

Dr Ambedkar College, Deekshabhoomi, Nagpur

Student Grievances and Redressal Cell (SGRC)

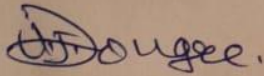
Final Report (2024-25)

Dr Ambedkar College, Deekshabhoomi, Nagpur

Student Grievances and Redressal Cell (SGRC) 2024-25

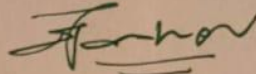
Notice

This is to inform all members of **SGRC** that a meeting regarding student grievances and its redressal will be conducted on dated 27/02/2025 at 1 PM in IQAC office. All must present with collected grievances.



Coordinator

Dr. Utpal Dongre.



Principal

Officiating Principal
Dr. Ambedkar College,
Deekshabhoomi,
Nagpur.

Mechanism of SGRC working:

Mechanism to deal with grievances is transparent, time- bound and efficient. SGRC committee collects grievances from students via online and offline mode, throughout the year. Minutes on the basis of obtained grievances are prepared and put in front of the SGRC meeting. Related persons are called in front of the committee. Principal and SGRC members try to resolve/redress the grievances at their best levels by taking some time. After that, a redressal meeting has been organised and the work is assessed and documented.

Glimpses of the 1st SGRC Meeting:



Fig1: Mr. Harsh Ganvir from B.Sc Sem IV explaining and submitting written grievances to the SGRC



Fig 2: SGRC committee members discussing grievances with students.



Fig3: Mr. Abhishek Bute from B.A. Sem IV explaining and submitting written grievances to the SGRC



Fig 4: SGRC committee members discussing grievances from other students representatives.



Parampooja Dr. Babasaheb Ambedkar Smarak Samiti, Deekshabhoomi, Nagpur-10

DR. AMBEDKAR COLLEGE

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Deekshabhoomi, Nagpur: Web: www.dacn.in Mail: principal.dacn.edu@gmail.com

Students' Grievances & Redressal Committee meeting held on: 27.02.2025 (2024-25).

A meeting of the BGRC Committee was held on 27.02.2025 with student representation. Issues related to Faculty being, Infrastructure, Library, sports & Canteen, etc were discussed. A list of issues is maintained separately on the meeting register.

Members Present: Teachers-

- ① Dr. Deepa Panhelkar DPanhelkar
- ② Dr. Utpal Dongre - UDongre
- ③ Shashik Bhalu - Bhalu
- ④ Dr. Varsha Deshpande Deshpande
- ⑤ Dr. Varsha Panbude VPanbude
- ⑥ DR. PRATIMA LOKHANDE - PLokhande 27.2.25

Students

Name	Class	Signature	Ph. No
① Shrutti S. Wasekar	BSC Sem II	<u>SWasekar</u>	9359993179
② Parth A. Nakade	BA LLB (5yrs) 6 th Sem	<u>PNakade</u>	9175011621
③ Alfiya A. Pathe	BCA (2nd yrs) 4 th Sem	<u>APathe</u>	9370659115
④ Lalit Kumar Pandit	BCA 2 nd year (4 th sem)	<u>LPandit</u>	8877353593
⑤ Abhishek Bhute	B.A 2 nd year (4 th sem)	<u>ABhute</u>	8999883721
⑥ Harsh R. Ganvir	B.Sc. (Biotechnology) 4 th sem	<u>HGanvir</u>	9834652752
⑦ Shivam J. Yadav	B.Sc (C.S) 2 nd Sem	<u>SYadav</u>	8856866375
⑧ Roshani G. Bhagat	B.Sc (CS) 2 nd Sem	<u>RShani</u>	7356826991
⑨ Khushi Tiwari	B.Com (B/F) 1 st yr	<u>KTiwari</u>	9730436108
⑩ Harshal Deotale	B.COM (B/F) 1 st yr.	<u>HDeotale</u>	8080356790

Some representative grievances obtained from the students: Total 40 grievances were collected from the students of all faculties.

