



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 2019-2020

STUDENTS' GRIEVANCE AND REDRESSAL CELL

The 'Students' Grievance and Redressal Cell' of our Institution received three grievances of students during the Academic Session 2019-2020. They are;

- a. The students of B.A.-I Year namely Miss Tanu Lahuji Thawakar, Miss Rina Ashok Kapgate and Miss Nargis Bashir Sheikh from B.Sc.-I Year lodged grievances on 10th August, 2019 regarding improper functioning of the 'Sanitary Napkin Vending Machine' installed in the 'Girls' Common Room'.
- b. The students of B.Com-III Year Miss Neha Ashok Nimje, Mr. Pankaj Vilas Khawas and Miss Nikita M. Deshmukh forwarded grievances to the Cell on 3rd October, 2019 regarding untidy classrooms.
- c. The students of B.A.-III Year Miss Shivani Gulab Mate and Miss Anu Ramesh Taskar lodged grievance on 10th March, 2020 regarding the non-functioning of Ceiling Fans in the class-rooms.

The said grievances were forwarded to the Office of the Principal by the Cell for its redressal. The Office of the Principal, after a detailed enquiry and inspection of the grievances made by the students, issued instructions to Asst. Prof. Dr. Anita Mahawadiwar, Shri. Ratnakar Kannake and Shri. Ganesh Shahane respectively to resolve these grievances with immediate effect and inform the Office of the



Principal upon redressal. Upon receipt of the instructions from the Office of the Principal, Asst. Prof. Dr. Anita Mahawadiwar, Shri. Ratnakar Kannake and Shri. Ganesh Shahane 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 Sanitary Napkin Vending Machine installed in the Girls' Common Room was repaired and was reinstalled for the use of girl students. Asst. Prof. Dr. Anita Mahawadiwar was given the responsibility to ensure its regular maintenance. The Grievances of students in respect of Grievance No.1 had been resolved within seven days.

Action Taken Report in respect of Complaint No.2

As per the grievances of students, the cleaning of all classrooms and other students' amnesties in the Institution was done promptly on regular basis. Shri. Ratnakar Kannake had been given the responsibility of ensuring the cleanliness of classrooms regularly. The Grievances of students in respect of Grievance No.2 had been resolved within a day.

Action Taken Report in respect of Complaint No.3

As per the grievances of students, the non-functional Ceiling Fans, which were damaged due to short circuit, in some of the classrooms were repaired. In some classrooms, new Ceiling Fans were installed. The Grievance of students in respect of Grievance No. 3 had been resolved within six days.

Upon receipt of the Communications from Asst. Prof. Dr. Anita Mahawadiwar, Shri. Ratnakar Kannake and Shri. Ganesh Shahane 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. 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: 29/04/2020

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



Principat
Principat
Bhiwapur Mahavidyalaya,
Bhiwapur