



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 Uchcharat 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 Committee

The Grievance Committee Meeting was conducted online with Google Meet on 9th Dec. 2020 at 10:00 a.m. The following members were present:-

1. Dr. Bharat Pathak – Hon. Secretary, Seva Mandal Education Society
2. Dr. Mala Pandurang – Principal
3. Mrs. Vinaya Vaishampayan –Coordinator, Dept. of Nutrition and Dietetics.
4. Mr. Shahajahan Khan – Programme Coordinator, Bachelor of Computer Applications.
5. Mr. Pravin Chalke - Office Superintendent
6. Student Representatives :

Section	Student Representatives
Home Science	<ul style="list-style-type: none">● Ms. Gauri Pillai – TYFSN● Ms. Amatullah Kanchwala -TYND● Ms. Shruti Mishra - SYBSC● Ms. Vrutti Jain – SYBSC
Post Graduate Studies	<ul style="list-style-type: none">● Ms. Riddhi Shah – SYMSCCND
Bachelors in Computer Application	<ul style="list-style-type: none">● Ms. Pooja Sharma –SYBCA● Ms. Smita Verma - TYBCA● Ms. Karthiki Yerpude - SYBCA● Ms. Aditi Yadav – SYBCA

Agenda 1 : Confirmation of Minutes of the Meeting held on 1st May 2020

The Minutes of the Meeting held on 1st May 202 were sent to the members earlier and the same was confirmed.

Agenda 2 –

To Note and Act on any Grievances Received

- Principal Dr. Mala Pandurang informed the Committee that as per the suggestion of Shri. Bharatbhai the Committee included more Representatives from all the courses so that the voices and suggestions of the Student Community could be brought to the notice of this Committee.
- Mrs. Vinaya Vaishampayan presented the Action Taken Report of the meeting held on 1st May 2020.

Suggestions	Action taken
Appoint Second Year students in the Grievance Redressal Cell	Home Science section also chose 2 SYBSc students to be a part of the team- 1. Shruti Mishra 2. Vrutti jain
5 Sanitary Napkin Machines were ordered for 1st Floor, 2nd Floor, Law Dept., Nursing Dept. and the Ground Floor. Because of Lockdown we have not received the machines yet.	The machines have been received by the Institution.
Maintenance of a file which should have Procedure for Applying for Grievance, No. of Complaints, Action Taken and Orientation. Students should be oriented regarding what kind of suggestions can be given in the Suggestion Box	<ul style="list-style-type: none">▪ Due to Lockdown conditions still prevailing, the suggestion box is not in use, but a formal section has been created on the website which contains the form and the process of stating a grievance.▪ The Counsellor is holding regular sessions with the students online as a part of Life Skills Training and concerns if any are shared with the Counsellor in these sessions who then reports to the Principal.
Regarding creating awareness on campus about Healthy Eating Practices	✓ A series of webinars have been held on specific topics like- <ul style="list-style-type: none">□ Importance of Nutrition in the First 1000 Days on 25th August, 2020 by <i>Prof Caroline Fall</i> from Life Course Epidemiology Unit, MRC, University of Southampton, UK□ Nutrition and Mental Health by Ms.Preeti Khanna, 28th September 2020□ Medical Nutrition Therapy for Cancer by Mr.Shivshankar, 29th September 2020

	<ul style="list-style-type: none"> ✓ The PG Department has specially taken up Activities promoting Microgreens and Nutrigardens - a Measure to Combat Anemia.
Enhancements in the Library	<ul style="list-style-type: none"> ▪ Suggestions have been communicated to the Librarian. ▪ Online Resources have been made available to the students. Mrs. Vidya Subramanian has conducted sessions specifically for orienting the students on how to use Online Resources.
A visit to SIES College to see their Library must be arranged.	This is still pending and will be taken up as soon as Lockdown is lifted.
To check the UGC Guidelines on the composition of the Grievance Redressal Committee	Guidelines have been checked and are attached.

- Dr. Mala Pandurang presented the New Composition of Grievance Redressal Committee as per the suggestions and Guidelines of UGC :

**COMPOSITION OF
GRIEVANCE REDRESSAL COMMITTEE**

A) Principal of the College – **Chairperson**- Dr. Mala Pandurang

B) **Three senior members** of the Teaching Faculty to be nominated by the Principal

1. Mrs. Vinaya Vaishampayan, Co-ordinator, Nutrition & Dietetics
2. Mr. Shahajahan Khan Co-ordinator, Bachelor of Computer Applications
3. Mrs. Kavita Karapurkar- Senior Faculty and IQAC coordinator

C) Special Invitees-

a) Student Representatives : -

Section	Student Representatives
Home Science	<ul style="list-style-type: none">• Ms. Gauri Pillai – TYFSN• Ms. Amatullah Kanchwala - TYND• Ms. Shruti Mishra - SYBSC• Ms. Vrutti Jain – SYBSC
Post Graduate Studies	<ul style="list-style-type: none">• Ms. Riddhi Shah - SYMSCCND
Bachelors in Computer Application	<ul style="list-style-type: none">• Ms. Pooja Sharma – SYBCA• Ms. Smita Verma - TYBCA• Ms. Karthiki Yerpude - SYBCA• Ms. Aditi Yadav – SYBCA

b) Other special invitees-

Management Representative-- Dr. Bharat M. Pathak Hon. Secretary, SMES

Office Superintendent - Mr. Pravin Chalke

- It was resolved to reframe the Nomenclature of the Committee name as GRC - Grievance Redressal Committee as per the GR and not Grievance Redressal Cell. UGC has made this distinction because the Committee means a group of people meeting and Cell means the permanent body there to handle that Cell.
- It was resolved to upload the composition of the Committee on the College website as per the GR of UGC. For this it was Vinaya informed that there already was a corner (space) for Grievance Redressal Cell allotted on our College website and the composition details would be uploaded there.

- Dr. Mala added that GR expected the College to upload other information like Prospectus details, Fees structure etc

Agenda 2 – Suggestions /Action to Improve Facilities

Student Representatives Responses

- Ms. Gauri Pillai, Student Representative TYFSN, asked the Committee that as some students wished to visit the library to access hard copies of the books would they be permitted to do so during Lockdown. Dr. Mala informed the Committee that the students were given Online access. Dr. Bharatbhai asked the College to work on the student's request to allow them to access hard copies of the books from the Library by taking care of all the precautions and availability of Library staff during Lockdown.
- Mrs. Vinaya suggested to the committee that the student can send the request to the Class teacher for accessing books in the Library. The Class teacher after discussing with Librarian could then fix one common slot of timing to issue books for students.
- Ms. Riddhi Shah, Representative from Second Year MSc. Clinical Nutrition and Dietetics (SYMSCCND) requested the Committee to look into the SYMSCCND Classroom space which according to her was very small. She requested that a more spacious classroom could be allotted adjusting seating arrangement when College reopens.
- It was suggested that the Time Table Committee would look into this matter to shift small groups to small Classrooms and big groups to bigger Classrooms to solve the problem.
- Dr. Bharatbhai asked all the representatives to send the complaints well in advance before the meeting so that the Committee could work on the complaints and give the Action Plan on the day of the meeting.
- Dr. Bharatbhai told the committee to be active and not as this will help the college to improve as the Management was always open to suggestions.

