

Janardan Bhagat Shikshan Prasarak Sanstha's

CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
(Autonomous)

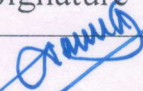
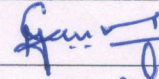
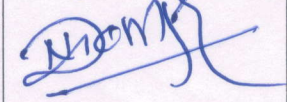
(Reaccredited 'A+' Grade by NAAC, 'College with Potential for Excellence' Status Awarded by UGC
& 'Best College Award' by University of Mumbai)

College Grievance Redressal Cell (CGRC)

Date: 22 -09-2023

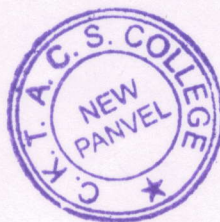
Notice

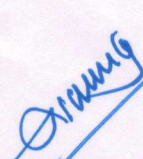
Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Wednesday, 27-09-2023 at 12:30 p.m. in Conference room.

Sr. No.	Name of the faculty	Designation	Signature
1.	Dr. Sanjay K. Patil	Chairperson	
2	Dr. (Mrs.) Geetika S. Tanwar.	Member	
3	Dr. Deepak S. Narkhede	Member Secretary	

Agenda:

1. To approve the minutes of the previous meeting.
2. To take cognizance of the grievances received from students.
3. To discuss and evaluate the nature of the grievances.
4. To discuss and approve the methods of redressal and appropriate action to be taken in the matter
5. Any other item with the permission of Chair.




Dr. S. K. Patil
Principal,
C. K. Thakur A.C.S. College,
New Panvel

Janardan Bhagat Shikshan Prasarak Sanstha's
CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
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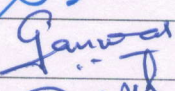

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by UGC & 'Best College Award' by University of Mumbai)

College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was conducted on Wednesday, 27/09/2023 at 12:30 p.m. under the Chairpersonship of Principal Dr. S. K. Patil.

Venue: Conference Room

Following members were present for the meeting

Sr. No.	Name of the faculty	Designation	Signature
1.	Dr. Sanjay K. Patil	Chairperson	
2	Dr. (Mrs.) Geetika S. Tanwar.	Member	
3	Dr. Deepak S. Narkhede	Member Secretary	

Agenda for the discussion were as follows:

1. **Item No. 1:** To approve the minutes of the previous meeting
2. **Item No. 2:** To take cognizance of the grievances received from students.
3. **Item No. 3:** To discuss and evaluate the nature of the grievances.
4. **Item No. 4:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter
5. **Item No. 5:** Any other item with the permission of Chair.

Minutes:

1. **Item No. 1:** To approve the minutes of the previous meeting

The minutes of previous meeting were presented by Dr. D. S. Narkhede, Member Secretary in the meeting and approved by the committee.

2. **Item No. 2:** To take cognizance of the grievances received from students.

Suggestion box was opened and following grievances were recovered from the same


- Hand wash in Toilets : One complaint regarding the insufficiency of Hand wash in Toilets

3. Item No. 3: To discuss and evaluate the nature of the grievances.

There were two complaints regarding unsatisfactory functioning of the office administration, one regarding the insufficiency of parking facility for students and one about insufficient water supply on some days. The nature of these grievances was found to be not of a very serious nature and the complaints could be redressed with fair amount of improvement measures.

4. Item No. 4: To discuss and approve the methods of redressal and appropriate action to be taken in the matter

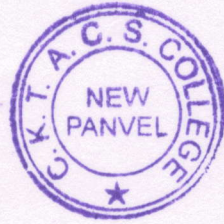
After a thorough discussion, it was decided to communicate the grievances to the concerned personnel to enable corrective action for effective redressal of the complaints as under.


