E. MECHANISMS FOR WELFARE OF STUDENTS

Grievance Redressal Committee

In accordance with UGC Regulations 2012 (The Gazette of India, March 23–29, 2013), a Grievances Redressal Committee (GRC) was constituted in TISS. The GRC has a two year term and is headed by a Senior Professor of the Institute with nominated members from among the faculty and students.

The details of the Committee is given in Annexure I.

The GRC will address the following complaints of aggrieved students:

i. making admission contrary to merit determined in accordance with the declared admission policy of the Institute;
ii. irregularity in the admission process adopted by the Institute;
iii. refusing admission in accordance with the declared admission policy of the Institute;
iv. non-publication of Prospectus, as specified;
v. publishing any information in the Prospectus, which is false or misleading, and not based on facts;
vi. withholding or refusing to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study, which such a person does not intend to pursue;
vii. demanding money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
viii. breach of the policy for reservation in admission as may be applicable;
ix. complaints of alleged discrimination of students, from SC, ST, OBC, Women, Minorities or Disabled categories;
x. non-payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by the UGC, or by any other authority;
xi. delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
xii. on provision of student amenities as may have been promised or required to be provided by the institution;
xiii. denial of quality education as promised at the time of admission or required to be provided;
xiv. non transparent or unfair evaluation practices;
xv. harassment and victimisation of students, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

To registered complaint click on the: https://tiss.ac.in/view/6/students/office-of-students-affairs/student-grievance-form/

GRC for SC/ST/OBC Students:
In compliance with the UGC guidelines issued vide Letter No. F1-72011(SCT) dated 14 September 2020, the Institute has constituted one committees for redressing grievances of students belonging to the SC/ST/OBC communities. Please click on the link for more detail https://tiss.edu/view/6/SC/ST-And-EO-Cell/grievances-redressal/

ANNEXURE I

Grievance Redressal Committee

Name	Cell No.	Extn. No.	E-mail
Prof Bipin Jojo, Chairperson	9869434815	5411	bipinj@gmail.com
Dr. Rashmi Oza, External Member	9820353562		rashmioza2004@yahoo.com
Prof Arvind Tiwari, Dean, SLRCG	08369841772	5381	tiwari_a@tiss.edu
Dr. Vaishali Kolhe, Dean, OSA (Offg)	88500 38149	5401	Dean.sa@tiss.edu
Prof Shilpa Phadke, Dean, SMCS	9820737750	5671	shilpa@tiss.edu
Prof P Premlatha, Chairperson, Centre for Labour Studies, School of Management and Labour Studies	9920456885	5832	premalatha@tiss.edu
Hon'ble Swati Chauhan, Retired Principal Judge, Mumbai Family Court	Ombudsperson		
Two Students' Representatives	To be nominated by the Dean, SA		