

Grievance Cell

Report

A.Y. 2015-16

The function of the cell is to look into the complaints lodged by any student, teacher and non-teaching staff and judge its merit.

Objectives:

The objective of the Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Functions:

- The cases will be attended promptly on receipt of written grievances.
- The Cell formally will review all cases and will act accordingly as per the Management policy.
- The Cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

1. The Complaint be oral or in written form.
2. Any complaint in Verbal form will be included in a Minor redresses.
3. Issue of Minor / verbal complaints will be dealt by concerned Departments effectively. If not dealt, should be forwarded to Grievance Cell.
4. Written complaint related to furniture, light, fan, drinking water, maintenance, cleanliness etc will be taken up by the Cell and see to it that they are resolved within a week's time.
5. Written Ragging Complaint will directly go to Chairperson of Anti ragging committee of the College.
6. Use of positive friendly ways to resolve the crisis.
7. Any Major complaint received then the Cell will ensure that there is proper investigation of facts & figures related to the problem.
8. Proper course of Action to be taken within the stipulated period.

The Composition of the Grievance Cell is as follows: –

- | | |
|--------------------------|-------------------------|
| 1. Mrs. AnujaBapat | - Convener |
| 2. Ms. Kirti Barad | - Member (Teaching) |
| 3. Mr. DhananjayWankhede | - Member (Teaching) |
| 4. Mr. GurunathPatil | - Member (Non-Teaching) |
| 5. Ms. ShitalNarkhede | - Member (Non-Teaching) |

Grievances submitted to Grievances Cell for A.Y. 2015-16

Month	Type of Grievance	Applicant	ATR
July	Insufficient number of benches in the class	SYBCOM A	It was solved immediately by shifting the benches from the other class rooms where they were found excess.
August	Tube lights not working properly	SYBMS	Within a day the electrician was called and new tube lights were fixed.
September	More number of text books for Commerce V & VI	TYBCOM	The department recommended for extra 20 copies of Commerce V and VI to the librarian and accordingly they were ordered.

Note: All the grievances were settled amicably by Grievances Cell.

AnujaBapat

Convener

AnujaBapat



Grievance Cell

Report

A.Y. 2016-17

The function of the cell is to look into the complaints lodged by any student, teacher and non-teaching staff and judge its merit.

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| 4. Mr. GurunathPatil | - Member (Non-Teaching) |
| 5. Ms. ShitalNarkhede | - Member (Non-Teaching) |

Grievances submitted to Grievances Cell for A.Y. 2016-17

Month	Type of Grievance	Applicant	ATR
August	Mirror should be installed in the girl's common room.	Girl students from TYBA	A new mirror was ordered and installed in the girls common room
September	Fans not working properly	FYBA and SYBCOM A	Within two days the electrician was called and the fans were repaired.
October	Lights not working	FYBMS	A new tube light was replaced.
November	No dustbin in class.	SYBSCIT	A survey was taken of all the classes and 2 classrooms where dustbins were not found were purchased and placed in the classrooms

Note: All the grievances are settled amicably by Grievances Cell.

AnujaBapat

Convener

AnujaBapat



Grievance Cell

Report

A.Y. 2017-18

The function of the cell is to look into the complaints lodged by any student, teacher and non-teaching staff and judge its merit.

Objectives:

The objective of the Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Functions:

- The cases will be attended promptly on receipt of written grievances.
- The Cell formally will review all cases and will act accordingly as per the Management policy.
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Procedure for lodging complaint:

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6. Use of positive friendly ways to resolve the crisis.
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| 2. Ms. KirtiBarad | - Member (Teaching) |
| 3. Mr. DhananjayWankhede | - Member (Teaching) |
| 4. Mr. GurunathPatil | - Member (Non-Teaching) |
| 5. Ms. ShitalNarkhede | - Member (Non-Teaching) |

Grievances submitted to Grievances Cell for A.Y. 2017-18

Month	Type of Grievance	Applicant	ATR
July	More number of laptops required	Teaching Staff	It was decided to order two more laptops by the top authorities for the smooth functioning of lectures.
July	To give 5 to 10 minutes concession for morning 1 st lecture	Few learners coming by train	It was decided the only on valid grounds the learners will be allowed to enter the class
August	Leakage of rain water on the top floor	FYBCOM A and B division students	On immediate basis a plastic sheet on the side walls were put, from where the rain water was entering
September	Water purifier in the staff room not working properly	Teaching Staff	The AMC person was called and got it cleaned and repaired.

Note: All the grievances are settled amicably by Grievances Cell.

AnujaBapat

Convener

AnujaBapat



Grievance Cell

Report

A.Y. 2018-19

The function of the cell is to look into the complaints lodged by any student, teacher and non-teaching staff and judge its merit.