Area of Improvement	Concerned person	Signature
Hand wash in Toilets	Mr. P. K. Gondhali	

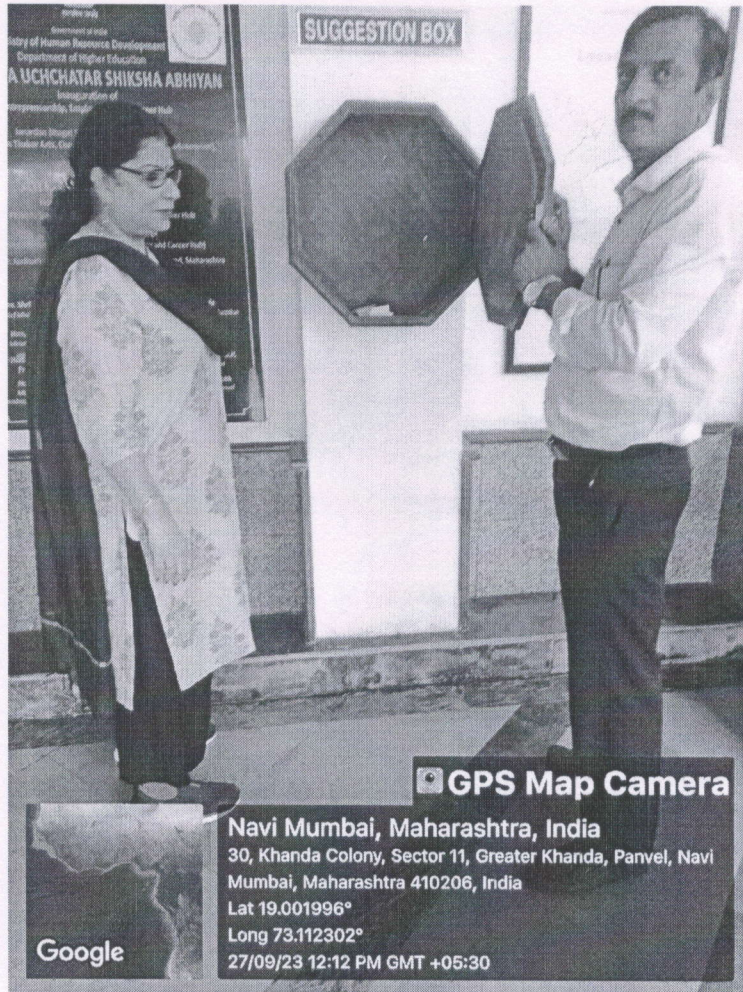
A time period of one month would be allotted for the implementation of corrective action following which a feedback report would be sought from the concerned personnel and grievance redressal would be evaluated.

5. Item No. 5: Any other item with the permission of Chair.

As there were no other items for discussion, the meeting was concluded with a vote of thanks proposed by Ms. D. S. Barve.




Dr. S. K. Patil
Principal,
C.K. Thakur A.C.S. College,
New Panvel (Autonomous)



No Handsets in
bathroom 😞
your student

No Hands out in

bathroom 😞

Your student

~~Rob~~
1/10/2023

जनार्दन भगत शिक्षण प्रसारक संस्थेचे,
चांगू काना ठाकूर
कला, वाणिज्य आणि विज्ञान महाविद्यालय, नवीन पनवेल (स्वायत्त)

दिनांक : 06 . 10 . 2023

मंगळवार दिनांक 27 . 09 . 2023 रोजी दुपारी 1 . 00 वाजता कॉन्फरन्स रूममध्ये महाविद्यालय तक्रार निवारण कक्षातर्फे झालेल्या सभेस महाविद्यालयाचे मा . प्राचार्य प्रो . डॉ . एस . के . पाटील सर, प्राध्यापिका डी . एस . बर्वेतसेच प्रो . डॉ . डी . एस . नारखेडे यांच्या उपस्थितीत सभा पार पडली . सदर सभेमध्ये तक्रार पेटित विद्यार्थ्यांनी केलेल्या सूचनापैकी जी एक सूचना दिलेली आहे ती खालील प्रमाणे.....

