



Dr S.C. Gulhane Prerna College of Commerce, Science and Arts

Run by Prerna Sewa Mandal
Reshimbag Square, Nagpur-24

Govt Recognized and Affiliated to Rashtrasant Tukadoji Maharaj Nagpur University
NAAC (UGC) ACCREDITED INSTITUTION 'B' GRADE (CGPA-2.32)

Ph.: 2745296, 2746840

E-mail: prernacollegengp@gmail.com



Notice

Date: 7/08/2024

This is to inform all the members that a meeting of Grievance & Redressal Committee (GRC) will be held on 08/08/2024 at 11:30 am in Lab-2. All must be present at sharp 11:30 am.

Agenda of the Meeting:

1. Confirmation of minutes of last meeting held on 23/01/2024.
2. Grievance cases.
3. Any other matter with the permission of chair.

All the members are requested to attend the meeting:-

Sr.No	Name of Member	Designation	Contact No. & Mail Id	Signature
1	Dr Bharti Deshmukh Assistant Professor	Coordinator	9403209892 phalkebharti3@gmail.com	
2	Ms. Priya Godbole Assistant Professor	Member	7887540257 priyagod27@gmail.com	
3	Ms. Ritika Sharma Assistant Professor	Member	7887780496 ritikasharma0720@gmail.com	
4	Dr Kanchan Khawase Assistant Professor	Member	9764785097 khawasekanchan@gmail.com	

CO-ORDINATOR
GRIEVANCE REDRESSAL CELL
Dr. S. C. Gulhane Prerna College of
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Date : 08/08/2024

Minutes of the Meeting

The meeting was convened by Dr Bharti Deshmukh, Coordinator of Grievance and Redressal committee on 08/08/2024 in Lab-2 to discuss the agenda announced earlier.

Confirmation of minutes of last meeting held on 23/01/2024.

Dr Bharti Deshmukh read out the minutes of previous meeting and also the action taken report. All the members approved them.


Grievance cases

There was only one grievance found which was received from the students directly. The Grievance was examined. Students of BCA-III complained that they were uncomfortable in computer lab 2 due to lack of enough space. They demanded that their practical should be held in lab 5 which is a bigger lab than lab 2. Their demand was forwarded to Dr Rewatkar, HOD of computer science.

Any other matter with the permission of chair.

Coordinator advised that the members should take follow-up of all the grievances which are received from the students. It was decided that grievances should be resolved as soon as possible.

The coordinator thanked all the members for their time and cooperation.


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Action Taken Report (ATR)

ATR of the meeting held on 08/08/2024.

Students of BCA-III had complained that they were uncomfortable in computer lab 2 due to lack of enough space. They demanded that their practical should be held in lab 5 which is a bigger lab than lab 2. Their demand was forwarded to Dr Rewatkar, HOD of computer science. He changed their computer lab. The students were given lab 5 so that they will face no difficulty in doing their practical's.

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Notice

Date: 24/12/2024

This is to inform all the members that a meeting of Grievance & Redressal Committee (GRC) will be held on 25/12/2024 at 11:30 am in Lab-2. All must be present at sharp 11:30 am.

Agenda of the Meeting:

1. Confirmation of minutes of last meeting held on 08/08/2024.
2. Grievance cases.
3. Any other matter with the permission of chair.

All the members are requested to attend the meeting:-

Sr.No	Name of Member	Designation	Contact No. & Mail Id	Signature
1	Dr Bharti Deshmukh Assistant Professor	Coordinator	9403209892 phalkebharti3@gmail.com	
2	Ms. Priya Godbole Assistant Professor	Member	7887540257 priyagod27@gmail.com	
3	Ms. Ritika Sharma Assistant Professor	Member	7887780496 ritikasharma0720@gmail.com	
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Date : 25/12/2024

Minutes of the Meeting

The meeting was convened by Dr Bharti Deshmukh, Coordinator of Grievance and Redressal committee on 25/12/2024 in Lab-2 to discuss the agenda announced earlier.

Confirmation of minutes of last meeting held on 08/08/2024.

Dr Bharti Deshmukh read out the minutes of previous meeting and also the action taken report. All the members approved them.

Grievance cases

There took a fight between two students. One student bate up the other student along with some outsiders. The victim was injured severely. The victim complained and submitted the application. The Grievance was examined. As the matter was found seriously, the case was forwarded to the principal and the director of the college.

Any other matter with the permission of chair.

Coordinator advised that the members should take follow-up of all the grievances which are received from the students. It was decided that grievances should be resolved as soon as possible.

The coordinator thanked all the members for their time and cooperation.

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Action Taken Report (ATR)

ATR of the meeting held on 25/12/2024.

There took a fight between two students. One student bate up the other student along with some outsiders. The victim was injured severely. The victim complained and submitted the application. The Grievance was examined. As the matter was found seriously, the case was forwarded to the principal and the director of the college. The case was solved by some senior teachers. The thorough inquiry was done. The parents of both the students were called in the college. With the mutual understanding of both students, the matter was closed. In this way the grievance was resolved.

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**GRIEVANCE REDRESSAL COMMITTEE
ANNUAL REPORT
2024-25**



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GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee is constituted in our college according to the UGC Grievance Redressal Regulations, 2012 to provide a safe, secure, healthy and supportive environment for the students. This committee shall address grievances related to academics, administrations and infrastructure. The following are the members of the Grievance Redressal Committee approved for the academic year 2024-2025.

Members of the Grievance Redressal Committee (Academic Year 2024-2025)

Sr.No	Name of Member	Designation	Contact No. & Mail Id	Signature
1	Dr Bharti Deshmukh Assistant Professor	Coordinator	9403209892 phalkebharti3@gmail.com	
2	Ms. Priya Godbole Assistant Professor	Member	7887540257 priyagod27@gmail.com	
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4	Dr Kanchan Khawase Assistant Professor	Member	9764785097 khawasekanchan@gmail.com	

Grievance Redressal Mechanism

The grievance redressal mechanism is governed by the Grievance Redressal Committee of Dr S. C. Gulhane Prerna College of Commerce, Science & Arts, Reshimbag, Nagpur.

- Information regarding the grievance redressal committee is given on the



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college website.

- Students can give their grievance in the form of letter to their HOD or can drop the grievance letter in the suggestion box.
- Grievances can also be submitted online through institutional website by clicking on student tab- Grievance Redressal Committee-Click here to file the complaint
- Google Form Link-
<https://docs.google.com/forms/d/e/1FAIpQLScNSTqestx4a4daKSkz8ZgF7XzHLjeXSeXjFIHJyYDXkUPuAw/viewform>
- The matter is discussed by the committee in its scheduled meeting.
- If the matter is serious and requires urgent attention, the co-ordinator informs the related HOD, Principal or the Director and necessary actions are taken within 2 days from the receipt of the grievance form.
- The complainant is informed of the decision of the committee / action taken.
- A special meeting is convened in case the follow-up is required.
- The proceedings are recorded by the co-ordinator of the committee.

Actions Taken Report: 2024-25

In order to address the issues during the 2024-25 session, the grievance redressal committee has taken a variety of initiatives.

There were only 2 grievances found in the session 2024-25.

1. The students of BCA-III had complained about lab 2 that they were uncomfortable in that lab due to lack of enough space. The issue was immediately resolved and they were shifted to the lab 5 which is a bigger and spacious lab.
2. There took a fight among two students and their relations became bad. But with the counseling of the committee the disputes among them were closed with a good note. In this way the grievance was resolved.

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