



Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Students Grievance Redressal Cell

Our College has created a Mechanism for Redressal of student's grievances related to academic and Non-academic matters such as assessment, Victimization, attendance, charging of fees, conducting of examination, harassment by students or teachers. There is Grievance Redressal Committee in our college deal with the grievances of the students –

Objective –

- To Create a platform where students can point out their problems regarding their academic and Non – academic matters.
- Get Suggestion from the students for improvement on the basis of Grievances.
- The Main objectives of the Grievance Redressal Cell is to develop a responsible and receptive attitude among all the Stakeholders so that a harmonious educational atmosphere is maintained in the college.
- To encourage the students to express their Problems / grievances frankly and freely and without any fear of being victimized.
- Any Kind of Mental or Physical harassment complaints regarding Class room management, Class room teaching Methods to Teaching, Completion of Syllabus etc. if and when they arise.

Rules – The Committee will deal all genuine grievances of learners of the college.

- All complaints should be file their grievances either by writing in paper to the committee or by Online on the website of the college.
- The committee will meet at least once in a month to resolve the grievances.
- The Student Shall bring up his grievances in the prescribed format immediately to the grievance cell without fail. The number of grievance settled pending will be report to the principal in every month.
- A Box marked 'Grievance Box' is placed on the ground floor. Any student may put in their case / Concern with name, date and class in the grievance box. Confidentiality and privacy is maintained.
- UGC Circular on online Students Grievance Redressal Portal facility.

STUDENT'S GRIEVANCE REDRESSAL CELL

The Grievance Redressal Cell is in the formative stage and the cell would attempt to address genuine problems and complaints of students of various nature suffered by the students. Once the grievance redressal cell is formed, students can approach the members of the cell or any of their other teachers is comfortable to them.

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

The objectives of the Grievance Redressal Cell are:

To develop an organizational framework to resolve Grievances of Students and other stakeholders

To provide the Students access to immediate, hassle free recourse to have their Grievances redressed

To enlighten the Students on their duties and responsibilities to access benefits due under the policies

To establish structured interactions with Students to elicit information on their expectations

The Grievance Redressal cell of the college functions with the following purposes

To solve the various personal and educational related grievances of the teacher-trainees,

To make the student friendly, and

To ensure the qualitative as well as quantitative development of the institution through the grievance and Redressal cellr

The Grievnaces/Concerns of the Students regarding Examination and Academic Calendar

A.R. Busta Mahila Mahavidyalaya - Students Grievance Redressal Cell:

Goals and objectives :-

The main objective of the Grievance Redressal cell is to develop a responsible and receptive attitude among all the stakeholders so that a harmonious educational atmosphere is maintained in the college.

The Grievance Redressal cell is constituted for the redressal of the problems reported by the learners of the college with the aim and objective of keeping the self-esteem of the college by ensuring strife free atmosphere in the college through encouraging cordial student-teacher relationship and student-student relationship etc.

To encourage the students to express their problems/grievances frankly and freely and without any fear of being victimized.

Any kind of mental or physical harassment complaints regarding class room management, class room, teaching methods of teaching, completion of syllabus etc. If and when they arise.

Rules -

The Committee will deal with all genuine grievances of learners of the college.

All complaints should file their grievances either by writing in paper to the Committee or by online on the website of the college.

The Committee will meet at least once in a month to resolve the grievances.

The student will meet at least once in a month to resolve the grievances.

A Box marked 'Grievance Box' is placed on the ground floor. Any student may put in their case/concern with name, date and class in the grievance box.

Confidentiality and privacy is maintained.



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Raviwar Peth, Rajendra Chowk, Solapur - 413005 [Maharashtra]

Students Grievance Redressal Cell

2017 - 2018

Sr. No.	Name of the Member	Designation	Signature
1	Dr. Mrs. Dalvi R. J.	Convenor	
2	Dr. Shri. Bhanje S. B.	Member	
3	Dr. Shri. Shinde T. V.	Member	
4	Mrs. Sadul S. N.	Member	
5	Miss. Date Kajal	Member	
6	Miss. Jadhav Tulsi	Member	



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Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Date : 16/07/2017

There will be a meeting of the Students Grievance Redressal Cell Committee on 15/7/2017 in respected Principal's cabin.

All the members are requested to attend the same

Dr. Rajani Dalvi
Convenor, Students Redressal Cell



Dr. Rajendra Shendage
Principal

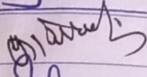

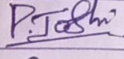
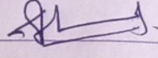
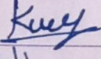
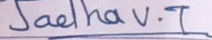
Agenda of the Meeting

1. To read and confirm the minutes of the previous meeting of grievance.
2. To report an action taken in the previous meeting.
3. To consider the grievances found in the redressal box.
4. To discuss an organisation on one day workshop.
5. Maintenance of classroom and other college basic infrastructure.

To,

Minutes of Grievance Redressal Cell Meeting held at the Principal's room on 16/12/2017 at 11.30 a.m. for the ~~Academic~~ year 2017-18.

Members present in the meeting were.

Sr No.	Name of The Member	Designation	Signature.
1	Prin. Dr. Rajendra Shendage	Chairman	
2	Dr. Rajani Dalvi	Convener	
3	Dr. Prajakta Joshi	Member	
4	Dr. Tukaram Shinde	Member	
5	Miss. Gayatri Bengisi	member.	
6	Ku. Kafil Dale	Member (Student)	
7.	Ku. Tulsi Jadhav	Member (Student)	

The Meeting was chaired by the Principal of the College. Members discussed the following Agenda.