अ . क्र .	विषय	कार्यवाही (निर्णय)
1 .	टॉयलेट बाथरूममध्ये हॅडवॉशची व्यवस्था करणेबाबत	महाविद्यालयाच्या तळमाळा ते तिस-यामाळयापर्यंत विद्यार्थी, कॉलेज स्टाफ तसेच कॉलेज मॅनेजमेंट यांच्याकरिता लेडीज व जेन्ट्स टॉयलेट ची व्यवस्था आहे . एकूण टॉयलेट बाथरूम 25 आहेत . सर्व टॉयलेट बाथरूम हॅडवॉशची व्यवस्था करण्यात आलेली आहे . परंतु विद्यार्थ्यांच्या (Boys/Girls) टॉयलेट बाथरूम मधून वारंवार हॅडवॉशचे भांडे तोडण्यात येते तसेच भांड्यातील लिक्वीड काढण्यात येते अशी तक्रार हाऊसकिर्पींगचे पर्यवेक्षक श्री . व्ही . आर . देठे यांनी केली होती . तरीदेखिल अशाप्रकारची विद्यार्थी वर्तणुक करून सुद्धा वर्षभर टॉयलेट बाथरूममध्ये नवीन हॅडवॉश पुरविण्यात आले होते . त्यामुळे अशा प्रकारच्या विद्यार्थ्यांच्या वर्तणुकीला कंटाळून गेल्या एक महिन्यापासून हॅडवॉशची व्यवस्था बंद करण्यात आलेली आहे . पण तरीदेखिल विद्यार्थ्यांनी मागणी केल्यामुळे व तक्रार निवारण कक्ष समितीतर्फे शिफारस केल्यामुळे सदर प्रकारच्या वारंवार घटना घडत असून देखिल टॉयलेट बाथरूममध्ये हॅडवॉशची सेवा पुर्वी प्रमाणे सुरळीत ठेवण्यासाठी व्यवस्था करण्यात येईल .

श्री . प्री . के . गोंधळी
वरिष्ठ लिपीक



प्राचार्य
चांगू काना ठाकूर
कला, वाणिज्य आणि विज्ञान महाविद्यालय,
नवीन पनवेल .

Janardan Bhagat Shikshan Prasarak Sanstha's

**CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
(Autonomous)**

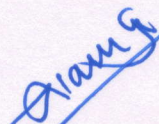
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Date: 21/07/2023

Notice

All the students are hereby informed that our college has constituted 'College Grievance Redressal Cell' for the resolution of any grievances of the learners. The detailed composition and mechanism of redressal of any and all grievances is available on the college web site. Suggestion box is made available in the college porch and near college canteen. Students are informed to note the same and avail of this facility.




Prof. (Dr.) S. K. Patil
Principal,
Changu Kana Thakur A.C.S. College,
New Panvel

To,

Date - 18/7/2023

The IT Department
CKT College
New Panvel

Sub :- Permission to check the CCTV.

Respected Sir,

I Niharika Vijay Kamble (F.Y BMS-B) request you to kindly provide the footage of the CCTV installed in the class '320' in IT laboratory.

I am interested to see the footage as I have lost my bluetooth headphones.

Room No - 320

Timing (11:30 - 2:40)

Yours faithfully

Niharika Kamble

F.Y BMS - B

Roll No - 14

8976202461



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

Changu Kana Thakur

Arts, Commerce and Science College, New Panvel (Autonomous)

Re-accredited 'A+' Grade by NAAC (3rd Cycle - 3.61 CGPA)

'College with Potential for Excellence' Status Awarded by University Grants Commission

'Best College Award' by University of Mumbai

Grievance Redressal Cell

Registration form for submitting suggestion/grievance

Student Name: Niharika Kamble Roll No: 14

Class: F.Y.BMS, Division: _____ Academic Year: 2023-24

Mobile No.: 8976202461, Email: _____

Tick appropriate box for submitting Suggestion/grievance

Suggestion Grievance Ragging
Sexual Harassment Discrimination Other Specify _____

Details:

1. Loss of Bluetooth in the class 320
Kindly provide the footage of the
CCTV.

2. _____

3. _____

Signature: Niharika Kamble

Date: 18/7/2023 Place: Khanda Colony

Submit in Grievance Box



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Grievance Redressal Cell

Date: 19/07/2023

To,

Head,
Dept of IT
CKTACS College, New Panvel

Subject: Grievances

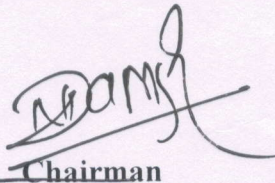
Dear Sir/ madam

This is regarding grievances received on 17/07/2023

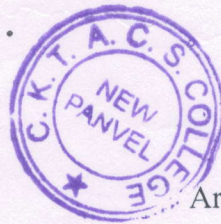
Details are as:

