

Dr.B.M.N. College of Home Science (Autonomous)

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 SNTD Women’s University, Mumbai)

Minutes of Meeting Grievance Redressal Cell

The Grievance Committee Meeting was conducted online Google meet meeting on 1st May 2020 at 10:30. The following members were present:-

1. Dr. Bharat Pathak – Hon. Secretary, Seva Mandal Education Society
2. Dr. Mala Pandurang – Principal of college
3. Mrs. Vinaya Vaishampayan –Co-ordinator, Dept of Nutrition and Dietetics.
4. Mr. Shahajahan Khan – Programme Co-ordinator, Bachelor of Computer Applications.
5. Mr. Pravin Chalke - Office Superintendent
6. Student Representatives.
 - a. Ms.Purva Sawant- Representative, Students’ Council, TYFSN
 - b. Ms. Sakina Khan –Students’ Representative, Department of Computer Applications, TYBCA.

Agenda 1 : Confirmation of Minutes of the Meeting held on 25th September 2019

The Minutes of the Meeting held on 25th September 2019 were sent to the members earlier and the same were confirmed.

Agenda 2 –

To Appoint Second Year students in the Grievance Redressal Cell

The following students from second year will be appointed in the Grievance Redressal Cell from next academic year so that the student representation could be part of the Committee for longer time and help us to contribute more effectively.

Home Science

1. Ms. Gauri Pillai- TYFSN
2. Ms. Amatullah Kanchwala- TYND

MSC

1. Ms. Riddhi Shah

BCA

- Ms. Radhika Kedia (From SYBCA to TYBCA)
- Ms. Pooja Sharma (From SYBCA to TYBCA)
- Ms. Meenaz Mohd. (From FYBCA to SYBCA)
- Ms. Hatiskar Sejal (From FYBCA to SYBCA)

Agenda 3 –

Matters Arising from the Meeting

Responses received from the Suggestions Box:-

Principal Dr. Mala Pandurang informed the committee that the College Counselor was responsible for opening the Suggestion Box on a regular basis and bringing the responses to the attention of the Principal and the Grievance Committee. Suggestions received this time are as follows:-

1	Railway Concession	Mr. Subhas Chavan has taken the initiative and has made the Pass system more efficient to handle Railway Concession.
2	MSC Classroom need 40 students seating capacity but it has only 30 students capacity	Mala Ma'am informed it has been informed to Shri Vasantbhai. Vasantbhai is working on the requirement.
3	Need of More Sanitary Machine	Mala Mam informed that 5 Sanitary Napkin machines were ordered for 1 st Floor , 2 nd Floor, Law Dept., Nursing Dept. and the Ground Floor, because of Lockdown we have not received the machines yet.

Regarding all the above suggestions received from students through Suggestion Box, Dr. Bharat Pathak, Hon. Secretary suggested that immediate action (in a maximum of 7 days) must be taken.

Mala Ma'am read the Notice for the agenda of the Meeting

Shri Bharatbhai informed the Committee that there should be a file which should have procedure for Applying for Grievance, No. of Complaints, Action Taken and Further Action etc. Shri. Bharatbhai, further added that the students should be oriented about what kind of suggestions can be given in the Suggestion Box.

Student's Representative Responses

Student Representative, Ms. Purva Sawant reported:

- Students should be made aware about the food product developed in the Canteen regularly. They should be told to consume more iron rich product.
- Nutrition and Dietetics Department held a cafeteria in the college campus and sold many Nutritious products. , Ms. Purva Sawant also added that canteen should be instructed to sell these types of products.

Dr. Mala Ma'am suggested to Ms. Purva to have joint meeting with Canteen Committee and also told to create widespread awareness about simple nutritious daily eating habits during Lockdown.

Student Representative Ms. Sakina Khan gave the following suggestions:

- Library should be updated with collection of new books
- All Students should have open access
- Wall of the library should be designed in such a way that students should feel like visiting the Library often
- As the Student's Reading Room is small, and the tables are big, very few students are able to sit in Reading Room.

Dr. Mala Ma'am reassured the Committee that all these suggestions would be communicated to the Librarian and that the Library would also be updated with

the help of various grants available for the Library and ensure that the Library looks more cheerful.

Dr. Bharatbhai informed the Committee to take the help and suggestions of Vasantbhai for updating library and a visit to SIES College to see their Library must be arranged.

Agenda 4:- Other suggestions / Actions to Improve Facilities.

Dr. Bharatbhai suggested that Maintenance Register should have the signature of the Complainant after solving the issue.

Dr. Mala Ma'am told as per UGC Guidelines the Grievance Redressal Committee has to be called as SGRC (Students' Grievance Redressal Cell) and requested the Committee see UGC Guidelines 2019, and form the Committee has per the composition.

