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

Ref.No.BVDU/CON/258/2019-20

DATE: 29/06/2019

To  
The Registrar  
Bharati Vidyapeeth  
Deemed to be University  
College of nursing,  
Pune 411030

**Subject: Compliance report regarding Establishment of Grievance Redressal  
Mechanism & students Grievance Portal**

Respected Sir

With reference BVDU/A-23/2097-20/29 the letter received regarding Establishment of Grievance Redressal Mechanism and Students grievance portal. As per the instruction given in the letter,

- a. We have elected a Nodal person.
- b. We have prepared and erected the flex board at the entrance of the college with all details as per letter.
- c. Details of online grievance portal is also put up on the flex.
- d. All students, Parents, teaching and Nonteaching are also given a demonstration on the online grievance mechanism.

The details and photocopy are attached herewith.

Yours Sincerely

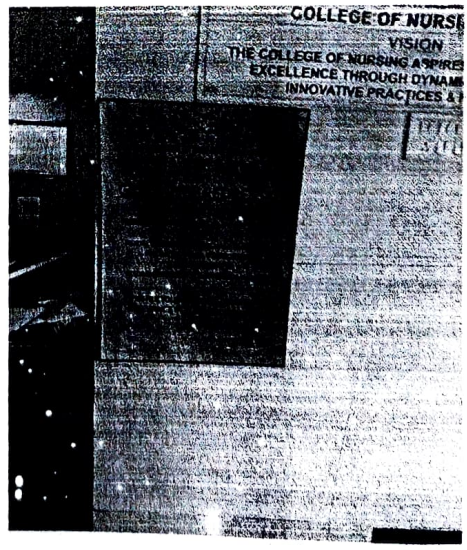
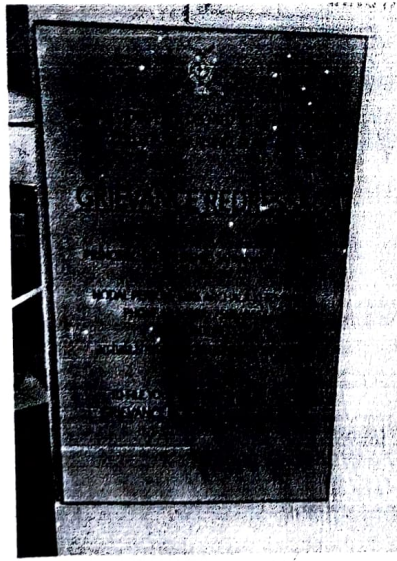


**Principal**  
Bharati Vidyapeeth (DU)  
College of Nursing, Pune-43



**BHARATI VIDYAPEETH DEEMED TO BE UNIVERSITY COLLEGE OF NURSING,  
PUNE-43.**

**GRIEVANCE BOARD FIXED AT ENTRANCE OF COLLEGE**



*[Signature]*  
**Principal  
Bharati Vidyapeeth (DU)  
College of Nursing, Pune-43**

**BHARATI VIDYAPEETH**  
**(Deemed to be University)**  
**Bharati Vidyapeeth Bhavan,**  
**LBS Marg, Pune - 411 030**

Ref. No. BVDU / A-23/2097 -20 / 29

May 21, 2019

**Internal Communication Note**

<p>From <b>Registrar</b></p>	<p>To, <b>All Directors / Deans / Principals</b> of all Constituent Units under BVDU, Pune.</p>
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**Sub: Establishment of Grievance Redressal Mechanism & Students Grievance Portal**

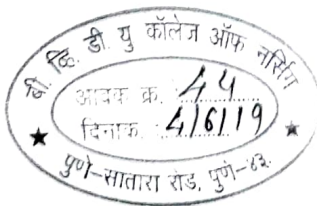
**Ref: i) UGC/F.No.1-1/2018 (PG) dated 01.04.2019**

**ii) UGC/F.No.1-1/2013 (PG) dated 05.02.2019**

With reference to above captioned letters, I am directed to inform you that, all the constituent Institutes under BVDU, Pune should ensure the following to comply with directions of UGC.

- i. To nominate a Nodal person.
- ii. To prepare & erect the Notice Board / Flex board at the prominent place for the convenience of students and their parents / guardians. Such board should contain the details of
  - a) Vice-Chancellor / Director / Principal / Registrar
  - b) Name of the Nodal person with Phone number & e-mail address
  - c) Details of online grievance portals.
- iii. Details about University's Online grievance Portal system was discussed and accepted in Academic Council Meeting held on Dec.4<sup>th</sup>, 2018 and a workshop was also conducted on January 15<sup>th</sup> 2019.
- iv. In context of the above you are all requested to comply with the above letters at the earliest and to upload the compliance report at University Monitoring Portal on (<http://www.ugc.ac.in/uamp>) ✓

Report send on 9/7/19 3:30pm.



