

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 2018-2019

#### STUDENTS' GRIEVANCE AND REDRESSAL CELL

The 'Students' Grievance and Redressal Cell' of our Institution received three grievances of students during the Academic Session 2018-2019. They are;

- The student of B.A-II Year Mr. Mithun Suresh Dupare lodged a grievance on 20<sup>th</sup> September, 2018 regarding the irregular supply of water in students' Toilet Wings.
- The student of B.Com-II Year Miss Trushna Vilasrao Mahajan forwarded her grievance to the Cell on 26<sup>th</sup> September, 2018 regarding the non-functioning of the Ceiling Fans in her class-room.
- The student of B.A-II Year Mr. Mithun Suresh Dupare lodged a grievance on 1<sup>st</sup> February, 2019 regarding the non-maintenance of "First Aid Box" kept in the Institution for the students.

The said grievances were forwarded to the Office of the Principal for its immediate redressal. The Office of the Principal, after a detailed enquiry and inspection of the grievances made by the students, issued instructions to Shri. Ganesh Shahane and Asst. Prof. A.K.Sarwe, the Director of Physical Education and Sports to resolve these grievances of students with immediate effect and inform the Office of the Principal accordingly. Upon receipt of the instructions from the Office of the



Principal, Shri. Ganesh Shahane, Laboratory Assistant and Asst. Prof. A.K.Sarwe, 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 grievances of student, uninterrupted water supply was restored regularly in the Toilet Wings. On observation, it was found that the students had damaged the water supply fittings (Plumbing) in some of the Toilet Wings. Subsequently, the damages caused were repaired with the assistance of Plumber. Further, Shri. Ganesh Shahane was given instructions to keep a watch and ensure uninterrupted water supply in all the Toilet Wings in the entire College Campus. 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 grievances of student, the non-functional Ceiling Fans in the classrooms were repaired. In some classrooms, new Ceiling Fans were installed. The Grievance of student in respect of Grievance No.2 had been resolved within seven days.

#### **Action Taken Report in respect of Complaint No.3**

As per the grievances of student, the 'First Aid Box' in the College Campus was cleaned and fresh Medicines were kept so as to enable the students to use it in case of any kind of Medical Emergency. All the outdated Medicines were discarded and the Director of Physical Education and Sports was given instructions to ensure the regular and timely maintenance of the 'First Aid Box' in the College Campus. The Grievance of students in respect of Grievance No.3 had been resolved within two days.



Upon receipt of the Communications from Shri. Ganesh Shahane, Laboratory Assistant and Asst. Prof. A. K. Sarwe, 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. 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:24/04/2019

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



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