BHARATI VIDYAPEETH DEEMED TO BE UN IVERSITY COLLEGE OF NURSING, PUNE-43

INTERNAL COMMUNICATION

DATE: 1/11/2018

To All Faculty Members

The Grievance cell has called for a meeting on 1st November 2018 at 11am in the Authentic Hall.

AGENDA:

1. Formulation of New Committee for 2018-2019.

2. Any other point to be discussed with prior permission.

Minutes of the Meeting.

Date :- 11/11/18
Time :- 2pm
Venue :- Authentication Hall

Agenda :

1) Discussion on Grievance put up by
   2 msc students to the Grievance cell.
   - Jaya Deshmukh
   - Shwedha Jalindre

The meeting Started at 2.25pm in
the presence of Principal madam
Dr khurshid Jamadar,
HOD of Gyne + Obst Dept: Mrs Pravina Mhaldar
HOD of CHN : Dr Suresh Ray.
HOD of Mental Health Nsg :- Mrs monita. T
HOD of med-Surg Nsg :- Mrs Santa De
Class coordinator of IIyr msc :- Dr Lily Poddar.
   Subject Teacher of CHN :- Dr Anita Nawale
Grievance cell Incharge : Mrs Archala kherman
   The above following staffs were present
for the meeting.
   The Grievance of the students were
read. out. Explanation was asked
by Principal madam to Class.
coordinator Dr Lily Poddar, and

HOD of CHN and subject teacher were heard regarding the issue.

Since The students were not present during the meeting. The meeting adjourned at 3pm.

* During the discussion the concerned teacher said if the students are unhappy with her, she doesn't mind being ~~Allow~~ changed as a subject teacher.   Mrs. Archala Khema.

Complaints & Grievances Management System

The Institute has constituted a committee for managing complaints and grievances.

Committee Members:

Introduction:
Grievance/complaint is any communication that expresses dissatisfaction about an action or lack of action about the standard of service of an institute.

Aim:
To make the students aware about grievance redressal committee in the institute.

Objectives:
To ensure a student friendly democratic environment in the campus.

To make all the students, faculty and staff aware about their rights and duties.

To solve the various personal and educational related grievances of the student.

To ensure the qualitative as well as quantitative development of the institution through the complaints and grievance redressal cell.

Academic rights and responsibilities of students:
☐ Protection of Freedom of Expression.

☐ Protection against improper academic evaluation,

☐ Faculty and students should be ethical, moral and should behave in a manner with good academic interest and should maintain decent academic relations with teachers and co-students and co-operate with college authorities to maintain vibrant and decent academic environment.

Nature of academic grievances considered for redressal
Non issuances of study certificate.

Non receipt of scholarships from the college.

Bus pass

☐ Mark Statements

☐ Refund of original certificates

☐ Transfer certificate.

☐ Matters related to library books issues.

☐ College fee related issues.

☐ Issues related to general facilities.

☐ Matters related to internal marks and academic performance.

☐ Issues related to teacher-student relationships.

☐ Infrastructure

Mechanism of Grievance Redressal System

1. Collection of grievances in written format through complaint and suggestion boxes.
2. The committee members will meet on 30th of every month.
3. Committee will sort out the grievances based on the nature: Academic, Administrative, Facilities.
4. Analysis of grievances on the basis of
   - Total Number of grievances.
   - Type of grievances.
   - Resolved grievances.
   - Unresolved grievances

The decisions will the taken by the Principal.
5. Interpretation of the grievances will be done for:
   - Academic Improvement
   - Improvement of Administration
   - Improvement of Infrastructure / Facilities

Action Plan:

   Make the students aware regarding working of Complaint and Grievance Redressal Committee.
   - To install the complaint and grievance boxes in the institute premises.
   - To collect the grievances from all boxes at the end of every month.
   - Follow the mechanism of Grievance redressal system.
   - The committee members of complaints and Grievance redressal cell will meet on
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