Loss of Bluetooth of Ms. Niharika
Kamble. in IT Lab. practicals. Check
the CCTV footage of laboratory and
communicate to Grievance Redressal
Cell (Time - 11.30^{am} to 2.40^{pm})

This is for your reference and for taking appropriate redressal. The action taken with date should be conveyed in writing to the chairman.


Chairman

Grievance Redressal Cell
Co-ordinator




Principal

Changu Kana Thakur
Arts, Commerce and Science College,
New Panvel (Autonomous)



Janardan Bhagat Shikshan Prasarak Sansthas
CHANGU KANA THAKUR
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Academic Year 2023-24

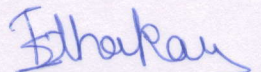
20.07.2023

Department of Information Technology

Report Submitted by GRC

As per the letter by Grievance Redressal Cell regarding the complaint of Miss. Niharika Vijay Kamble, student of F.Y.B.Com about the loss of Bluetooth, I have directed to the technician to check the CCTV camera footage. They have communicated to me that the footage was not available due to no electricity at that time. After the inquiry it is found that the one students has submitted the Bluetooth to the class teacher. I have communicated to her, to collect it from the class teacher.




Mrs. Isha Thakre

Incharge
Department of I.T.

Janardan Bhagat Shikshan Prasarak Sanstha's

CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
(Autonomous)

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**Action Taken Report for the Meeting of College Grievance Redressal
Cell (CGRC)**

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Tuesday, 27-09-2023 at 11.30 a.m. under the Chairpersonship of Principal Dr. S. K. Patil

The Agenda for the discussion were as follows:

1. Item No. 1: To approve the minutes of the previous meeting..
2. Item No. 2: To discuss and evaluate the nature of the grievances.
3. Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Item No. 4: Any other item with the permission of Chair.

As per the discussions conducted and the approved minutes in the said

Meeting action was taken as under:

1. Item Nos. 1

Dr. D.S. Narkhede, Member Secretary has presented the minutes of last meeting held on 24/01/2023. The minutes of last meeting is approved by committee.



S. K. Patil
Principal
CHANGU KANA THAKUR
ARTS, COMMERCE & SCIENCE COLLEGE
NEW PANVEL (AUTONOMOUS)

2. Item Nos.2 and 3

One grievance is found in suggestion box regarding the Hand wash in washrooms. It is communicated to the Supervisor Mr. Gondhali and report as well as conformation of work done is taken from him. One written grievance was received by student about loss of Blue Tooth in class room accordingly letter issued to concern HOD was checking. Report is taken from HOD and the object return to the student.

3. Item No. 4: The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Issuance of Notice to learners. A notice was issued to the learners regarding the constitution of CGRC and mechanism of grievance redressal
- Comprehensive information link made available on the Collegewebsite.

4. Item No. 5: No other subject came for discussion in the meeting



Changu Kana Thakur
Principal
CHANGU KANA THAKUR
ARTS, COMMERCE & SCIENCE COLLEGE
NEW PANVEL (AUTONOMOUS)

Changu Kana Thakur
Principal
CHANGU KANA THAKUR
ARTS, COMMERCE & SCIENCE COLLEGE
NEW PANVEL (AUTONOMOUS)



Janardan Bhagat Shikshan Prasarak Sanstha's
CHANGU KANA THAKUR
ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL
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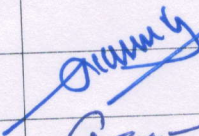
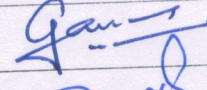
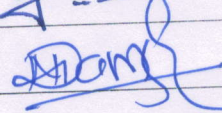
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College Grievance Redressal Cell (CGRC)

Date: 24 -03-2024

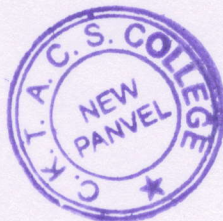
Notice

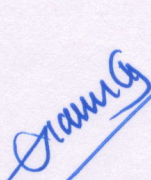
Following members of College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled on Thursday, 28-03-2024 at 10.30 p.m. in Conference room.