Item No 1 - To read and confirm the minutes of previous meeting of Grievance Redressal Cell held on 12th December 2016.
The minutes were duly read out & confirmed.

Item No. 2 - To Report on action taken in the previous meeting.
The principal informed the members regarding the construction of the new building where one single floor would be assigned to the Central library and provision of ample space for Reading Room by which the problem of insufficient seating facility would be taken care of.

Item No. 3 - To Consider the grievances found in the Redressal Box.
This time it was found that instead of grievances, the students placed some demands.

Item No. 4 To discuss an organisation on one day "workshop".
It was decided to organise a one day workshop on

Item No 5 Maintenance of classroom and other college basic infrastructure.
It was decided for maintenance of classroom will be done regularly.
The meeting ended with thanks to the chair.

Action Taken Report:

Principal Dr. Rajendra Shendage welcomed all the members. He expressed about the student's request for regular maintenance of classroom infrastructure, shortage of water in the classrooms and improper lighting in some of the classrooms. He asked Dr. Rajai Dalu Convenor of student grievance committee to inform office supt. Mr. V. Gajul to keep a regular watch on the maintenance of basic infrastructure of the college. Dr. Rajai Dalu has informed Mr. V. Gajul to take the necessary action.



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Students Grievance Redressal Cell

2017 - 2018

Sr. No.	Name of the Member	Designation	Signature
1	Dr. Mrs. Dalvi R. J.	Convenor	
2	Dr. Shri. Bhanje S. B.	Member	
3	Dr. Shri. Shinde T. V.	Member	
4	Mrs. Sadul S. N.	Member	
5	Miss. Date Kajal	Member	
6	Miss. Jadhav Tulsi	Member	



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Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Date : 11/02/2018

There will be a meeting of the Students Grievance Redressal Cell Committee on 11/02/2018 in respected Principal's cabin.

All the members are requested to attend the same

Dr. Rajani Dalvi
Convenor, Students Redressal Cell



Dr. Rajendra Shendage
Principal

Agenda of the Meeting

1. To read and confirm the minutes of the previous meeting of Grievances.
2. To consider the grievances found by the Members.
3. Consideration of the grievances raised by the students.
4. Request for drinking water point in the new block
5. Request for easy access to sanitary napkins for girl Students when needed.
6. Any other subject with the permission of chairman.

To,

Minutes of Grievance Redressal Committee held at Principals Cabin on 11-2-2018 at 12.00 a.m.

Members Present in the Meeting were.

Sr No.	Name of The Member	Designation	Signature.
1	Prin. Dr. Rajendra Shendage	Chairman.	
2	Dr. Rajani Dalu.	Convener.	
3	Dr. Bhanje S.B.	Member.	
4	Dr. Shinde T.V.	Member	
5	Mr. Sadul S.N.	Member	
6	Miss. Date Kajal.	Member (Shudal)	
7.	Miss Jadhav Tulsi	Member (Shudal)	

Minutes of The Meeting

The Meeting was chaired by the principal of the College.
Members discussed the following Agenda:

- Item No 1 - To read and confirm the minutes of previous meeting of Grievance Redressal Cell held on 16-7-2017. The minutes were duly read out and confirm.
- Item No. 2 - To Consider the grievances found by the Members
It was decided to report Bank manager as per the Complaints of the student. This issue was discussed with due importance.
- Item No 3 - Consideration of the grievances raised by the students.
The Complaint was raised by a member

of students that they did not have any proper common-rooms to use according to their need and requirement.

The Committee discussed this issue in details. The principal informed the members regarding the construction of new building. And the issue would be resolved after the completion of new building.

Item No. 4 - Request for drinking water point

This issue discussed by the members in detail.

The sportsists raised this issue. The Principal reported that he had consulted the engineer regarding the water-logging issue on the clay-ground. And it was decided that, till then the emergency measure would be taken to drain out the logged water as and when necessary.

Item No. 5 - There has been a request from girl students for easy access to sanitary napkins in the college. Dr. Rajni Dalu would be asked to identify the possibilities of getting sanitary napkins vending machine and incinerators for all the girls wash-rooms and also provide the budget requirements.

Principal appreciated the faculty members for their efforts to make the college a better place for the students.

As there were no other points, the meeting ended.

विषय क्रमांक ४ - महाविद्यालयात अनेक खोब्या अवाव सातत्याने-चाळव
असतो. या साथी खोब्या विद्यार्थिनी अंदाजावर नियंत्रितप्रमाणे अवाव
करीत असतात. त्यांच्या माडाणी नुसार, त्यांच्या पाण्यामांडणीची
सोय जर झाली तर त्यांची पाणी पिण्यासाठी साखळी ये-जा होणार
नाही. या कडे मा. प्राचार्यांनी लक्षीत ऑफीसर सुपरिटेन्ड डी. गान्जुळ
अंदाजा अंदाजावर पिण्याच्या पाण्याचा नळ उपलब्ध करून देण्या अर्जांमार्फत
व त्या नुसार नळ उपलब्ध करून दिला.

विषय क्रमांक ५ - महाविद्यालयातील विद्यार्थिनींना लातडीने कधी-कधी
Sanitary Napkins हवे असतात. त्यांच्या या माडाणीची दखल मा.
प्राचार्य महोदय व समिती अंदाजांनी घेतली व (१) प्रमाणे त्यांनी Department
of Health-चा Conference डॉ. रजनी देवी यांना Wending machine
Wash-Room मध्ये बसवून घ्यानी अर्जांमार्फत. डॉ. देवी यांनी लक्षीत
ऑफीसशी अर्जांमार्फत आद्युन, सधर गोपनीची पूर्तता केली व विद्यार्थिनींच्या
या अत्यंत आवश्यक या बाबीची पूर्तता केली.



