



BACKWARD CLASS YOUTH RELIEF COMMITTEE'S
BHIWAPUR MAHAVIDYALAYA

BHIWAPUR DIST. NAGPUR- 441201
ACCREDITED WITH GRADE 'B' (CGPA-2.54) BY NAAC, BENGALURU
ISO-9001:2015

AFFILIATED TO RASHTRASANT TUKADOJI MAHARAJ NAGPUR UNIVERSITY, NAGPURA-
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ACTION TAKEN REPORT 2023-2024
STUDENTS' GRIEVANCE AND REDRESSAL CELL

The 'Students' Grievance and Redressal Cell' of our Institution received four grievances of students during the Academic Session 2023-2024.

They are as mentioned below:

1. Fifteen students of B. A. I Year namely; Miss Namrata Rajendra Malode, Miss Samiksha Baba Sawarkar, Miss Smruti Sunil Ingale, Miss Gayatri Shivshankar Thobre, Miss Saroj Madhukar Selore, Miss Sadhana Prakash Malode, Miss Namrata Tulshidas Lakhe, Mrs. Anshu Ashok Bhoyar, Miss Vidya Kawdu Bhoyar, Miss Ambika Bhimrao Marbate, Miss Tanuja Kothiram Shambharkar, Miss Sakshi Sanjay Kumbhre, Miss Vaibhavi Anil Nikalje, Miss Pranita Prakash Bhasharkar, and Miss Muskan Kiran Maraskolhe submitted their grievances to the Cell on 8th August, 2023 regarding the urgency to do the whitewash classroom walls.
2. Seven students of B. Com.-II Year, namely Miss Rajkanya A. Meshram, Miss Samiksha Chudhari, Miss Yogesh Dahare, Miss Pranay T. Vaidya, Miss Rohit R. Raut, Mr. Vaibhav R. Nagekar, Miss Sonam A. Turankar; forwarded their grievances to the Cell on 22nd August, 2023 regarding the broken Desks and Benches in the Classrooms.
3. Six students of B. Sc. I and III Year, namely Miss Daraksha Shakil Beg, Miss Sakshi Kishor Samrutwar, Miss Sakshi Bhabhwat Titarmare, Miss Sakshi Rajendra Pimpalkar, Mr. Saurabh Govinda Mangar and Miss Namokshi Sushil Chaudhari; forwarded their grievances to the Cell on 6th

October, 2023 regarding the Non-availability of enough Ceiling Fans and Tube Lights.

4. Nine students of B. A.-III Year, namely Miss Sakshi Mohod, Triveni Wandhare, Dimpal D. Madavi, Ankita S. Chaudhari, Miss Dnyaneshwari S. Zode, Miss Bharti G. Shahare, Miss Ankita R. Thawkar, Miss Nisha K. Hinge, Miss Lisha V. Uikey and Miss Sarwashi V. Lingayat; forwarded their grievances to the Cell on 12th November, 2023 regarding the need to maintain absolute cleanliness in the Ladies Washroom.
5. Six students of B. Com.-I Year, namely Mr. Shriram G. Kangale, Mr. Bhuvan D. Sontakke, Mr. Ritesh S. Uke, Mr. Rohit J. Chaudhari, Mr. Lokesh K. Dawre, Mr. Nilesh S. Uike; forwarded their grievances to the Cell on 12th February, 2024 regarding the need to put Flooring Tiles in the Classrooms.

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, Associate Prof. Dr. Motiraj Chavhan Asst. Prof. Someshwar Wasekar, Mrs. Savita Zodape, 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, Associate Prof. Motiraj Chavhan, Asst. Prof. Someshwar Wasekar, 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, Associate Prof. Motiraj Chavhan and Asst. Prof. Someshwar Wasekar communicated with the Principal and also with the Contractor of Painting Mr. Abhai Dhandre . Associate Prof. Motiraj Chavhan, Asst. Prof. Someshwar Wasekar and Asst. Prof. Dr. Anita V. Mahawadiwar were given the responsibilities to resolve the grievances of

students. Accordingly, the Contractor completed the painting of Classrooms by engaging more workers. The grievances of the students in respect of Grievances No. 1 had been resolved within 15 days.

Action Taken Report in respect of Complaint No. 2

In response to students' grievances regarding the damaged desks and benches in the Classrooms, old furniture was replaced with new desks and benches in B.Com.-II Year Classroom. Additionally, extra benches were provided as per the need. The issues outlined in Grievance No. 2 were resolved within seven days.

Action Taken Report in respect of Complaint No. 3

As per the grievances of students regarding the non-availability of enough Ceiling Fans and Tube Lights, which were damaged due to short circuit, in B. Sc. I and III Year Classrooms, Ceiling Fans and Tube Lights were installed in B. Sc. I and III Year Classrooms. The Grievances of students in respect of Grievance No. 3 had been resolved within five days.

Action Taken Report in respect of Complaint No. 4

In response to the grievances raised by girl-students, the cleaning of the Girls' Washroom and other facilities was promptly and regularly addressed. Mrs. Savita Zodape has been assigned with the responsibility of ensuring the regular cleanliness of the Girls' Washroom. The issues outlined in Grievance No. 2 were resolved within four days

Action Taken Report in respect of Complaint No. 5

In response to the grievances forwarded by the students of B.Com.-I Year, a budget was prepared for upgrading the flooring of the Classroom with Floor Tiles. Consequently, the flooring of B.Com.-I Year Classroom was completed with Vitrified Tiles. Additionally, to prevent inconveniences to other students, the flooring work in other classrooms was also upgraded as needed, even if no specific grievances had been reported. The issues outlined in Grievance No. 5 were resolved within ten days.

Upon receipt of the Communications from Associate Prof. Dr. Mouraj Chavhan, Asst. Prof. Dr. Someshwar Wasekar, Mrs. Savita Zodape, Shri. Ganesh Shahane and Ratnakar Kannake, in respect of the redressal of students' grievances, the Member Secretary of "Students' Grievance and Redressal Cell", Asst. Prof. Dr. Anita Mahawadiwar, displayed the said 'Grievance Redressal Report' on 'Students' Display Board' for the perusal of students. Thus, the 'Students' Grievance 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: 02/05/2024

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