Sr. No.	Name of the faculty	Designation	Signature
1.	Dr. S. K. Patil	Chairperson	
2	Dr. (Mrs.)G.S. Tanwar	Member	
3	Dr. D. S. Narkhede	Member Secretary	

Agenda:

1. To approve the minutes of previous meeting
2. To discuss and evaluate the nature of the grievances.
3. To discuss and approve the methods of redressal and appropriate action to be taken in the matter
4. Any other item with the permission of Chair.




Dr. S. K. Patil
Principal,
C. K. Thakur A.C.S. College,
New Panvel

Janardan Bhagat Shikshan Prasarak Sanstha's

**CHANGU KANA THAKURARTS, COMMERCE AND SCIENCE COLLEGE,
NEW PANVEL (AUTONOMOUS)**

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by UGC & 'Best College Award' by University of Mumbai)

College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Thursday, 28-03-2024 at 10:30 p.m. under the Chairpersonship of Principal Dr. S. K. Patil

Venue: Conference Room

Following members were present for the meeting

Sr. No.	Name of the faculty	Designation
1.	Dr. S. K. Patil	Chairperson
2	Dr. (Mrs.) G.S. Tanwar	Member
3	Dr. D. S. Narkhede	Member Secretary

The Agenda for the discussion were as follows:

1. **Item No. 1:** To approve the minutes of the previous meeting
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3. **Item No. 3:** To discuss and evaluate the nature of the grievances.
4. **Item No. 4:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter
5. **Item No. 5:** Any other item with the permission of Chair.

Minutes:

1. **Item No. 1: To approve the minutes of the previous meeting**

The minutes of previous meeting were presented by Dr. D. S. Narkhede, Member Secretary in the meeting and approved by the committee.

2. **Item No. 2: To take cognizance of the grievances received from students.**

No Grievances are received from the suggestion box. Two grievances are received through application was discussed the meeting and the directions are given to the concern authority to take the necessary action and asked to submit the reports given time.

Grievances found in Suggestion Box

No grievances found in Suggestion box

Grievances by students through application.

Two students had given the application for the grievances

1. One grievance is about increase in price of snacks and cold drink.
 2. Second grievance is about non-functioning of tub lights and fans in class room
- Bo. 326

3. **Item No. 3: To discuss and evaluate the nature of the grievances.**

There were two grievances, first is related to the canteen, it is communicated to the Supervisor and he will submit the report before 15 days to GRC.

Another grievance is regarding the electrical equipment's, it is rectified next day by college electrician Mr. Avinash Patil. regarding unsatisfactory functioning of the office administration, one regarding the insufficiency of parking facility for students and one about insufficient water supply on some days. It is communicated to the concern person and they will submit the report before 15 days to GRC. The nature of these grievances was found to be not of a very serious nature and the complaints could be redressed with fair amount of improvement measures.

Area of Improvement	Concerned person
Increase the rates of snacks	Mr. P. K. Gondhali

and cold drinks in canteen

(Work Supervisor)

4. **Item No. 4:** To discuss and approve the methods of redressal and appropriate action to be taken in the matter

After a thorough discussion, it was decided to communicate the grievances to the concerned personnel to enable corrective action for effective redressal of the complaints as under. A time period of fifteen days would be allotted for the implementation of corrective action following which a feedback report would be sought from the concerned personnel and grievance redressal would be evaluated.

5. **Item No. 5:** Any other item with the permission of Chair.

As there were no other items for discussion, the meeting was concluded with a vote of thanks proposed by Dr. (Mrs). Geetika S. Tanwar



S. K. Patil
Dr. S. K. Patil
Principal,
C. K. Thakur A.C.S. College,
New Panvel (Autonomous)

Date
8/2/2024

To,
Administrative office
Changanu Kana Thakur ACS College
New Panvel.

