



Dr. B. M. N. College of Home Science

(Empowered Autonomous Status)

NAAC Re-accredited “A+” Grade with CGPA 3.69/4

UGC Status College with Potential for Excellence

Selected under “Enhancing Quality and Excellence in select Autonomous College” by Rashtriya Uchchatar Shiksha Abhiyan (RUSA)

“BEST COLLEGE AWARD 2016-17” Adjudged by S.N.D.T. Women’s University (Affiliated to SNDT Women’s University, Mumbai)

Minutes of Meeting of the Student Grievance Redressal Committee

The Grievance Committee Meeting was conducted on 25th October 2024, at 11.30 p.m.

The following members were present: -

Members	Designation
Dr. Bharat Pathak	Hon. Secretary, Seva Mandal Education Society
Dr. Mala Pandurang	Principal, Dr. B. M. N. College of Home Science
Mr. Shahajahan Khan	Vice Principal (Administration) and Program Coordinator, Bachelor of Computer Applications
Dr. Vinaya Vaishampayan	Vice Principal (Academics) and Head, Department of Food Science and Nutrition
Mr. Pravin Chalke	Office Superintendent

Student Representatives:

Section	Student Representatives
Home Science	i. Ms. Asha Chouhan (SYFSN)
Bachelors in Computer Application	i. Ms. Kajal Jaiswal (TYBCA-I) ii. Ms. Prachi Jha (SYBCA-I)
Polytechnic Programs	i. Ms. Sakshi Kumbhar (FYBCHD) ii. Ms. Tushi Gupta (FYBCHD)

Leave of absence was granted to the following members:

- Ms. Kavita Karapurkar – IQAC Coordinator
- Ms. Shilpa Surulkar – Assistant professor, Bachelor of Computer Applications
- Ms. Nikita Jadhav (TYTSAD)
- Ms. Vasundra Singh (Sr.MSc.CND)

Dr. Mala Pandurang greeted all assembled members and warmly welcomed the committee members and students. She introduced the newly appointed students in the committee.

Agenda 1: To confirm the minutes of the last meeting held on March 30th, 2024, discuss matters arising from the meeting, and review the action taken report.

The minutes of the previous meeting held on 11th October 2023 were sent to all members beforehand and were confirmed. The action taken report was then presented by Dr. Mala Pandurang and Dr. Vinaya Vaishampayan.

The action taken Report of the meeting held on 30th March 2024.

Agenda and Suggestion	Action taken
Agenda 3 – Suggestions and actions for enhancing facilities	
<ul style="list-style-type: none"> Organizing an account opening drive in collaboration with Union Bank. 	College has organised a four day Zero balance account opening drive in collaboration with Union Bank of India from 23 rd to 26 th October 2024. This is in particular for students who have joined the First year of BCA under AICTE. All other students of senior college and BCA who do not have an account are also being guided to approach the desk set up by the bank in the premises.
<ul style="list-style-type: none"> Financial literacy program may be organised 	Programs will be organised in second term
<ul style="list-style-type: none"> To replace sanitary napkin vending machine, it was suggested to seek assistance from Union Bank, as they have provided it under their CSR funds 	The Union Bank of India manager was informed about the necessity. The manager acknowledged the requirement and confirmed that it will be addressed when the branch receives its next CSR fund.
<ul style="list-style-type: none"> Students reported that there are issues with the canteen facilities 	Canteen committee has been informed and they have also had meetings with the canteen manager. Student volunteers are also now a part of the committee.

Agenda 2 – To acknowledge and discuss any grievances received

Dr. Bharat Bhai Pathak explained to the students the functioning of the Grievance Cell and how it addresses various issues. No grievances were recorded.

Agenda 3 – Discussion on concerns raised and resolved and actions to be taken for improving facilities-

A-Concern raised regarding combined classes in the departments (Human development and Resource management) wherein classes for a common subject were conducted together.

Due to the change in structure and curriculum while adhering to the NEP 2020 guidelines certain subjects in the Syllabi were similar in content and were being offered to students at two levels (1st year and 2nd year) of the same department. Initially it was thought that combined classes could be conducted, but due to student requests separate classes are being conducted for the same subject.

B- Cleanliness of the Washrooms

In the Register maintained for noting any concerns it was observed that there were complaints regarding washroom hygiene. Students had suggested that the washroom be cleaned every two hours. Dr Mala Pandurang stated that due to the multitasking nature of the cleaning staff, frequent cleaning may not always be possible. Dr. Bharat Bhai recommended that cleaning be done at least twice, once in the morning and again after the student break or in the evening and that the housekeeping supervisor should check washrooms daily. A note of the suggested recommendation was made.

C- Canteen Hygiene Concerns

It was reported that students found cockroaches and flies in their food from the canteen. The complaint was forwarded to the Canteen Committee, and the management assured immediate action.

D-Sanitary Napkin Vending Machine Issues

It was reported that the Sanitary Napkin vending machine was non-functional and that the manufacturer has been contacted for repairs. This issue was to be looked up and the machine was to be made functional or replaced immediately.

E- Discussion on Formal Dress Code

There was a discussion regarding making formal attire compulsory for students daily as was suggested by the BCA department. Dr. Vinaya suggested that enforcing a formal dress code every day would be financially burdensome for students. It was proposed that formal dress code be enforced for three days a week instead of every day. Suggestion was communicated to the department.

F- Opening of Bank Accounts to facilitate easy transfer of free ship/ caution money-

Around 90% of students have successfully opened bank accounts with Union Bank.

The management suggested that students pay their first instalment of fees through their Union Bank accounts. To ensure our students are financial literate sessions would be carried out in the coming term.

G-Promotion of Digi locker Usage

As per UGC guidelines, Digi locker usage has been made mandatory. The institution is in process of uploading documents of students into the Digi locker.

Agenda 4 - Any other matter with the permission of Chair.

No other matters were discussed.

The meeting then ended with thanks to the chair.

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Seva Mandali Education Society's

Dr. Bhanuben Mahendra Nanavati College of Home Science (Autonomous)

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Smt. Parmeshwari Devi Gordhandas Garodia Educational Complex
338, R.A. Kidwai Road, Matunga, Mumbai - 400019. Tel: 24095792 Email: smesedu@gmail.com

Friday, 25.10.2024

**Student's Grievance Redressal Committee Meeting
Attendance sheet**

Name of the Members	Signature
1. Dr. Bharat Pathak – Hon. Secretary, Seva Mandal Education Society – Special Invitee	
2. Dr. Mala Pandurang – Principal - Chairperson	
3. Mr. Shahajahan Khan – Vice Principal (Administration) and Program Coordinator, Bachelor of Computer Applications	
4. Mrs. Vinaya Vaishampayan – Vice Principal (Academics) and HOD - Food Science and Nutrition	
5. Ms. Kavita Karapurkar – IQAC Coordinator	LOA
6. Mr. Pravin Chalke - Office Superintendent	
7. Ms. Shilpa Surulkar – Assistant Professor, Bachelor of Computer Applications	LOA
8. Ms. Rehana Bepari – HOD, Department of Beauty Culture and Hair Dressing	 25/10/24
9. Student Representatives:	
i. Ms. Nikita Jadhav (TYTSAD)	LOA
ii. Ms. Asha Chouhan (SYFSN)	
iii. Ms. Vasundra Singh (Sr. MSc.CND)	LOA
iv. Ms. Kajal Jaiswal (TYBCA-I)	
v. Ms. Prachi Jha (SYBCA-I)	
vi. Ms. Sakshi Kumbhar (FYBCHD)	
vii. Ms. Tushi Gupta (FYBCHD)	