



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 2017-2018

STUDENTS' GRIEVANCE AND REDRESSAL CELL

The 'Students' Grievance and Redressal Cell' of our Institution received three grievances of students during the Academic Session 2017-2018. They are;

1. The students of B.Com-I Year namely Miss Neha Ashok Nimje, Miss Vrushali Gangadhar Katawale, Miss Nutan Vasanta Dhone, Miss Mayuri Vinayak Khande, Shri. Manoj Sharad Paachbhai and Shri. Aman Ashok Meshram forwarded grievances regarding irregularity in maintaining clean and tidy classrooms in the Institution. The grievances were received by the 'Students' Grievance and Redressal Cell' on 12th August 2017.
2. The students of B.Sc.-I Year namely Miss Pranali Mohan Bhondale, Miss Vaishali Suresh Nandanwar, Miss Priyanka Nanaji Lokhande and Miss Kalyani Bandu Raut forwarded their grievances regarding the untidiness of internal and external premises of the College Canteen. The grievances were received by the 'Students' Grievance and Redressal Cell' on 10th September 2017.
3. Students of B.A-I year namely Miss Samiksha Istari Turak, Miss Puja Balaji Gavande, Shri. Yogesh Krushna Pawar and Miss Aarati Moreshwar Shende lodged grievances regarding the irregularity in the supply of safe drinking water on the Second Floor of the Main Building of the College. The



grievances were received by the 'Students' Grievance and Redressal Cell' on 30th December, 2017.

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 Shri. Ratnakar Kannake, Shri. Gulab Gedekar (Peons) and Shri. Ganesh Shahane, Laboratory Assistant to redress these grievances with immediate effect and inform the Office of the Principal accordingly. Upon receipt of the instructions from the Office of the Principal, Shri. Ratnakar Kannake and Shri. Gulab Gedekar (Peons) and Shri. Ganesh Shahane, Laboratory Assistant 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 grievances of students, the cleaning of all classrooms and other students' amenities in the Institution was done promptly on regular basis. The Grievances of students in respect of Grievance No.1 had been resolved within a day.

Action Taken Report in respect of Complaint No.2

As per the grievances of students, the internal and external premises of the College Canteen were kept neat and clean regularly. As per the instructions given by the Principal of the College, the peon concerned has been cleaning the internal and external premises of the College Canteen regularly. The Grievance of students in respect of Grievance No.2 had been resolved within two days.

Action Taken Report in respect of Complaint No.3

As per the grievances of students, uninterrupted safe drinking water supply in the entire Campus was maintained regularly. Mr. Shri. Ganesh Shahane has



been ensuring safe and uninterrupted drinking water supply in the entire Campus. The Grievance of students in respect of Grievance No.3 had been resolved within three days.

Upon receipt of the Communications from Shri. Ratnakar Kannake, Shri. Gulab Gedekar (Peons) and Shri. Ganesh Shahane, Laboratory Assistant 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: 26/04/2018

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



[Signature]
Principal
Bhiwapur Mahavidyalaya,
Bhiwapur