



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

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Established by Vishwa Saraswati Society (Reg. No. 10/Goa/2007)

10/07/2023

GRIEVANCE REDRESSAL COMMITTEE

In supersession to circular dated 07/06/2021, the Grievance Redressal Committee has been re-constituted w.e.f. 10th July, 2023 for a period of 3 years, in order to provide a mechanism for redressal of students grievances, and ensure transparency in conduct and delivery of the programme, scheme of evaluation, prevention of unfair practices etc. in compliance with the ordinances OC-57 relating to B.Sc. International Hospitality Management program of Goa University.

The members are as follows:-

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|-------------------------|-------------------|
| 1. Prof. Irfan S. Mirza | -Chairperson |
| 2. Dr. Marie Raj | - Member |
| 3. Ms. Martha Rebello | -Member Secretary |
| 4. Ms. Nelissa Alcasoas | -Member |
| 5. Ms. Valerie Jacques | -Member |

Functions of the Committee members:-

1. The Grievance Redressal Committee attempts to address genuine problems and complaints of students whatever be the nature of the problem, as the students are free to approach the members of the committee and express their grievances in writing.
2. All grievances received, shall be routed through the member secretary and placed before the committee for a formal meeting.
3. The Committee shall peruse/examine the grievances of students, including grievances relating to the marking of answer-scripts or evaluation of tests. The Committee may also consider any other matter in general or matter related to conduct & delivery of the program.
4. The decision of the Grievance Committee shall be communicated to the student within one week of his/her filing of the grievance.
5. The Committee shall treat all complaints with sensitivity and confidentiality.

Prof. Irfan. S. Mirza
DIRECTOR/PRINCIPAL