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Students Grievance Redressal Cell

2018 - 2019

Sr. No.	Name of the Member	Designation	Signature
1	Principal Dr. Rajendra Shendage	Chairman	
2	Dr. Mrs. Dalvi R. J.	Convenor	
3	Dr. Mrs. Joshi P. P.	Member	<u>P. Joshi</u>
4	Dr. Shri. Bhanje S. B.	Member	
5	Dr. Shri. Shinde T. V.	Member	
6	Mrs. Sadul S. N.	Member	<u>Sadul</u>
7	Miss. Sawant Aishwarya	Member	
8	Miss. Narone Shivleela	Member	<u>S. D. Narone</u>



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A. R. Burla Mahila Varishtha Mahavidyalaya

RaviwarPeth, RajendraChowk, Solapur – 413005 [Maharashtra]

Date : 28/07/2018

There will be a meeting of the Students Grievance Redressal Cell Committee on 28/07/2018 in respected Principal's cabin.

All the members are requested to attend the same

Dr. Rajani Dalvi
Convenor, Students Redressal Cell



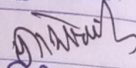

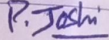

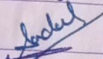
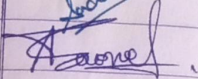
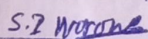
Dr. Rajendra Shendage
Principal

Agenda of the Meeting

1. To read and confirm the minutes of the previous meeting of Grievances.
2. Appointment of new student for a member of Redressal Cell.
3. To Discuss on Grievances conveyed by the students.
4. Any other subject with the permission of chairman.

To,

Minutes of Grievance Redressal Committee held at Res. Principal's Cabin on 28-07-2018 at 11.45.
Members Present in the meeting were.

Sr. No	Name of the member		Signature:
1	Prin Dr. Rajendra Shendage	Chairman.	
2	Dr. Rajani Dalvi	Convener.	
3	Dr. Prayakta Joshi	member.	
4	Dr. Shiranand Bhoye	member.	
5	Mrs. Sanjivani Sautel	member.	
6	Miss Aishwarya Sautel	member	
7	Miss. Shiveela Nazne	member.	

Minutes of The Meeting

The meeting was chaired by the principal of the college following points were discussed by the members of the Grievance Redressal Committee:

Item No 1 - The Minutes of the Meeting (Previous) read and confirm of Grievance Redressal cell held on 11-02-2018. The minutes were duly read out and confirm.

Item No-2 - The following students from 1st year will be appointed in the Grievance Redressal Cell. from Next academic year so that the student representation could be part of the Committee for longer time & help us to contribute more effectively.

The name of students are

- i) Miss Aishwarya Sautel
- ii) Miss Shiveela Nazne.



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Students Grievance Redressal Cell

2018 - 2019

Sr. No.	Name of the Member	Designation	Signature
1	Principal Dr. Rajendra Shendage	Chairman	
2	Dr. Mrs. Dalvi R. J.	Convenor	
3	Dr. Mrs. Joshi P. P.	Member	
4	Dr. Shri. Bhanje S. B.	Member	
5	Dr. Shri. Shinde T. V.	Member	
6	Mrs. Sadul S. N.	Member	
7	Miss. Sawant Aishwarya	Member	
8	Miss. Narone Shivleela	Member	



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
A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Date: 02/01/2019

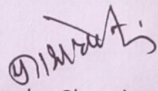
There will be a meeting of the Students Grievance Redressal Cell Committee on
02/01/2019 in respected Principal's cabin.

All the members are requested to attend the same


Dr. Rajani Dalvi

Convenor, Students Redressal Cell




Dr. Rajendra Shendage
Principal

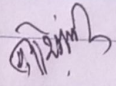

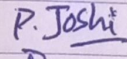


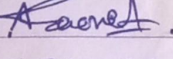
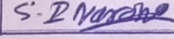
Agenda of the Meeting

1. To read and confirm the minutes of the previous meeting of Grievances.
2. To Discuss regarding students health program.
3. To Discuss on special coaching class for the students.
4. Any other subject with the permission of chairman.

To,

Date - 2-01-2019

Minutes of Grievance Redressal Cell Committee was held at Respected Principals Cabin on ~~02-01~~ 2-01-2019 at 12:00 a.m. Following members were present to the meeting:

Sr. No.	Name of the Member.	Designation	Signature:
1	Prin. Dr. Rajendra Shendage	Chairman.	
2	Dr. Rajai Dalu.	Convener	
3	Dr. Prajakta Joshi	Member	
4	Dr. Shivanand Bhauje	Member	
5	Mrs. Sanjivani Sadul.	member.	
6	Miss Atishwarya Sawant.	Member (Student)	
7	Miss. Shiveela Nurane	Member (Student)	

Minutes of Meeting

venue - Principals Cabin.

Date - 2-01-2019

Proceedings of the grievance redressal committee held on 2-1-2019. The Principal welcomed all the members of the Convener Dr. Rajai Dalu read the minutes of the previous meeting.

Item no. 1 - To conduct awareness programme regarding health and hygiene.

→ After the detail discussion it was decided by chairman to organize an awareness programme regarding health and hygiene with the help of Health Department.

Item no. 2. - To conduct Industrial visit for Commerce ^{student.}

→ It was decided by chairman to organize industrial visit for Commerce department & arrange the transport & food for the students.

Item No 5 - To Conduct special coaching classes for below average students.

After the detail discussion Respected principal Dr. Rajendra Shendage sir ~~was~~ decided and Recommended to conduct special coaching class for the students who have arrears in semester exams.