Subject: Increasing price of snacks and cold drink.

Sir,

I would like to bring your attention to the increasing prices of snacks and cold drink in the canteen. All the items available in the canteen have become costlier by 10 to 15 Rupees.

We as students can't afford these increased prices. I request you to price them correctly, making it affordable for the students.

Thanking you,

Siddhesh Vilas Mane
F.Y.B.A
Roll No-



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

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Grievance Redressal Cell

Registration form for submitting suggestion/grievance

Student Name: Siddhesh Vilas Mane Roll No: _____

Class: F.Y. B.A., Division: _____ Academic Year: 2023-24

Mobile No.: _____, Email: _____

Tick appropriate box for submitting Suggestion/grievance

Suggestion Grievance Ragging
Sexual Harassment Discrimination Other Specify _____

Details:

- Increasing prices of snacks and cold drinks in canteen.
- _____
- _____

Date: 8/2/2024

Place: New Panvel

Signature: Siddhesh Mane

Submit in Grievance Box



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

Changu Kana Thakur

Arts, Commerce and Science College, New Panvel (Autonomous)

Re-accredited 'A+' Grade by NAAC (3rd Cycle - 3.61 CGPA)

'College with Potential for Excellence' Status Awarded by University Grants Commission

'Best College Award' by University of Mumbai

Grievance Redressal Cell

Date: 10/02/2024

To,
Office Superintendent
Administrative Office
CKT College, New Panvel

Subject: Grievances

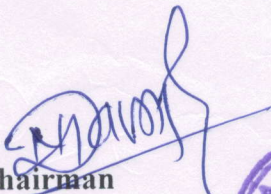
Dear Sir/ madam

This is regarding grievances received on 08/02/24

Details are as:

The college canteen has increase
the price of cold drink from RS. 10.
to RS. 15. Check the fact and
submit the report to Grievance
Redressal Cell.

This is for your reference and for taking appropriate redressal. The action taken with date should be conveyed in writing to the chairman.


Chairman

Grievance Redressal Cell




Principal

Changu Kana Thakur

Arts, Commerce and Science College,


New Panvel (Autonomous)

जनार्दन भगत शिक्षण प्रसारक संस्थेचे,
चांगू काना ठाकूर
कला, वाणिज्य आणि विज्ञान महाविद्यालय, नवीन पनवेल (स्वायत्त)

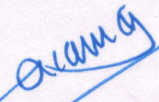
दिनांक : 13 . 02 . 2024

महाविद्यालयाच्या तक्रार निवारण कक्षातर्फे प्रा . डॉ . डी . एस . नारखेडे यांनी कॅन्टीन संदर्भात विद्यार्थ्यांनी दिलेल्या सूचनेनुसार खालील प्रमाणे कार्यवाही करण्यात आलेली आहे .

अ . क्र .	विषय	कार्यवाही (निर्णय)
1 .	महाविद्यालयाच्या कॅन्टीनमध्ये दिल्या जाण्या-या खाद्यपदार्थांचे भाव (दर) जादा घेणेबाबत	महाविद्यालयाच्या कॅन्टीनमध्ये दिल्या जाण्या-या खाद्यपदार्थांचे भावफळक हे प्रथम दर्शनिय भागात लावलेले आहे . त्यानुसार विद्यार्थ्यांनी घेतलेल्या पदार्थांचे भाव जादा घेत असल्याचे तक्रार विद्यार्थ्यांनी केलेल्या आहेत . यानुसार सदरबाबतचे गांभीर्य लक्षात घेऊन महाविद्यालयाची कॅन्टीन चालवत असलेल्या चालकासोबत मिटींग घेऊन यापुढे कॅन्टीनमध्ये खाद्यपदार्थांचे भाव भावफळकानुसार घेण्याच्या सूचना करण्यात आल्या . तसेच विद्यार्थी व महाविद्यालयतील स्टाफशी सौजन्याने वागण्याचे आदेश देण्यात आलेले आहे .


