



Backward Class Youth relief Committee's

## **BHIWAPUR MAHAVIDYALAYA, BHIWAPUR**

Dist. Nagpur, Maharashtra 441201

Accredited with Grade 'B' (CGPA-2.54) by NAAC, Bengaluru  
ISO-9001:2015

### **ACTION TAKEN REPORT 2016-2017**

#### **STUDENTS' GRIEVANCE AND REDRESSAL CELL**

The 'Students' Grievance and Redressal Cell' of our Institution received two grievances of students during the Academic Session 2016-2017. They are;

- a. Students of B.A.-I Year namely Miss Manda Ramesh Balbudhe, Miss Priyanka Damaji Choudhari and Miss Manisha Ishwar Borkar forwarded their grievances to the Students' Grievance and Redressal Cell on 16<sup>th</sup> August, 2016 to reschedule the timing of the Central Library for the convenience of the students of Morning Shift.
- b. Students of B.Com-III Year Mr. Sumit Dilip Suraikar lodged a grievance on 20<sup>th</sup> February, 2017 regarding the improper maintenance of the Medical Kit kept in the "First Aid Box" of the College.

The said grievances were forwarded to the Office of the Principal for its redressal. The Office of the Principal, after a detailed enquiry and inspection of the grievances made by the students, issued instructions to the Librarian and the Director of Physical Education and Sports to resolve these grievances with immediate effect and inform the Office of the Principal accordingly. Upon receipt of the instructions from the Office of the Principal, the Librarian and the Director of Physical Education and Sports resolved the grievances of students and informed the Office of the Principal accordingly.



### **Action Taken Report in respect of Complaint No.1**

As per the demand of students, the timing of the Central Library was rescheduled for the students. Now, all the students could avail the facilities of the Central Library from 8.00 A.M to 5.00 P.M. The Grievance of students in respect of Grievance No.1 had been resolved within three days.

### **Action Taken Report in respect of Complaint No.2**

As per the demand of students, fresh Medicines were procured and kept in the 'First Aid Box' so as to enable the students to use it in case of any kind of Medical Emergency. Instructions were to the Director of Physical Education and Sports for the timely inspection of the 'First Aid Box'. The Grievance of students in respect of Grievance No.2 had been resolved within two days.

Upon receipt of the Communications from the Librarian and the Director of Physical Education and Sports in respect of the redressal of students' grievances, the Member Secretary of "Students' Grievance and Redressal Cell" displayed the said 'Grievance Redressal Report' on "Students' Display Board" for the perusal of students in general. Thus, the 'Students' Grievance and Redressal Cell' of our Institution redressed the grievances of students as per our Academic Policies in the larger interests of the students within a short period of time.

Date: 28/04/2017

*Anita Mahawadiwar*  
Asst. Prof. Dr. Anita Mahawadiwar  
Member Secretary  
Students' Grievance and Redressal Cell



*[Signature]*  
Principal  
Bhiwapur Mahavidyalaya,  
Bhiwapur