Item No 6 - Dr. Rajai Dahi Convener of Grievance Redressal Cell conveyed student's grievances before the Committee members for their suggestions.

Students Grievances :

- i) To conduct special cultural events.
- ii) Requested to provide varieties of snacks during short races.

→ After the detail discussion with the Committee member Psn. Dr. Rajendra Shendage sir decided and recommended to conduct cultural programs at the end of every semester.

The Committee member proposed vote of thanks and the meeting came to an end with the permission of the Chairman.

Action Taken Report

दिनांक, 21/12/2019 रोजी, महाविद्यालयाचे प्राचार्य आ.डॉ. राजेंद्र शेंडगे सरांच्या वास्तव्येवर बुडवून घेण्यात आल्याबाबत ज्या बाबीवर ठराव मंजूर झाले व त्यावरती यथोचित कार्ये करून पुढील बाबींसाठी योग्य ती कार्ये घेतली जाऊ शकतील याबाबत प्राचार्य डॉ. राजेंद्र शेंडगे सरांनी डॉ. राजी शर्मा प्रसन्न (Convener of the Committee) यांना सूचित केले.

डॉ. राजी शर्मा प्रसन्न यांनी हेल्प आणि हायजीन प्रोग्राम घेण्याबाबत त्या विद्यार्थ्यांना लक्षात ठेवावी असे सूचित केले व त्यांच्या योग्यते वर नुसार, Workshops and Seminars घेण्याबाबत ठराव यासाठी लक्षात डॉ. शेंडगे सरांनी सूचित केले, डॉ. शीवराज शहा व फॅमिली फॅमिली प्रमोशन प्रोग्राम आणि डॉ. शर्मा प्रसन्न (Convener of the Committee) यांनी डॉ. राजी शर्मा प्रसन्न यांना सूचित केले.

STUDENT GRIEVANCE REDRESSAL CELL:

- 2019-20 -

The function of the cell is to look into the complaints lodged by the any student, and judge its merit. The Grievance Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department.

Objective -

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. department members in person, or in consultation with the officer in-charge students' Grievance Cell.

COMPOSITION -

A Complaint from an aggrieved student relating a college shall be addressed to student grievance Cell with the following composition.

1. The Student Grievance Cell of the College is having four three senior teaching staffs, one member from non teaching staffs as its member nominated by principal and the Principal as the Chairman, and two students representative nominated by members of student grievance Cell.
2. Terms of the members will be three years.
3. The quorum for meeting including the chairperson shall be five. Care is taken to select staff members from each staff/stream.

OBJECTIVES -

1. To develop an organizational framework to resolve grievances of students and other stakeholders.
2. To provide the students access to immediate, hassle

- Free resources to have their grievances addressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the Policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systematic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the students to express their grievances/problems freely and frankly, without any fears of being victimized.
8. Suggestion/Complaint Box will be installed the Administrative Block in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the principal.

SCOPE - The Student Grievance Cell deals with grievances received in writing from students about any of the following matters

- 1) Academic matters
- 2) Financial matters.
- 3) Library matters.
- 4) Accommodation matters.
- 5) Ragging cases.



Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur - 413005 [Maharashtra]

Students Grievance Redressal Cell

2019 - 2020

Sr. No.	Name of the Member	Designation	Signature
1	Principal Dr. Rajendra Shendage	Chairman	
1	Dr. Mrs. Dalvi R. J.	Convenor	
2	Dr. Mrs. Joshi P. P.	Member	
3	Dr. Shri. Bhanje S. B.	Member	
4	Dr. Shri. Shinde T. V.	Member	
5	Mrs. Sadul S. N.	Member	
6	Miss. Sawant Aishwarya	Member	
7	Miss. Narone Shivleela	Member	



Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Student's Grievance Redressal Committee

Dt. 26/07/2019

There will be a meeting of the **Student's Grievance Redressal Committee** on **30-07-2019** in Respected Principals cabin at **12.00 p.m.**

All the members are requested to attend the same.

Dr. Rajani Dalvi

Convenor, Students Redressal Cell



Dr. Rajendra Shendage

Principal / Chairman

Agenda of the Meeting

1. Confirmation of the Last Meeting.
2. To Open The Grievance Box.
3. To Discuss On Improve Food Quality and Variety Of Dishes.
4. To Discuss On Library Timings.
5. Grievances Regarding New E-Section of the Library.
6. To Obtain The Suggestions To Create Harmonious Atmosphere In The College Campus.
7. Any Other Matter.

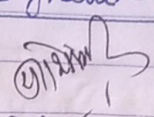

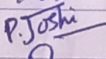

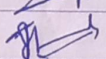
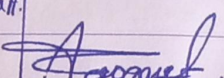
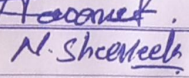
To,

MEETING NO 1 - Minutes of meeting of student's

Date - 30/7/2019 Grievance Redressal Cell - 2019-20

The student's grievance Redressal Cell meeting was conducted on 30/7/2019 Tuesday at 12.30 pm in respected Principal's Cabin.

The following members were present for meeting.

ST NO.	Name of the Member	Designation	Signature
1	Prin. Dr. Rajendra Shendage	Chairman	
2	Dr. Rafai Dalvi	Convener	
3	Dr. Pranjakta Joshi	Member	
4	Dr. Shivanand Bhauje	Member	
5	Dr. Tukarm V. Shikole	Member	
6	Mrs. Sanjivani Sadul	Representative office staff	
7	Miss Aishwariya Saurav	Representative Student	
8	Miss Shirteela Navne	Students Representative	

Proceedings :-

Initially Principal Dr. Rajendra Shendage Sir welcomed all the members and student's representative.