श्री . पी . के . गोंधळी
वरिष्ठ लिपीक




प्राचार्य
चांगू काना ठाकूर
कला, वाणिज्य आणि विज्ञान महाविद्यालय,
नवीन पनवेल .

To,
The Principal,
C.K.T. College,
New Panvel (Autonomous)

Date - 13 March 2024

Subject - Regarding the non-working of fans and tubelights.

Respected Sir,

I am Ms. Janhavi Bhaskar Hatmode studying in SYBA. Two fans and one tubelight in classroom no. 326 is not working. It is difficult for us to focus on the study to intense heat. I hereby request you to please look into the matter.

Thanking you.

Yours faithfully
Bhatmode
Janhavi B. Hatmode



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

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Grievance Redressal Cell

Registration form for submitting suggestion/grievance

Student Name: Janhavi Bhaskar Hatmode Roll No: _____

Class: SYBA, Division: _____ Academic Year: 2023 - 2024

Mobile No.: 7400255012, Email: _____

Tick appropriate box for submitting Suggestion/grievance

Suggestion

Grievance

Ragging

Sexual Harassment

Discrimination

Other Specify _____

Details:

1. Non-functioning of two fans and one tubelight in classroom no. 320

2.

3.

Signature: J. Bhaskar Hatmode

Date: 13 March 2024 Place: _____

Submit in Grievance Box



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

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Grievance Redressal Cell

Date: 14/03/2024

To,

Mr. Avinash Pott
Electrician.
C.K.T. College

Subject: Grievances

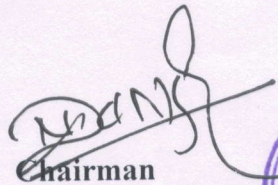
Dear Sir/ madam

This is regarding grievances received on 13 March 2024

Details are as:

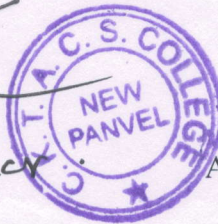
The fans and tubelights are not
working in Room No. 320. Check
and do the needful. Submit the
report in writing.

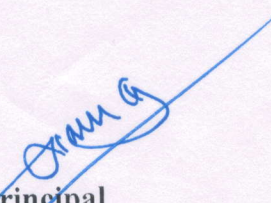
This is for your reference and for taking appropriate redressal. The action taken with date should be conveyed in writing to the chairman.


Chairman

Grievance Redressal Cell

Co-ordinator




Principal

Changu Kana Thakur

Arts, Commerce and Science College,

New Panvel (Autonomous)

जनार्दन भागात शिक्षण प्रसारक संस्थेचे
चांगु काना ठाकूर आर्ट्स, कॉमर्स अँड सायन्स कॉलेज, न्यू पनवेल

तक्रार निवारन कक्ष अहवाल

दिनांक- १४ मार्च २०२४

तक्रार निवारन कक्षा द्वारे प्राप्त झालेल्या तक्रारीनुसार मी वर्ग क्रमांक ३२० मध्ये जाऊन पंखे व लाइट यांची पाहणी केली त्यातील एक पंखा चालू नव्हता व एक टूबलाइट गेलेली होती. त्या ठीकाणी नवीन टूबलाइट लावण्यात आली आहे व पंखा जळाला असल्याने तो नवीन खरेदी करण्यासाठीचे पत्र कार्यालयात जमा केलेले आहे. नवीन पंखा आल्यावर लावण्यात येईल. त्याच बरोबर एक तुटलेले बट न दुरुस्त केलेले आहे. झालेले काम सुपर वायझर श्री. पी.के. गोंधळी यांना दाखविलेले आहे.



श्री. अविनाश पाटील
विद्युत विभाग

Janardan Bhagat Shikshan Prasarak Sanstha' s

CHANGU KANA THAKUR

ARTS, COMMERCE AND SCIENCE COLLEGE, NEW PANVEL

(Autonomous)

(Reaccredited 'A+' Grade by NAAC, 'College with Potential for Excellence' Status

Awarded by UGC & 'Best College Award' by University of Mumbai)

Action Taken Report for the Meeting of College Grievance Redressal Cell (CGRC)

Meeting of members of College Grievance Redressal Cell (CGRC) was called to order on Thursday, 24-01-2023 at 12:30 a.m. under the Chairpersonship of Principal Dr. S. K. Patil

The Agenda for the discussion were as follows:

Item No. 1: To approve the minutes of the previous meeting..