Date _____
Page _____

दिनांक : 24/02/2025
प्रति : माननीय
कार्यकारी प्राचार्य
डॉ. अश्विंकर महाविद्यालय
दिवाळी, नागपूर

विषय :- कला शास्त्रेतील नियमित वर्गाचे
वेळापत्रक बदलविण्याबाबत

महोदया ,
मी तराना उमेश सुब्बेदेवे
विरुद्ध द्वितीय वर्षाची विद्यार्थिनी
असून आपणास विनंती करते की
कला शास्त्रेतील नियमित वर्गाचे
वेळापत्रक बदलविण्यात यावे , कारण ,
वसुच्या सुविद्या नसल्यामुळे सकाळी
०७:०० ला सोमिकेत उपस्थित राहू शकत
नसते त्यामुळे लासिकेची वेळी
०८:०० वाजता करवात यावी , ही
नम्र विनंती !

ब्रह्मचर्या !

लुमची आताधारक
विद्यार्थिनी
तराना उमेश सुब्बेदेवे

To,
The Principal,
Dr. Ambedkar College,
Deekshabhooni, Neyyur - 640010.
Date :- 27/02/2025.

Subject:- Complaint regarding extension of Canteen area
and decrease in price rate.

Respected Madam,

I am writing to bring to your attention some issues concerning the canteen facilities at our college, which I believe need immediate consideration and action. As a student of B.Sc. (Biotechnology) Sem-4, I would like to highlight the following concerns:

Extension of Canteen Area: The canteen area is insufficient to accommodate the large number of students who use the facility during peak hours, especially during lunch breaks. This often leads to overcrowding, long waiting times, leaving no space for eating the tiffin and discomfort for students.

I request that the canteen space be expanded or an additional seating arrangement be made to ensure students have a more comfortable and convenient space to eat. Also provide a shed for the students because of summer season.

Girls washroom

①

अर्ज

Date _____
Page _____

विद्यार्थिनी वि. ए.
तृतीय वर्ष,
आंबेडकर कॉलेज,
दिक्षाभूमी, नागपूर

दि. ३० जाने. २०२५

माननीय प्राचार्य मंडळ,
डा. आंबेडकर कॉलेज,
दिक्षाभूमी, नागपूर

प्रश्न - मुलींचे लघवीगृह स्वच्छ करवावावत

होदया

अविनाय विनंती याप्रमाणे आहे, की
आम्ही आपल्या कॉलेजमध्ये वि. ए. तृतीय
वर्षाला शिकत असून आम्हा सर्व विद्यार्थिनी
- ला या परिसरातील लघवीगृह स्वच्छ
नसल्यामुळे खूप त्रास होत आहे. तर,
कृपया या परिसरामधील लघवीगृह स्वच्छ
करून द्यावे आणि हॅन्डवॉशची सुविधा
उपलब्ध करून देवात याचा, हा नम्र
विनंती.

आशा आहे की आपण या
विषयावर गांभीर्याने विचार करणार.
धन्यवाद !

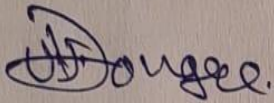
आपल्या विद्यार्थिनी
॥ महेश्वरी फादे - Pachkar

Dr Ambedkar College, Deekshabhoomi, Nagpur

Student Grievances and Redressal Cell (SGRC) 2023-24

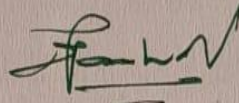
Notice

This is to inform all members of **SGRC** that a 2nd meeting regarding student grievances and their redressal will be conducted on dated 26/03/2025 at 12 PM. (Redressal Meeting).



Coordinator

Dr. Utpal Dongre.



Principal

Officiating Principal
Dr. Ambedkar College,
Deekshabhoomi,
Nagpur.



Parampoojya Dr. Babasaheb Ambedkar Smarak Samiti, Deekshabhoomi, Nagpur-10

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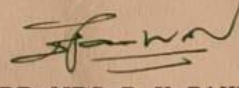
Date: 24-03-2025

NOTICE

The following HoDs, Teachers-in-Charge, Service Suppliers are hereby informed to attend a meeting with the Students' Grievance and Redressal Committee on Wednesday, 26 March 2025 at 12.00.


Venue: Samiti Room

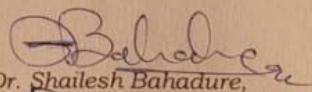
Department/ Section	Department/ Section	Department/ Section	Department/ Section
Physical Education and Sports (Dr. D. S. Borkar)	Admin: Exam, Cash Counter, Scholarship (Shri. Arun Joseph Mr. Amol, Gulab, Takshak Ramteke, Gunjan Fulzele, Shri. Kawale)	Canteen Shri. Pandhari	BCA Dr. Prashant Yende and staff members
Economics Shri. R. Tambe	Photocopy Centre Shri. Kawale	Chemistry Issues of labelling, attendants	Housekeeping

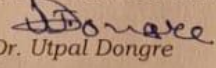

(DR. MRS. D. Y. PANHEKAR)

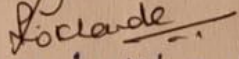
COPY TO:

(Members): Dr. Mrs. Varsha Panbude


Dr. Mrs. Varsha Deshpande,


Dr. Shailesh Bahadure,


Dr. Utpal Dongre


Dr. Pratima Lokhande.