AGENDA 1 - Confirmation of the minutes of the student's Grievance Redressal Cell meeting held on 2/1/2019

Resolutions - Dr. Rafai Dalvi (Convener of Redressal Cell) read Meeting minutes held on 2/01/2019. The same were approved and confirmed by all the committee members.

AGENDA 2 - To open the grievance Box.

Resolution -

AGENDA 3 - To discuss on improve food quality and variety of dishes.

Canteen Supervisor will be suggested to look into the quality of food & instructed to include more variety of the menu.

AGENDA 4 - ~~Contd~~ To discuss on extension of library timings.
Resolutions - The Library Committee will be asked to look into the possibility of extension of Library timings till 8 hrs. and Head of the Librarian was instructed to extend the library timings.

AGENDA 5 - Grievances regarding new e-section of the library.
- It has been reported that Couple of terminals of the e-section of the library required to be changed or

AGENDA 6 - To obtain the suggestions to create harmonious atmosphere in the College Campus


Resolutions - To uphold the dignity of the college by ensuring strife free atmosphere in the college through promotion of cordial student-student relationship & student teacher relationship etc.

Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized either through written format addressing to the respected Principal or to any Committee member directly where the provisions are made to enter the grievances.

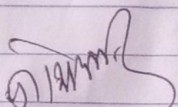
AGENDA 7 - Any other matter.

At the end of the meeting the chairperson expressed his thanks to all the members and agreed that the Committee will meet every Quarter on a regular basis of earlier.

The meeting ended with vote of thanks


Dr. Rafiq Dahi.
(Convener)

Dr. Annie John
IAAE Co-ordinator


Prin. Dr. Rajendra Shinde
(Chairman)

**The Composition of the Grievance Redressal Committee
2020-2021**

Sr. No.	Name of the Faculty	Position	Mobile no
1.	Principal Dr. Rajendra Shendage	Chairman	9822939359
2.	Dr. Mrs. Dalvi R.J.	Convenor	7350187007
3.	Dr. Mrs. Joshi P.P.	Member	9421949332
4.	Dr. Shri Bhanje S. B.	Member	8275206830
5.	Dr. Shri. Shinde T.V.	Members	9623942433
6.	Mrs. Sadul S. N.	Members	9922051244
7.	Kum. Goli Aishwarya	Student Representative	9322709845
8.	Kum. Hanchate Snehal	Student Representative	8485036091

The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the following Grievances Redressal Committee.

All aggrieved parents and the stockholders may also thenceforth approach to the Grievance Redressal Committee.





Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur - 413005 [Maharashtra]

Students Grievance Redressal Cell

2020 - 2021

Sr. No.	Name of the Member	Designation	Signature
1	Dr. Mrs. Dalvi R. J.	Convenor	
2	Dr. Mrs. Joshi P. P.	Member	
3	Dr. Shri. Bhanje S. B.	Member	
4	Dr. Shri. Shinde T. V.	Member	
5	Mrs. Sadul S. N.	Member	
6	Kum. Goli Aishwarya	Member	
7	Kum. Hanchate Snehal	Member	





Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's


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Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

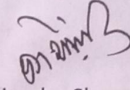
Date : 30/09/2020

There will be a meeting of the Students Grievance Redressal Cell Committee on 30/09/2020 in respected Principal's cabin.

All the members are requested to attend the same


Dr. Rajani Dalvi
Convenor, Students Redressal Cell




Dr. Rajendra Shendage
Principal
Dr. Rajendra Shendage
PRINCIPAL
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur

Agenda of the Meeting

1. To read and confirm the minutes of the previous meeting of Grievances.
2. Mechanism of redressal of grievances.
3. Combine class meeting with cell Members.
4. To appoint second year students in the Grievance Redressal Cell.
5. ~~Combine Class meeting with cell Members.~~
5. Servicing / Cleaning of the water filters / cooler before Commencement of the new Sessions.
6. Any other subject with the permission of chairman.

To,



Linguistic(Telugu) Minority Institution
Padmashali Shikshan Sanstha's

A.R.Burla Mahila Mahavidyalaya, Solapur

COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

GRIEVANCE FORM

First Name _____ Middle Name _____ Last Name _____

Course _____ Semester _____ Class _____ Division _____

Roll No, _____ PRN No. _____ Student Id _____ Mobile No _____

Email-Id _____ Date of Event occurred _____

Residential Address _____

Name of Teacher/s/Officer/s/Staff/Section/s/Departments against whom the complaint is to be lodged *

Nature of grievance/s in which redressal is sought (Write):-

Declaration of Student/Complainant

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

Date:

Place:

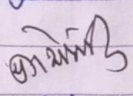

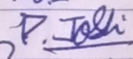

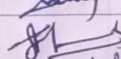
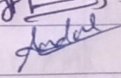
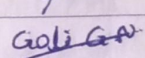
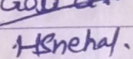
Signature of Complainant

Note: -

1. Attach the supporting documents, if any.
2. No incomplete / Anonymous Grievance will be entertained.
3. Complete form must be drop in the Marked "Grievance Box"
4. The complainant will be called for inquiry in front of the CGRC Committee as if required.



Minutes of Grievance Redressal Cell Committee was held at Respected Principal's Cabin on 30/9/2020 at 11:30 a.m. Following members were present to the meeting.

S. No.	Name of the Member	Designation	Signature.
1	Prin. Dr. Rajendra Shendage	Chairman.	
2	Dr. Rajani J. Dalu	Convener.	
3	Dr. Prayakta P. Joshi	Member	
4	Dr. Shiranand B. Bhurje	Member	
5	Dr. Tukarm V. Shinde	Member	
6	Ms. Saajivani N. Sadul	Member.	
7	Miss Aishwarya Goli	Students Representative	
8	Miss Snehal Hanchate	Students Representative	

Minutes of Meeting.