Ugc On 11/05/2019 11:00:00 AM

G. Rajakumar  
Registrar

Bhagyashree to prepare  
Correspondence  
Circular file  
[Signature]



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COLLEGE OF NURSING, PUNE-43.**

## **GRIEVANCE REDRESSAL**

**VICE CANCELLOR: DR.M.M SALUNKHE**

**REGISTRAR: SHRI JAYKUMAR. G**

**PRINCIPAL: DR KHURSHID JAMADAR**

**NODAL PERSON: MRS ARCHALA KHEMNAR**

**PHONE NUMBER: 7588606544**

**EMAIL ADDRESS:**

**archala.khemnar@bharatividyaapeeth.edu**

**TO FILE YOUR GRIEVANCE LOGIN TO:**

**GRIEVANCE PORTAL: [ogrs.bvuict.in](http://ogrs.bvuict.in)**

Vinyl printing board  
Size A5

*[Signature]*



**Prof. Dr. Shivajirao Kadam**  
M.Sc., Ph.D.  
Chancellor

**Prof. Dr. M. M. Salunkhe**  
M.Sc., Ph.D., F.R.S.C.  
Vice Chancellor

# **Bharati Vidyapeeth** (Deemed to be University) Pune, India.

**Founder Chancellor : Dr. Patangrao Kadam**  
**MEDICAL COLLEGE**

**CENTER FOR HEALTH MANAGEMENT  
STUDIES AND RESEARCH**

★ Accredited with 'A+' Grade (2017) by NAAC ★  
★ Category - I University Status by UGC ★  
★ NIRF Ranking - 66 ★

"Social Transformation Through Dynamic Education"



**Dr. Vishwajeet Kadam**  
B.Tech., M.B.A., Ph.D.  
Pro Vice Chancellor

**Prof. Dr. Swapnil B. Tak**  
M.B.B.S., M.D. (P.S.M.)  
Director

Ref. No. BVDU/CHMSR/ 230 /2018-2019

15.01.2019

To,

**Mrs. Archala Khemar,**

Tutor,

BV(DU), College of Nursing,

Pune - 411043.

## **Certificate of Participation**

This is to certify that you have successfully completed a  
Hands on Training Workshop on "Online Grievance Redressal System"  
conducted at Center for Health Management Studies and Research, Pune  
on 15<sup>th</sup> January 2019.

**Director**

**Prof. Dr. Swapnil B. Tak**

Bharati Vidyapeeth  
(Deemed to be University)  
Centre For Health Management  
Studies and Research  
Pune-Satara Road, Pune-43.

# Minutes of the Meeting

Date : 4/3/19

Time : 2pm

Venue : Authentication Hall

## Agenda :-

- 1) Quarterly meet
- 2) Grievance put up by IV yr student.

The meeting started at 2.20pm with the permission of chairperson Dr Mrs Khushid Janadar, Principal BVUON.

Minutes of Last meeting was read by Grievance cell incharge.

Madam reminded all teachers/class coordinators to give the grievances of last year.

The IV yr Class coordinator ms Manisha Gadade read out the Grievance put up by the students.

Madam said it is the responsibility of the teachers to correct the students in the clinicals. then and there. Teachers should take care of the students behaviour.

Both the students of IV year were called in the meeting room.

Ms Snehal Raut  
Mr. Nikhil Pathak.

Both were made to narrate the incident what exactly happened in the ward.

Nikhil Pathak accepted his mistake of giving bad words to Snehal Raut in the clinicals, and he promised that he will not repeat the mistake again.

Both the student were counselled to behave responsibly & professionally in the clinicals.

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Solution :- It was decided unanimously to give warning letter to both students.

The Teachers too put up problems related to Fan, Toilet facilities separately for Teachers, curtain in staff Room.

Madam said she will look into the matter and get all necessary changes done.

The teachers were informed about the Online Grievance System where in the students and staffs can put up their grievance online.

There was no other points to be discussed, so the meeting adjourned at 2pm.

Members present for meeting were

1. Dr Khushid Janada - Principal. Con
2. Mrs Pragna Mahadakar - HOD
3. Dr Suresh Ray - HOD
4. Dr Lily Poddar - Class coordinator Iyr Ms.
4. Dr Jotyana Deshpande - Class coordinator Iyr PBA
5. Dr Geeta Ghosor - " " Iyr Bsc
6. Mrs Vinita Jondade - " " Iyr Bsc
7. Dr Supriya Potal - " " Iyr Bsc
8. Mrs Stacey Chougale - " " Iyr 4mm
9. Mrs Manjharbi - " " Iyr 4mm
10. Mrs Veishali Gaikwad - " " Iyr 4mm
11. Mrs. Manita Y - HOD
12. Mrs Manisha Gadade - Class coordinator Iyr Bsc
13. Mrs Ashak Komar - Grievance Cell

Atam

5/3/19.

Principal



# 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 30<sup>th</sup> 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 be 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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