Objectives:

The objective of the Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Functions:

- The cases will be attended promptly on receipt of written grievances.
- The Cell formally will review all cases and will act accordingly as per the Management policy.
- The Cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

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4. Written complaint related to furniture, light, fan, drinking water, maintenance, cleanliness etc will be taken up by the Cell and see to it that they are resolved within a week's time.
5. Written Ragging Complaint will directly go to Chairperson of Anti ragging committee of the College.
6. Use of positive friendly ways to resolve the crisis.
7. Any Major complaint received then the Cell will ensure that there is proper investigation of facts & figures related to the problem.
8. Proper course of Action to be taken within the stipulated period.

The Composition of the Grievance Cell is as follows: –

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| 1. Mrs. AnujaBapat | - Convener |
| 2. Mr. DhananjayWankhede | - Member (Teaching) |
| 3. Mr. GurunathPatil | - Member (Non-Teaching) |
| 4. Ms. ShitalNarkhede | - Member (Non-Teaching) |

Grievances submitted to Grievances Cell for A.Y. 2018-19

Month	Type of Grievance	Applicant	ATR
July	Absentee of EVS teacher	FYBCOM A & B	A new teacher to teach EVS was appointed.
August	Main entrance gate timing to be extended	FYBA, SYBA	It was decided as some students travel from train and come from remote areas, so the Discipline committee should extend some grace time for the students to enter the premises.
August	Broken Writing Black Board	FYBCOM B and SYBA	The matter was reported to housekeeping clerk and the boards were replaced within four working days.
September	Stinking of Toilet	SYBBI	The sweeper was called and asked to clean and sanitize.
January	Projectors not working properly	TYBMS	The matter was handed to Computer Technical person was resolved within two days time.

Note: All the grievances are settled amicably by Grievances Cell.

AnujaBapat

Convener

AnujaBapat



College Grievance Redressal Committee (CGRC)

Report

A.Y. 2019-20

The function of the committee is to look into the complaints lodged by any learner, and judge its merit.

Objectives:

The objective of the CGRC is to give an opportunity for redress of certain grievance of students who already enrolled in the institution and those who seeking to take admission in the college

Functions:

- The cases will be attended promptly on receipt of written grievances from the students.
- The Committee formally will review all cases and will act accordingly as per the Management policy.
- The Committee will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Nature of complaints

- The complaints if made by aggrieved students regarding admission irrespective to merit and admissions contrary with declared college policy in prospectus
- The complaints related to withholding of , or refusal to return any document
- The complaints related reservation seats and admitted seats
- The complaints related Scholarship and other financial aid declared in admission policy in prospectus
- The complaints related delayed timing of conduction of examinations and declaration of results
- The complaints related to non transparent unfair practices in evaluation process
- The complaints related discriminations of the students from SC, ST, OBC, Women, Minority and students with disabilities
- The complaint related to furniture, light, fan, drinking water, maintenance, cleanliness etc.

Procedure for lodging complaint:

- I. The Complaint be oral or in written form.
- II. Any complaint in Verbal form will be included in a Minor redresses.
- III. Issue of Minor / verbal complaints will be dealt by concerned Departments effectively. If not dealt, should be forwarded to CGRC.
- IV. Use of positive friendly ways to resolve the crisis.
- V. Any Major complaint received then the committee will ensure that there is proper investigation of facts & figures related to the problem.
- VI. Proper course of Action to be taken within the stipulated period.



The Composition of the College Grievance Redressal Committee is as follows: -

- | | | |
|------|-------------------------|-------------------------|
| I. | Dr Jyoti Pohane | - Chairperson |
| II. | Dr Parmeshwar Gore | - Convener |
| III. | Dr. Dhananjaya Wankhade | - Member (Teaching) |
| IV. | Mr. Gurunath Patil | - Member (Non-Teaching) |
| V. | Ms. Shital Narkhede | - Member (Non-Teaching) |

Grievances submitted to Grievances Redressal Committee for A.Y. 2019 - 20

Month	Type of Grievance	Applicant	ATR
July	Late coming students ask to permit them to come to college by 5 to 10 minutes late.	Students coming from long distance	It was decided by the discipline committee that only in rainy season the students will permit little late. As well the students coming from far away will consider.
August	Printing machine to be repaired	Teaching staff	The complaint was reported to OS through Principal and immediately repaired the machine
August	Sitting benches to be repaired	SYBCOM B	The matter was resolved. not only of the SYBCOM B but in all the classrooms the benches checked and repaired
October / April	Project submission	FYBCOM/ FYBCOM/ SYBA / FYBA	The list of the student who submitted the projects were shown to the aggrieved students and resolves the problems.

Note: All the grievances are settled amicably by Grievances Committee.

Gore Parmeshwar B.
Convener

Dr Parmeshwar B. Gore



Pohane
Chairperson

Dr Jyoti Pohane
I/C Principal
Principal
PRAGATI COLLEGE
Dombivli (E)