Glimpses of the 1st SGRC Meeting:

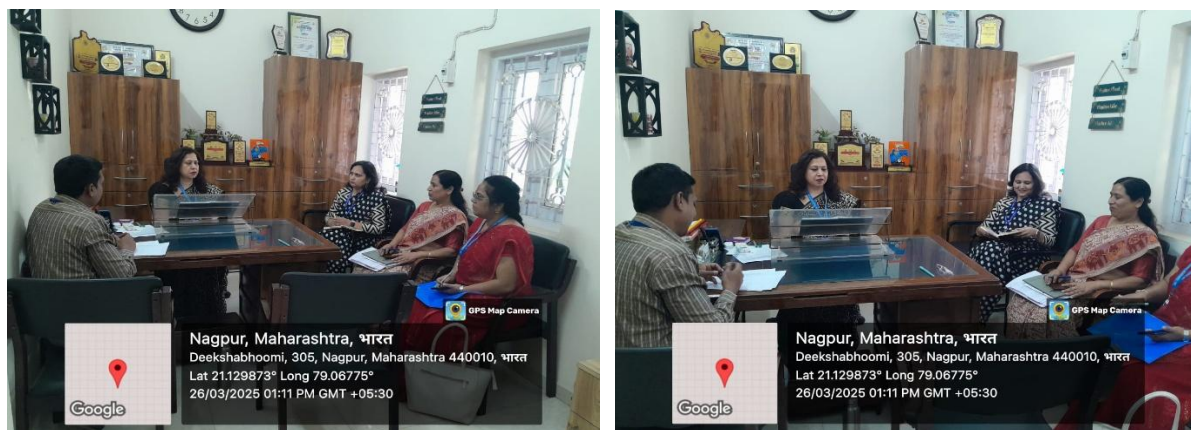
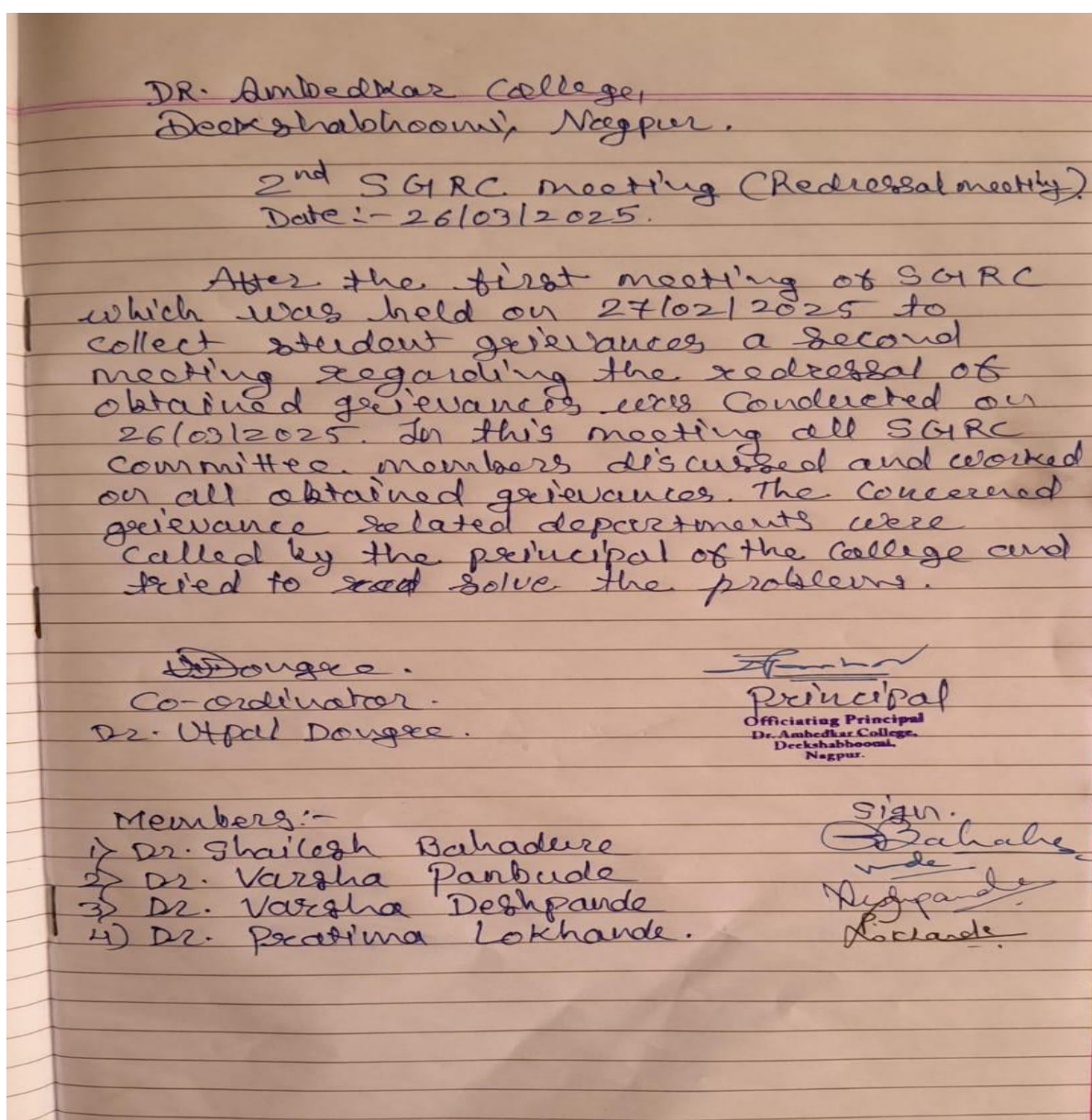


