



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 Uchchar 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
Grievance Redressal Committee

The Grievance Committee Meeting was conducted online with Google Meet on **3rd July 2021** at 10:00 a.m.

Leave of absence was granted to-

1. Dr. Bharat Pathak – Hon. Secretary, Seva Mandal Education Society
2. Ms. Gauri Pillai – TYFSN

The following members were present: -

- Dr. Mala Pandurang – Principal
- Mrs. Vinaya Vaishampayan –Co-Ordinator, Dept. of Nutrition and Dietetics.
- Mr. Shahjahan Khan – Programme Co-Ordinator, Bachelor of Computer Applications.
- Mr. Pravin Chalke - Office Superintendent

3. Student Representatives:

Section	Student Representatives
Home Science	<ul style="list-style-type: none">• 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 9th December 2020

The Minutes of the Meeting held on 9th December 2020 were sent to the members earlier and the same was confirmed.

Agenda 1i- –Action taken on prior minutes was reported. (Attached after minutes)

Principal Dr. Mala Pandurang thanked Mr. Khan for personally supervising the renovation work going on in the college premises.

Agenda 2- To Note and Act on any Grievances Received

- Members reported that no grievance was received.

Agenda 3 –Suggestions /Actions to Improve Facilities

Discussion-

- Principal Dr. Mala Pandurang informed the students from the post graduate section that suggestions given by the them in the last meeting for improvement of Physical infra structure on the 9th floor have been taken by the institution and required infra structural changes have been made on the 9th floor.
- Mrs. Vinaya Vaishampayan then informed the committee that in order to facilitate the process of major selection, the institution took extra efforts that led to formulation of two special career counselling committees. These committees not only helped to implement the process but also clarified any doubts regarding allotment of the major and also counselled students as well as parents for the same.
- Principal Dr. Mala Pandurang also informed the committee that the institution upheld the due process of major allotment and that no seat in any major was awarded without considering merit.
- Students were asked whether they have filled in the Student satisfaction form and whether there was anything else that needed to be added. Students did not feel anything else needed to be added.
- The committee was informed that the institution had approached donors so that students who did not have adequate means and had expressed a need for assistance for internet or data cards could be enabled and a basic package to help them to pursue studies online would be made possible.
- Students appreciated the ‘Mentoring sessions ‘that were being offered by the institution to help them specifically in this period of the Pandemic.
- Students from the committee who were from the third year Ms. Amatullah Kanchwala - TYND, Ms. Gauri Pillai – TYFSN, Ms. Smita Verma - TYBCA and Ms. Riddhi Shah

from SY-MSCCND were thanked for being a valuable member of the committee and being active members.

- Principal Dr Mala Pandurang invited suggestions from the students specially to facilitate the admission process which this year would also be on line due to the pandemic.
- Ms. Aditi Yadav from BCA department requested assistance from the faculty for the final examinations in the form of questions banks and also wanted a clarification of why the exam was being held in 2 modes- subjective and objective. Mr. Khan clarified that faculty had and will be assisting the students for the exams. Mrs. Vinaya explained that examination was being given in 2 modes in order to maintain quality and also was important for students to be thorough especially as they were to be a part of the professional field. Principal mam suggested that notices regarding exam be shared with student bodies and on the website and also that students need to be responsible themselves and check the website frequently to be aware of exam schedules and important notices.
- Regarding Project preparations for BCA students, Principal mam clarified that students who needed to use the computer in the college could use the 2 computers in the library with prior permission and need to follow all required protocols for Pandemic.
- Students requested that for some subjects if E- books can be made available and Principal mam said that multiple books could be used for reference and that Vidya mam will assist the students when required for acquiring online data.
- Students especially requested Principal mam to convey to the faculty their appreciation for all their efforts, as all activities- educational and extra-curricular are being conducted most effectively in spite of being online for the last one year.
- Meeting ended with thanks to the chair.



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GRIEVANCE REDRESSAL COMMITTEE

Action Taken Report of the meeting held on 9th Dec 2020

Agenda No.	Item No.	Item Details	Action taken
2	4	It was resolved to upload the composition of the Committee on the College website as per the GR of UGC.	The Composition of the Committee as per the GR of UGC uploaded on the college website on 5 th May 2021
3	1	On the request of student Representatives Dr. Bharat Pathak (Hon. Secretary, SMES) 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	<ul style="list-style-type: none">▪ Suggestions have been communicated to the Librarian Mrs. Vidya S.▪ Students are allowed to visit the Library after taking written permission or by calling the Librarian prior to the visit.▪ 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.▪ From 21st June 2021 library is open from 10.00 a.m. to 4.00 p.m. (Monday to Friday) 10.00 a.m. to 2.00 p.m. (Saturday)
3	3	Ms.Riddhi Shah, Representative from Second Year MSc. Clinical Nutrition and Dietetics (SYMSc. CND) requested the Committee to look into the SYMSc. CND Classroom space which according to her was very small. She requested that a more spacious classroom could be allotted by adjusting the seating arrangement when College reopens	Renovation work of MSc. Clinical Nutrition and Dietetics (SYMSc.CND) class (Room No: 902, Ninth Floor) has started and will be finished by the end of July 2021. Renovation work includes additional provisions like New benches, Teacher Table, Storage cupboard, Painting and Electric Fittings.

GRIEVANCE REDRESSAL COMMITTEE
Action Taken Report of the meeting held on 3rd July 2021

Sr. No	Item Details	Action taken
1	The committee was informed that the institution had approached donors so that students who did not have adequate means and had expressed a need for assistance for internet or data cards could be enabled and a basic package to help them to pursue studies online would be made possible.	235 students were identified and assisted for getting an internet pack through a donor to facilitate them to attend online classes. this has shown to improve attendance in cases.
2	Students appreciated the ‘Mentoring sessions ‘that were being offered by the institution to help them specifically in this period of the Pandemic	Structured Mentoring sessions have been planned for this academic year also with a plan of holding at least one session a month like the last academic year.
3	Ms. Aditi Yadav from BCA department requested assistance from the faculty for the final examinations and those notices be posted in advance	Exam notices have been posted 15 days in advance on WhatsApp groups and also displayed on the website
4	Assistance for Projects for BCA students	No student approached the institution for assistance
5	Assistance for Acquiring online data.	Vidya mam is holding sessions to facilitate the students and orient them to available online resources and also on how to use the library Repository.