Date - 30/9/2020.

Venue - Principal's Cabin.

Proceedings of the Grievance Redressal Committee held on 30/9/2020. Respected Principal welcomed all the members of the Committee. Convener Dr. Rajani Dalu read the minutes of the previous meeting.

Item No 1 - To read and confirm the minutes of the previous meeting.

The minutes of the meeting (previous meeting) read and confirm of Grievance Redressal Cell held on 21-2-2019. The minutes were duly read and confirm.

Item No 2 - Mechanism of redressal of grievances. The mechanism of redressal of grievances and its regulation discussed, following

are the highlight of the discussion.

- i) Grievance redressal Committee shall consider only individual grievances of specific nature of students and staffs.
- ii) The Grievance Redressal Cell shall not consider any grievance in of general applicability or of collective nature of raised collectively by more than one employee/student.
- iii) After receiving complain/Application the Committee will decide on the merit of case regarding scope & further discussion investigation.
- iv) Grievance Redressal Cell will meet only as and when required. If required it meets more frequently otherwise not.
- v) The Grievance Redressal Cell may mediate between complainant and defendant against who the complaint has been made, if required.
- vi) Timebound redressal of grievances would be appreciable.
- vii) The grievances must be submitted in writing to chairman in sealed envelop "Marked - Confidential".

Item No. 3 - Combine class meeting with the cell members. As Internal Committee is added to the cell, it was also discussed to organize combine class meeting to inform that all the internal grievances can also be submitted in the Complaint box.

Item No 4 - To appoint Second year student in the Grievance Redressal Cell.

The following students from second year will be appointed in the Grievance Redressal Cell from next academic year so that the student representation could be part of the Committee for longer time and help us to contribute more effectively.

2 Students Representative from Arts & Commerce faculty: name of the student.

1) Arshwelya Sawant (B.HI)

ii) Prateeksha Bhosale (B.COMI)

Item No - 5 Servicing / cleaning of the water filters / cooler before commencement of the new sessions.

Principal Dr. Rajendra Shendage Sir has been instructed to Mr. Venkatesh Gajul (OS) with the supervisor for the issues related to water cooler / filters and Electrician to monitor the servicing of the electric items, like fans, lights etc.

Item No. 6 Any other subject with the permission of Chairman.

The members are happy to learn that the issue of minor complaints are dealt by concerned department actively and any complaints if not dealt, should be forwarded to Grievance Redressal Committee (GRC).

After having discussion, the meeting is ended with the vote of thanks.

ACTION TAKEN REPORT

Meeting of members of College Grievances Redressal Cell (GRC) was called to order on Wednesday, 30-9-2020 at 11:30 a.m. under the Chairmanship of Principal Dr. Rajendra Shendage.

The agenda of the said meeting was as under.

Item No 1 - To read and Confirm the minutes of the previous meeting of Grievances.

Item No 2 - Mechanism of redressal of grievances.

Item No 3 - Combine Class meeting with Cell members.

Item No 4 - To appoint second year students in the Grievance Redressal Cell.

Item No 5 - Servicing/cleaning of the water filters/coolers before commencement of the new sessions.

Item No 6 - Any other subject with the permission of the Chairman.

Item No 2 - Decided and recommended, Grievance Redressal Committee should consider only individual grievances of specific nature of students. It was also decided that the grievances must be submitted in writing to Chairman in sealed envelop GRC "Marked - Confidential".

Item No 3 - Decided to organize combine class meeting with B.A. 1st year & B. Com 1st year on 6-10-2020 to inform that all the internal grievances submitted in the Complaint box.

Item No 4 - Decided to appoint the following students from second year in the Grievance Redressal Cell.

- i) Miss Aishwarya Sawant. (B.A.)
- ii) Miss Prateeksha Bhosale (B. Com).

Item No 5 - The Principal informed to Mr. V. Gajul regarding the issue related to water cooler/filter and Electrician

to monitor the servicing of the electric items like fans, lights etc.

Item No 6 - As there were no other items for discussion, the meeting ended with vote of thanks & regards to all the members who were present.

Dalu

Dr. Rajani Dalu
Convener



Dr. Shirish Bhosale
IQAC Co-ordinator.
Prof. Dr. Shirish N. Bhosale
Co-ordinator, IQAC
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur

Shendage

Dr. Rajendra Shendage
Principal.

Dr. Rajendra Shendage
PRINCIPAL
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur





Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur - 413005 [Maharashtra]

Students Grievance Redressal Cell

2020 - 2021

Sr. No.	Name of the Member	Designation	Signature
1	Principal Dr. Rajendra Shendage	Chairman	
2	Dr. Mrs. Dalvi R. J.	Convenor	
3	Dr. Mrs. Joshi P. P.	Member	
4	Dr. Shri. Bhanje S. B.	Member	
5	Dr. Shri. Shinde T. V.	Member	
6	Mrs. Sadul S. N.	Member	
7	Kum. Goli Aishwarya	Member	
8	Kum. Hanchate Snehal	Member	





Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya
Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Date : 02/01/2021

There will be a meeting of the Students Grievance Redressal Cell Committee on 10/01/2021 in respected Principal's cabin.