Figure 5: Glimpses of the 2nd SGRC meeting. (Redressal meeting)

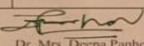


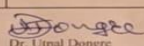
SGRC meeting: Redressal given by the Principal of the college on various grievances:

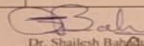
Dr Ambedkar College, Deeksha Bhoomi, Nagpur Student Grievances and Redressal Cell (SGRC-2024-25)			
Redressal Mechanism		Mechanism to deal with grievances is transparent, time-bound and efficient. SGRC committee collects grievances from students via online and offline mode, throughout the year. Minutes on the basis of obtained grievances are prepared and put in front of the SGRC meeting. Related persons are called in front of the committee. Principal and SGRC members try to resolve/redress the grievances at their best levels by taking some time. After that, a redressal meeting has been organised and the work is assessed and documented.	
Section/Deptt.	Student Grievances and Concerned Section	Student Class/Group	Redressal from Principal/College Authorities
Sports Department	Lack of sports activities.	All representatives	The teacher in-charge was suggested for an annual programme plan. It was represented accordingly.
	Inactive faculty		
	Denial permission for tournaments		
	Students maintaining sports ground.		
Admin Office	Misbehave of non teaching and office staff	Ashishk Bhute, Prashik Barsagade, Ansh Bhute, Harsh Ganvir, BA and B.Sc Sem IV	Instructions to the office staff that they should be polite with students, and in future for any misbehave from either sides, staff members have to inform to the principal on priority basis. However, on college website under student section a provision has been made in order to ensure delivery of proper information of examinations and scholarship to students.
	Misbehave from exam, scholarship, Marksheet, cash counter		
	Incomplete information from scholarship department		
Canteen	High food rates	Abhishek Bhute, BA Sem IV	A comparative rate chart of various food items will make available for students. Rates of few items will be decreased. Canteen area extension is under consideration.
	Need Extension of canteen area	Harsh Ganvir BSC Sem IV	
Girls Washroom	Need cleanliness ad maintainance	Common applications from BA., B.Sc and B.Com	Complete pipeline of the girl's common washroom is changed. Even, in pipelines the filters are placed. Availability of light, dustbin, door lock, buckets, mugs, paper wrapping system for sanitary napkins is ensured. A female cleaner has been appointed to clean girl's washroom area. New tiles are fitted in washroom. Ms. Achal Naik from B.A. 1st year has been appointed as a student representative for any problem regarding female washroom.
Library	To available NEP books. Economics Sem 3 and 4	Abhishek Bute and Harsh Ganvir, BA and BSC Sem IV	Principal of the college and committee members of SGRC discussed these issues with college librarian. He will share a list of books with students. Also, Principal has given instructions to the College Discipline committee to visit regularly to the library in order to ensure proper discipline. Dr Tambe and Ms. Priya madam from the department of Economics will facilitate availability of economics books to students.
	Misuse of E-Library (Watching reels and videos)		
	Need books of BCOM 2nd Year		
College Classroom and college premises cleaning.	Classrooms are nor clean Need a permanent classroom to BCOM 3rd Year Need a permanent classroom to BCOM 3rd Year Classrooms are nor clean. Benches are not good.	Hrash Ganvir, Sanjana Jambhulkar, Unnati Khandelwal, Muskan Dhole, Shruti Wasekar, From, BCOM, BA and BSC	Cleanliness of college premises is done on regular basis. More efforts will be taken again for this. Mr. Suresh and Ranjit has been instructed to remove damage furniture from the classrooms. Time table committee members of B.COM, B.Sc., B.A and BCA will seat together to resolve issues regarding the availability of classrooms (If any).


