



V. M. SALGAOCAR INSTITUTE of INTERNATIONAL HOSPITALITY EDUCATION

Manora-Raia, Salcete, Goa - 403720 India  
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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. 10<sup>th</sup> 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:-

- |                         |                   |
|-------------------------|-------------------|
| 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           |

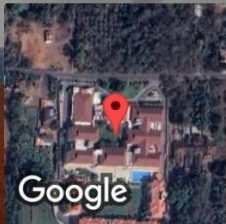
Functions of the Committee members:-

- 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.
- All grievances received, shall be routed through the member secretary and placed before the committee for a formal meeting.
- 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.
- The decision of the Grievance Committee shall be communicated to the student within one week of his/her filing of the grievance.
- The Committee shall treat all complaints with sensitivity and confidentiality.

Prof. Irfan S. Mirza  
DIRECTOR/PRINCIPAL



DEPT. FACULTY COMMITTEE  
B.Sc. I.T.M



Santemol, Goa, India  
Unnamed Road, Manora, Santemol, Goa 403713, India  
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Long 73.964401°  
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STUDENTS  
ISSUES

 GPS Map Camera



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Issue		Action Taken
19/3/2018	Zaosh came to class without his chef coat / pant for Bakery (F.Y)	Was sent to library
20		
09/03/2018	Cremida came to class without wearing shoes for front office & acc. e	was given an assignment by Ms. Lorna
09/3/2018	Sungria came to class without wearing shoes for front office & acc. e	was given an assignment by Ms. Lorna
9/3/18	Joyten <sup>(S.Y)</sup> came to class without shaving and required grooming standards for front office & accommodation.	was given an assignment by Ms. Lorna
22/03/18	Ketan Navakar <sup>(F.Y)</sup> came to class without wearing name tag	→ he was given an assignment to be submitted today by Ms. Lorna
22/3/18	Ketan Navakar lost name tag	permitted to opt as new name tags will be provided by mon/Tue. (Maithe Hm)
"	Ares cruce lost name tag	permitted as new name tags will be provided by mon/Tue. (Maithe Hm)
22/3/18		
23/3/18	Alexis Gouveia (S.Y) has taken permission for not shaving because of bleeding ache problem	Permitted for 1 week to see another doctor
27/3/18	Ares cruce Sancho Mascara has lost name tag.	New name tags will be given (Maithe)
27/3/18	Hore Jorge (S.Y) was using mobile phone during class hours.	dialogue letter given by Mosen directly
28/3/18	Ajay Santkar (F.Y) L.P hours not completed & requested to issue of hall ticket.	Prof. remarks to MS notes that he can give hall ticket. However, he has to complete L.P. L.P. could be made up

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