



**DNYAN GANGA EDUCATION TRUST'S COLLEGE OF EDUCATION
[B.Ed.]**

Grievance Redressal Cell

NOTICE (2022-2023)

All the members are hereby informed that the meeting of the Grievance Redressal Cell along with the Anti-Ragging Cell is scheduled on **16th July 2022** at 1.00 p.m. in the Principal's Cabin. The following agenda shall be discussed in the meeting. All the members are requested to attend the meeting on the said date and given time and venue.

Venue: - Principal's Cabin

Time: - 1:00 p.m. onwards

Agenda:

1. Establish key performance indicators and a monitoring framework.
2. Plan for increased collaboration with other college committees.
3. Discussion on new preventive measures to be implemented by anti-ragging committee.



BY ORDER.



DNYAN GANGA EDUCATION TRUST'S COLLEGE OF EDUCATION [B.Ed.]

Grievance Redressal Cell MINUTES OF THE MEETING

Date: 16-07-2022

Time: 1:00-2:00 p.m.

Minutes of the meeting:

The following points were discussed by the Chairman of Grievance Redressal Cell, Principal Dr. Swapna Khairnar, discussed and welcomed the members present for the meeting.

Minutes of the meeting:

- **Establish key performance indicators and a monitoring framework:** KPIs were set around resolution time, user satisfaction, and repeated grievances.
- **Plan for increased collaboration with other college committees:** The cell agreed to regularly coordinate with the academic, student affairs, and facilities committees. It was also suggested to have senior student mentors assigned to each new student to provide support and guidance.
- **Discussion on new preventive measures to be implemented by anti-ragging committee:** The cell proposed to conduct mandatory anti-ragging workshops for all new students during orientation.

List of members present during the meeting:

Coordinator- Asst. Prof. Mrs. Rachana Das

Faculty Member- Asst. Prof. Mrs. Pournima Bhattacharya

Women Representative Member- Mrs. Priyanka Desai

Admin. Office Representative- Mr. Parag Padelkar-

Students' Representative - Mrs. Premlatha Shettigar



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Grievance Redressal Cell

NOTICE (2022-2023)

All the members of are hereby informed that the meeting of the Grievance Redressal Cell along with Anti Ragging cell is scheduled on **11th February 2023** at 1.30 p.m. in the Principal's Cabin. The following agenda shall be discussed in the meeting. All the members are requested to attend the meeting on the said date and given time and venue

Venue: - Principal's Cabin

Time: - 1:30 p.m. onwards

Agenda:

1. Review the cell's performance over the past year.
2. Discuss new grievances.
3. Propose process improvements and technological solutions.
4. Review the cell's composition and consider new roles/specializations



BY ORDER



DNYAN GANGA EDUCATION TRUST'S COLLEGE OF EDUCATION [B.Ed.]

Grievance Redressal Cell MINUTES OF THE MEETING

Date: 13-02-2023

Time: 1:30-2:30 p.m.

Minutes of the meeting:

The following points were discussed by the Chairman of Grievance Redressal Cell, Principal, Dr. Swapna Khairnar, discussed and welcomed the members present for the meeting.

- **Review the cell's performance over the past year:** Overall, the cell had maintained a 75% grievance resolution rate over the past year.
- **Discuss new grievances** New issues emerged around internship placements, career guidance, and infrastructure maintenance.
- **Propose process improvements and technological solutions:** The cell proposed a grievance management software, clearer escalation protocols, and dedicated office hours.
- **Review the cell's composition and consider new roles/specializations:** New specialized roles were created for mediation, data analysis, and community outreach.

The meeting ended with a vote of thanks by one of the faculty members.

List of members present during the meeting:

Chairperson: I/c Principal Dr. Swapna Khairnar

Previous Members:

Coordinator- Asst. Prof. Mrs. Rachana Das

Faculty Member- Asst. Prof. Mrs. Pournima Bhattacharya