Item No. 2: To discuss and evaluate the nature of the grievances.

Item No. 3: To discuss and approve the methods of redressal and appropriate action to be taken in the matter

Item No. 4: Any other item with the permission of Chair.

As per the discussions conducted and the approved minutes in the said meeting action was taken as under:

Item Nos. 1

Dr. D.S. Narkhede, Member Secretary has presented the minutes of last meeting held on 24/01/2023. The minutes of last meeting is approved by committee.

Item Nos.2 and 3

No grievances are found in Suggestions box. Two written grievances was received by student. First was about Increase in the prize of snacks in canteen. The work supervisor was given a letter and asked to submit the report. In his report he communicated to canteen owner and the and the increased amount was reduced and the grievance was resolved. Second grievance is about non-working of fans and Tubes in one class room, it is rectified next day by college electrician Mr. Avinash Patil and he submitted the report to GRC.

Item No. 4: The mechanism of grievance redressal by the College Grievance Redressal Cell was communicated to all the learners through:

- Committee members visited to the class room s and given the information about College Grievance Redressal Cell
- Comprehensive information link made available on the Collegewebsite.

4.Item No. 5: No other subject came for discussion in the meeting



Changu
Principal
CHANGU KANA THAKUR
ARTS, COMMERCE & SCIENCE COLLEGE
NEW PANVEL (AUTONOMOUS)

Janardan Bhagat Shikshan Prasarak Sanstha's

CHANGU KANA THAKUR ARTS, COMMERCE & SCIENCE COLLEGE, NEW PANVEL (AUTONOMOUS)

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REPORT OF GRIEVANCE REDRESSAL CELL

Academic Year 2023-24

(Objectives and Composition, meeting minutes)

Objectives-

1. To provide a platform where students can voice their concerns and complaints regarding academic and non-academic matters.
2. To ensure that all grievances are addressed fairly and impartially, and the process remains transparent to all parties involved.
3. To create a positive and conducive learning environment by resolving issues amicably, thus preventing potential conflicts and maintaining a peaceful academic environment.
4. To addressing grievances promptly can help reduce stress and anxiety among students, contributing to their overall well-being.
5. To build trust among students towards the college administration by demonstrating commitment to resolving their issues in a timely and effective manner.
6. To use the feedback and data from grievances to identify areas of improvement in college policies, procedures, and the overall functioning of the institution.

Composition-

Sr. No.	Designation	Composition	Name of the Person
01	Chairman	Head of the Institution	Prof. Dr. Sanjay K. Patil
02	Member	One Senior teacher (Female)	Dr. (Mrs.) Geetika S. Tanwar
03	Member Secretary	One Senior teacher (Male)	Dr. Deepak S. Narkhede

Meetings

Year	No. of meetings	Dates
2023-24	02	27/09/2023
		28/03/2024

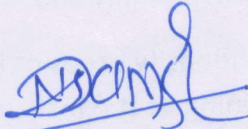
Number and nature of cases received (brief description) (Names not expected)

Year	No. of cases	Nature of cases (Brief descriptions)
2023-24	04	01- Hand wash in washrooms 02- Lost of Blue tooth in classroom in class room 320 03- Increase in Price of snacks and cold drink in canteen 04- Tub lights and Fans are not working in Class no. 326

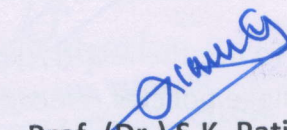
Files to be maintained

1. Minutes of the meeting
2. Action Taken Report
3. Annual Report

File name, file number and ownership of files	CGRC- MEETING FILE -01, College Grievance Redressal Cell.
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Dr. D. S. Narkhede
Member Secretary,
Grievance Redressal cell




Prof. (Dr.) S.K. Patil
Principal
Changu Karna Thakur
Art's, Commerce & Science College,
New Panvel (Autonomous)