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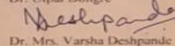
Dr Ambedkar College, Deeksha Bhoomi, Nagpur Student Grievances and Redressal Cell (SGRC-2024-25)			
Exam/Timing Related	Students not get exam information BA students council meeting required To change timings of Art departments	All B A Students All B A Students All B A Students	On college website under student section a provision has been made in order to ensure delivery of proper information of examinations to students. Timings of B.A and B.COM faculty has been changed, now the timing is starting from 8 AM.
Other Grievances	Refund of extra amount paid during admission. Water cooler is not clean Sitting area in canteen is not good. No dustbins in classes. Need gardening and green space High xeroxing rates; To allow students attendnace in classrooms who are in other activities/cells Need to organise cultural fest	Shravani Sangitrao, Astha Thakre, Arya Raich, BCOM students Abhishek Bute, BA SEM IV Harsh Ganvir Ms Shruti Wasekar	Issue regarding extra amount refund will be assessed and resolved. Such instructions have been given to the college administrative staff. Some more cleaning staff have been diverted to clean water coolers. Revision of Photocopy rates is under consideration. Teachers-in-Charge and other sections were instructed accordingly as per the grievances.

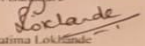

 Dr. Mrs. Deepa Panhekar


 Dr. Utpal Dongre


 Dr. Shailesh Bahadure


 Dr. Mrs. Varsha Deshpande


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 Dr. Mrs. Pratima Lokhande



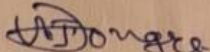
Parampoojya Dr. Babasaheb Ambedkar Smarak Samiti, Deekshabhoomi, Nagpur-10

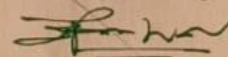
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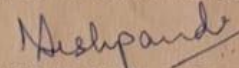
ACTION TAKEN REPORT OF STUDENTS' GRIEVANCE AND REDRESSAL CELL 2024-25

1. The teacher in-charge from Sports Department was suggested for an annual programme plan. It was represented accordingly.
2. Instructions to the office staff that they should be polite with students, and in future for any misbehave from either sides, staff members have to inform to the principal on priority basis. However, on college website under student section a provision has been made in order to ensure delivery of proper information of examinations and scholarship to students.
3. A comparative rate chart of various food items will make available for students. Rates of few items will be decreased. Canteen area extension is under consideration.
4. Complete pipeline of the girl's common washroom is changed. Even, in pipelines the filters are placed. Availability of light, dustbin, door lock, buckets, mugs, paper wrapping system for sanitary napkins is ensured. A female cleaner has been appointed to clean girl's washroom area. New tiles are fitted in washroom. Ms. Achal Naik from B.A. 1st year has been appointed as a student representative for any problem regarding female washroom.
5. Principal of the college and committee members of SGRC discussed these issues with college librarian. He will share a list of books with students. Also, Principal has given instructions to the College Discipline committee to visit regularly to the library in order to ensure proper discipline. Dr Tambe and Ms. Priya madam from the department of Economics will facilitate availability of economics books to students.
6. Cleanliness of college premises is done on regular basis. More efforts will be taken again for this. Mr. Suresh and Ranjit has been instructed to remove damage furniture from the classrooms. Time table committee members of B.COM. B.Sc., B.A and BCA will seat together to resolve issues regarding the availability of classrooms (If any).
7. On college website under student section a provision has been made in order to ensure delivery of proper information of examinations to students. Timings of B.A and B.COM faculty has been changed, now the timing is starting from 8 AM.
8. Issue regarding extra amount refund will be assessed and resolved. Such instructions have been given to the college administrative staff. Some more cleaning staff have been diverted to clean water coolers. Revision of Photocopy rates is under consideration. Teachers-in-Charge and other sections were instructed accordingly as per the grievances.