All the members are requested to attend the same

Dr. Rajani Dalvi
Convenor, Students Redressal Cell



Dr. Rajendra Shendage
Principal

Dr. Rajendra Shendage
PRINCIPAL
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur

Agenda of the Meeting

- 1) To read and confirm the minutes of the previous meeting of grievances.
- 2) To take Cognizance of the grievances received from students.
- 3) To discuss and evaluate the nature of the grievances.
- 4) To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
- 5) Complaint of student unfriendly behavior by the staff in the bank where they deposit their fees.
- 6) Any Other item with the permission of chair.

To,

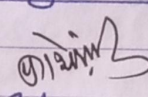

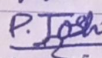
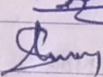
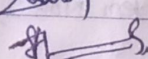
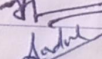
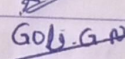
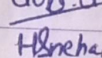
GRIEVANCE REDRESSAL COMMITTEE

: MINUTES OF MEETING:

VENUE — Principals Cabin.
Date — 16-1-2021
Time — 11.30 a.m.

Meeting of members of College Grievance Redressal Cell (GRC) was called to order on Saturday 16-01-2021 at 11.30 a.m. under the chairmanship of Principal Dr. Rajendra Shendage.

Following members were present to the meeting.

No.	Name of the member.	Designation	Signature.
1.	Principal Dr. Rajendra Shendage	Chairman.	
2.	Dr. Rajani Dalvi	Convener.	
3.	Dr. Prajakta Joshi	member	
4.	Dr. Shivnand Bhanje	member	
5.	Dr. Tukarm V. Shinde	member.	
6.	Mrs. Sanjivani Sadul.	member	
7.	Miss Ashwanga Goli	Students Representative	
8.	Miss Snehal Hanchak	Student Representative	

The Agenda for the discussion were as follows.

1. Item No 1 - To read and confirm the minutes of the previous meeting of grievances.
2. Item No 2 - To take cognizance of the grievances received from students.
3. Item No 3 - To discuss and evaluate the nature of the grievances.
4. Item No 4 - To discuss and approve the methods of redressal and appropriate action to be taken in the matter.
5. Item No 5 - Complaint of student unfriendly behaviour by the staff in the banks where they deposit their fees.

by the staff in the bank where they deposit their fees:
Item No 6 - Any other item with the permission of Chair.

* As per the discussions conducted and the approved minutes in the said meeting action was taken as under.

Item No - 2, 3, 4 :-

Due to Covid-19 induced pandemic situation and the lockdown imposed thereby, there had been no instances of complaints or grievances registered by the learners in the time period immediately prior to the meeting date. Consequently, discussion of item nos. 2, 3 and 4 being moot no action needed to be taken.

Item No 5 - It has been reported that the manager of Maharashtra Bank (Sakhar Peth branch) was called upon by the principal. The principal expressed his annoyance regarding the issue. The manager assured the principal that he would look into the matter to resolve the problem at the earliest.

Item No 6 - The mechanism of grievance redressal by the college grievance redressal cell was communicated to all the learners through

- i) Issuance of Notice to learners.
- ii) Comprehensive information links made available on the College Notice Board.



Dr. Rajani Dalvi
Convener

Dr. Shrish Bhosale
Co-ordinator, IQAC
A. R. Bui's Mahila Varishtha

Dr. Rajendra Shenage
Principal.



Linguistic Telugu Minority Institution
Padmashali Shikshan Sanstha's

A. R. Burla Mahila Varishtha Mahavidyalaya

Raviwar Peth, Rajendra Chowk, Solapur - 413005 [Maharashtra]

Students Grievance Redressal Cell

2021 - 2022

Sr. No.	Name of the Member	Designation	Signature
1	Principal Dr. Rajendra Shendage	Chairman	
2	Dr. Mrs. Dalvi R. J.	Convenor	
3	Dr. Mrs. Joshi P. P.	Member	
4	Dr. Shri. Bhanje S. B.	Member	
5	Dr. Shri. Shinde T. V.	Member	
6	Mrs. Sadul S. N.	Member	
7	Miss. Sawant Aishwarya	Member	
8	Miss. Narone Shivleela	Member	



Linguistic Telugu Minority Institution
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Raviwar Peth, Rajendra Chowk, Solapur – 413005 [Maharashtra]

Meeting No. 1

Date : 17/08/2022

There will be a meeting of the Students Grievance Redressal Cell Committee on

19/08/2022 in respected Principal's cabin.

All the members are requested to attend the same

Dr. Rajani Dalvi
Convenor, Students Redressal Cell



Dr. Rajendra Shendage
Principal

AGENDA OF THE MEETING

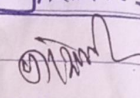
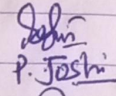
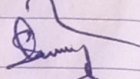
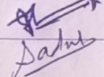
1. To read and confirm the minutes of the previous meeting of grievances.
2. To discuss on Introduction of Consequences of Students Grievances.
3. To Consider the Grievances found in the Redressal Box.
4. Introduction of some professional courses like Spoken English and Fashi signing.
5. To discuss the grievances of students.
6. To discuss any other matters with the permission of chair.

To,

Grievance Redressal cell - 2021-22

Meeting No - 1 minutes of the Meeting

The Meeting of the Grievance Redressal Committee for the academic session 2021-22 was conducted on 19-8-2022 at 12.00 a.m. The Meeting was held at Respected principal's Cabin.
The following members were present.

	Name of The Member.	Designation	Signature
1)	Prin. Dr. Rajendra Shendage.	Chairman.	
2)	Dr. Rajani Dalvi	Convener	
3)	Dr. Prayakta Joshi	Member	P. Joshi
4)	Dr. Shivarand Bhanje.	Member	
5)	Dr. Tukasmv. Shinde	Member	
6)	Mrs. Sanjivani Sadul.	Member	Sadul
7)	Miss. Arshwarya Geali	Member (Students)	Geali G.N
8)	Miss. Snehal Hanchate.	Member (Student)	Hanchate

PROCEEDING :-

Convener Dr. Rajani Dalvi welcomed all the members of CRC and read out the previous minutes of meeting with the permission of the Chairman.

