02192 - 669000 / 01 / 02 / 03 / 04 / 05 / 06 / 07 / 08 / 09

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Approved by AICTE, DTE, Government of Maharashtra and Affiliated to the University of Mumbai

CONSTITUTION OF GRIEVANCE REDRESSAL CELL (GRC)

Ref. No.: PHIMSR/CGRC/25-26/05

Date: 02/08/2025

In accordance with the guidelines issued by the Department of Student Development, University of Mumbai vide Circular No. DSD/05/2019 dated 14th May 2019, and as per the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019, the College Grievance Redressal Cell / Student Grievance Redressal Committee (SGRC) is hereby constituted at the Institute level.

The committee is constituted for a period of **two years**, effective from the Academic Year **2024-26**, to hear and dispose of grievances received from students and their parents related to admission, academic, administrative, and other allied matters.

Composition of the College Grievance Redressal Committee (CGRC / SGRC)

Sr. No.	Name of the Member	Designation	Role in the Committee
1	Dr. Ketan Vira	Director	Chairperson
2	Dr. Sheeba Rajan	Associate Professor	Member
3	Prof. Shraddha Daftardar	Professor	Member
4	Mr. Siddhesh Sonkar	Student Representative	Member
5	Prof. Chiranjiv Karkera	Assistant Professor	Member Secretary

Functions & Procedures

- While considering grievances, the SGRC shall strictly follow the principles of natural justice.
- The CGRC/SGRC shall submit its report along with recommendations, if any, to the concerned authority and a copy to the aggrieved student within 15 days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the SGRC may appeal to the Ombudsperson within 15 days from the date of receipt of the decision.
- The Committee shall maintain a Grievance Register and record all grievances received online and offline.
- An immediate meeting shall be convened upon receipt of a grievance to ensure time-bound redressal.
- Decisions shall be taken in accordance with the rules and regulations prescribed by AICTE, UGC, Higher and Technical Education Department (Govt. of Maharashtra), Admission Regulating Authority, University of Mumbai, Directorate of Technical Education, and other statutory bodies, as applicable from time to time.

Dr. Ketan Vira
Director

Director

Pillai HOC Institute of
Management Studies & Research
Rasayani, Tal. Khalapur,
Dist. Raigad 410 207.





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Ref. No.: PHIMSR/SGRC/07/2025

Date: 05/08/2025

NOTICE

All students, staff, and other stakeholders are hereby informed that the Institute has established an **Online Grievance Redressal Mechanism**, available on the Institute's website www.phimsr.ac.in.

Grievances may be submitted online by clicking on "**Grievance Redressal Mechanism**" under the "**About Us**" tab along with valid contact details.

In addition:

- A **Grievance Register** is available in the **Students Grievance Redressal Committee Room**.
- A **Grievance Complaint Box** is placed in the Institute Office for submitting written grievances.

The Institute has constituted the **Students Grievance Redressal Committee (SGRC)** with the following members:

Sr. No.	Name of the Member	Designation	Role in the Committee
1	Dr. Ketan Vira	Director	Chairperson
2	Dr. Sheeba Rajan	Associate Professor	Member
3	Prof. Shraddha Daftardar	Professor	Member
4	Mr. Siddhesh Sonkar	Student Representative	Member
5	Prof. Chiranjiv Karkera	Assistant Professor	Member Secretary

Dr. Ketan Vira
Chairperson, SGRC

Director

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Management Studies & Research

Rasayani, Tal. Khalapur,
Dist. Raigad 410 207.



Contact:

Students Grievance Redressal Committee

Room No. 001, First Floor