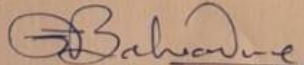

DR. UTPAL DONGRE
Coordinator

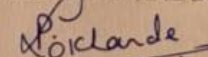
 29/3/25
DR. MRS. D. Y. PANHEKAR


DR. MRS. VARSHA PANBUDE


DR. MRS. VARSHA DESHPANDE

Members


DR. SHAILESH BAHADUR


DR. MS. PRATIMA LOKHANDE



DR AMBEDKAR COLLEGE, DEEKSHA BHOO MI, NAGPUR
Student Grievances and Redressal Cell (SGRC)
Student Feedback (2024-25)

Name of the student: Harshal Deotale

Faculty and Semester: BCOM 2nd SEM Mobile 8080356790

Is the reported grievance related to following items is attended by the committee and resolved?

1. Washroom for Female Students on campus.

yes, the washroom is clean and hygienic.

2. Expensive rates in college canteen.

yes, the high prices problem is resolved but the quality of food is still as bad as before.

3. Availability of library books in the college library.

yes, books are available in the library.

4. Change in incoming time schedule for B.A. and B.COM. course

yes, the new time table has made it easy and convenient for the students.

5. Availability of examination and scholarship related information on college website.

yes, all the examination & scholarship related information is available on college website.

6. Maintenance of Water cooler

yes, the water cooler is maintained hygienically.

7. Cleaning of premises by housekeeping staff.

yes, the premises are cleaned on regular basis.

8. Sports tournament for students.

yes, sports tournaments are being held after the issue was raised.

Any other comment: _____

Harshal
01/04/2025
Signature of student with Date

DR AMBEDKAR COLLEGE, DEEKSHA BHOOMI, NAGPUR
Student Grievances and Redressal Cell (SGRC)
Student Feedback (2024-25)

Name of the student: Abhishek D. Bhute.

Faculty and Semester: B.A (sem-4) Mobile 8999883721

Is the reported grievance related to following items is attended by the committee and resolved?

1. Washroom for Female Students on campus.

yes, this issue has been solved.

Now the girls washroom condition is good, girl students said.

2. Expensive rates in college canteen.

yes, this issue also has been solved.

Now, students are getting expensive rates.

3. Availability of library books in the college library.

This issue is under consideration.

ongoing.

4. Change in incoming time schedule for B.A. and B.COM. course

Done. New incoming time schedule
is very usefull.

5. Availability of examination and scholarship related information on college website.

yes, Right now all the students are
getting information on our PACN website.

6. Maintenance of Water cooler

yes, this issue has also been solved.

ongoing issue.

7. Cleaning of premises by housekeeping staff.

This issue has also been solved.

Done.

8. Sports tournament for students.

The sports Department conducted the
inter Department tournament.

Any other comment: Almost all the issues have been solved.

Thank you.

@Shukla 01/04/25

Signature of student with Date

DR AMBEDKAR COLLEGE, DEEKSHA BHOO MI, NAGPUR
Student Grievances and Redressal Cell (SGRC)
Student Feedback (2024-25)

Name of the student: SANIKA . S . GOTMARE

Faculty and Semester: BTBC (Semester-4) Mobile 9322135188

Is the reported grievance related to following items is attended by the committee and resolved?

1. Washroom for Female Students on campus.

The condition of the washrooms is good.
Clean & hygiene facilities but need to be maintained.

2. Expensive rates in college canteen.

Prices are affordable.

3. Availability of library books in the college library.

Sufficient books are available.

4. Change in incoming time schedule for B.A. and B.COM. course

5. Availability of examination and scholarship related information on college website.

Information is updated regularly.

6. Maintenance of Water cooler

well-maintained.

7. Cleaning of premises by housekeeping staff.

Done on regular basis.

8. Sports tournament for students.

Done

Any other comment: Research Institute / Industrial visit needed.

SaniKa
Signature of student with Date 1/04/2025