



B.S.A.C.E.S's  
**Sheila Raheja Institute of Hotel Management**

Raheja Education Complex, Opp. Colgate Ground,

Kher Nagar, Bandra (East), Mumbai-400 051

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SRIHM/GRC/2021-22/01

13<sup>th</sup> August 2021

**NOTICE**

**SUB: GRIEVANCE REDESSAL COMMITTEE MEETING**

The First Meeting of the Grievance Redressal Committee of the college for the Academic Year 2021 - 22 will be held on Friday 27<sup>th</sup> August 2021 at 3.30 pm at the 5th Floor 'Library' – Sheila Raheja Institute of Hotel Management– Raheja Education Complex Bandra East to conduct the following business.

**AGENDA**

1. To read and confirm the minutes of the meeting held on 16<sup>th</sup> February 2021.
2. To introduce the reconstituted Grievance Redressal Committee Members for A.Y. 2021-2022
3. To discuss the cases of Grievance received after the last meeting, if any
4. To provide training to the Grievance Redressal Cell members to operate the Grievance redressal software.
5. Any other matters with the permission of the Chair.

Please make it convenient to attend and participate in the said meeting.

  
**Ashish Mane**  
Chairperson





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**Date: 30<sup>th</sup> August 2021**

**MINUTES OF THE MEETING OF GRIEVANCE REDESSAL COMMITTEE**

The First Meeting of the Grievance Redressal Committee of the college for the Academic Year 2021 - 22 will be held on Friday 27<sup>th</sup> August 2021 at 3.30 pm at the 5th Floor 'Library' – Sheila Raheja Institute of Hotel Management– Raheja Education Complex Bandra East to conduct the following business.

The following members were present: -

1. Mr. Ashish Mane
2. Mrs. Reshma Nagarkar
3. Mr. Sameer Dighe

The quorum for the meeting was present.

**Agenda Point no.1**

To read and confirm the minutes of the meeting held on 16<sup>th</sup> February 2021.

The Grievance Redressal Committee Chairperson read the Minutes of the Grievance Redressal Committee meeting held on 16<sup>th</sup> February 2021 and the following resolution was passed.

**Resolution No. 1**

“Be it and it is hereby resolved that the Minutes of the last Grievance Redressal Committee meeting held on 16<sup>th</sup> February 2021 be confirmed and approved”.

**Agenda Point no.2**

To introduce the reconstituted Grievance Redressal Committee Members for A.Y. 2021-2022

The Chairperson apprised and welcomed the reconstituted Grievance Redressal Committee Members for A.Y. 2021-2022.

**Agenda Point no.3**

To discuss the cases of Grievance received after the last meeting, if any

The Chairperson apprised that since the last meeting there have been no Grievance cases registered by any of the stakeholders

The Chairperson appreciated the fact that there were no Grievance cases





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**Agenda Point no.4**

To provide training to the Grievance Redressal Committee members to operate the Grievance Redressal software.

The Member Secretary conducted training of the Edugrievance Software explaining its operations to the Grievance Redressal Committee Members.

**Agenda Point no.5**

Any other matters with the permission of the Chair.

There being no other matter to be discussed and business to be conducted, the meeting ended by thanking the Members for their presence.

  
**Ashish Mane**  
Chairperson