1) Point No 1 - To read and confirm the minutes of the previous meeting of grievances.

Resolution → The minutes of the previous meeting read and confirm of Grievance Redressal Cell held on 16-1-2021. The minutes were duly read and confirm.

2) Point No 2 - To discuss on Introduction of Consequences of students Grievances.

Resolution - Introduction of Consequences of students Grievances and its mechanism discussed.

Following are the highlights of the discussion:

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

i) To help the students to lodge their complaints and solve their problems related to academics, resources and personal grievances freely without any fear of victimization.

ii) To ensure an effective solution to the student grievance with an impartial and fair approach.

iii) To prevent non-transparent or unfair practices adopted.

iv) Advising students of the institution to respect the rights and dignity of one another and show utmost restraint and whenever any occasion of the rift arises.

GRC Committee also discussed about the mechanism of the cell. Following points were discussed.

Receiving Letter in SGRC Box.

The Complain box has been installed in the college. Students can put their grievances in writing on the issues related to academics, infrastructure, examination, office of administration.

→ Unboxing the letter by grievance Co-ordinators - Every Saturday the SGRC Box will be unboxed by the Co-ordinators and passed on to the management or concerned departments for redressal.

→ Redressal of the issues! - Student's Grievance Redressal cell ensured that the grievances are resolved by the concerned department or management within a span of the prescribed time of 30 days.

Point no 3: - To consider the grievances found in the Redressal Box.

→ The suggestions posted by the students were discussed in the meeting.

Suggestions / Requisitions / Grievances:

- i) Requisition to increase the speed of Wi-Fi.
- ii) Changes of food items in ~~hostel~~ menu.
- iii) Provide food in Canteen at nominal rate.
- iv) Lack of proper common rooms and seating arrangements in recess time.
- v) Fee related issues.
- vi) Exam related issues.
- vii) Ro water cleaning.

A Discussion was held on various grievances received from the students

- i) Wi-Fi Connection & internet related issues was discussed with the network administrators.
- ii) Canteen supervisor will be suggested to look into the quality of food and instructed to include more variety in the menu.
- iii) Committee decided that, the chairperson ~~from the~~ after taking permission from the management had asked the students to give applications to pay the fees ^{instalments.}
- iv) The Complaint was raised by a number of students that they did not have any proper common room to use according to their need/requirements.

This problem had cropped up in the one year that it looks to construct ~~some~~ ^{few} rooms for proper common room and some other professional courses also. The Committee discussed the issue in details. It was informed by the principal that the renovation works in the college were in full progress, causing paucity of space, the common room used by the students had been converted to a classroom.

- vi) Convenor of the Examinations reported that 07 complaints from OJ students and nil complaints from PGT students were submitted against the evaluation in the examinations held in May-June this year.

Introduction of some professional courses like spoken English and fashion Designing.

The members noticed that the students had become much concerned with their career prospects, soliciting the introduction of some professional courses in their college.

The principal rightly reminded that the college had already taken this initiative and the professional course on spoken English would be shortly started in collaboration with the School of Languages or any other professional institutions.

To discuss the grievance of students.

The Discussion was held on many issues.

→ Regarding the students request of shifting of cycle stand after deliberation it was decided that the cycle stand should be shifted to the back side of the College building.

The members agreed to convey the same to the authority.

→ Regarding the maintenance of non functioning lights, fans and switches the committee agreed over the issue. It was decided that the matter conveyed to Mr. Gayin (OS of the College) for necessary action.

Agenda ⑥ To discuss any other matters with the permission of the

→ No new matter came up for discussion. Convenor of the students Addressal Cell Summed up the proceeding. The matters approved it.

The Convenor of the Committee proposed vote of thanks



Safir

Dr. Rajani Dalvi
(Convenor)

Annie John

Dr. Annie John
Co-ordinator (Students)
A.R. Burla Mahila Varishtha
Mahavidyalaya, Solapur.

Prin. Dr. Rajendra Shendge

Prin. Dr. Rajendra Shendge
Dr. Rajendra Shendge
PRINCIPAL
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur

Action Taken Report for the meeting of students

Grievance Redressal cell

Meeting of members of College Grievance Redressal cell was called to order on 19-8-2022 at 12 a.m. under the chairpersonship of principal Dr. Rajendra Shendage.

As per the discussions conducted and the approved minutes in the said meeting action was taken as under.

- Regarding examinations, for change in the marksheet, new marksheet has been handed over to the student.
- Proper parking facility is provided as per students' requests.
- Students' queries regarding examination were communicated to university and all were resolved.
- Economically weaker students were given the provision to pay fees in instalment.
- Process of wi-fi facility has been initiated and will be functional soon.
- Extra books are provided on library identity card.
- Proper cleaning mechanism for water cooler with record keeping must be followed.
- Principal Dr. Rajendra Shendage Sir has permitted for to conduct some professional courses.
- Students' queries regarding Scholarship form related to online registration were solved with proper E-Communication.

Sd/-

Dr. Rajendra Shendage

(Convener)

Dr. Annie John

Co-ordinator, IQAC
A.R. Burla Mahila Varishtha
Mahavidyalaya, Solapur.

Dr. Rajendra Shendage
PRINCIPAL
A. R. Burla Mahila Varishtha
Mahavidyalaya, Solapur