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

COMMITTEE MEMBERS

SR.NO	PARTICULAR	2020-2021
1.	CHAIR PERSON	DR MRS.KHURSHID JAMADAR
2.	NODAL PERSON	MRS ARCHALA KHEMNAR
MEMBERS		
3	I YEAR M.SC NURSING	DR. BHAGYASHREE JOGDEO
4	II YEAR M.SC NURSING	DR ANITA NAWALE
5	I YEAR B.SC NURSING	MRS SHUBHANGI BORUDE
6	II YEAR B.SC NURSING	DR SURESH RAY
7	III YEAR B.SC NURSING	MRS MANISHA GADADE
8	IV YEAR B.SC NURSING	MRS VINITA JAMDADE
9	I YEAR P.B.B.SC NURSING	DR VEENA SAKHARDANDE
10	II YEAR P.B.B.SC NURSING	MRS MONITA THOCKCHOM
11	I YEAR GNM NURSING	MRS MANISHA KARKAR
12	II YEAR GNM NURSING	MRS SHUBHANGI GAIKWAD
13	III YEAR GNM NURSING	MR NIKHIL INGAWALE



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

BHARATI VIDYAPEETH DEEMED TO BE UNIVERSITY
COLLEGE OF NURSING, PUNE-43
GRIEVANCE & REDRESSAL CELL
2020-2021

ACTIVITIES CONDUCTED

- ❖ All New Batches [FYBSC, FYPBBSC, FYMSC FYGNM]
Informed about the Grievance Cell and Demonstrated in the classroom
How to Put Up the Grievance on the Portal.
- ❖ Instructed the students to inform their Parents about the Grievance cell procedure.
- ❖ Committee for grievance cell formed.

Sign of Class Coordinator FYBSC: 

Sign of Class Coordinator FYPBBSC: 

Sign of Class Coordinator FYMSC: 

Sign of Class Coordinator FYGNM: 


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

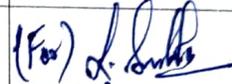
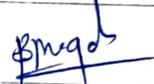
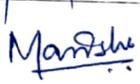
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COLLEGE OF NURSING, PUNE-43

GRIEVANCE & REDRESSAL CELL

2020-2021

Sr.no	Date & time	Activity conducted			Sign of class Principal
1.	7/09/2020	Committee for grievance cell formed for the year 2020-2021.			
Sr.no	Date & time	Batch	Activity conducted	Number of students	Sign of class coordinator
2.	2/11/2020	FYBSC	❖ Information provided about the Grievance Cell to the students. ❖ Instructed the students to inform their Parents about the Grievance cell procedure.	65	(For) 
3.	2/11/2020	FYPBBSC		40	
4.	4/11/2020	FYMSC		20	
5.	5/11/2020	FYGNM		49	


Sign of Principal

Principal

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

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GRIEVANCE & REDRESSAL CELL

2020-2021

Sr.no	Date & time	Batch	Activity conducted	Number of students	Sign of class coordinator
1.	09/11/2020	FYBSC	❖ Demonstration done on how to put up online Grievance on Portal	65	(For) L. D. D. D.
2.	10/11/2020	FYPBBSC		40	A. D. D.
3.	12/11/2020	FYMSC		20	B. D. D.
4.	13/11/2020	FYGNM		49	M. D. D.

Sign of Principal

Principal

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

Bharati Vidyapeeth Deemed University College of Nursing, Pune

Teaching faculty

Date: 11/12/2021

Day: Tuesday

Venue: Authentication Hall of Bharati Vidyapeeth College of nursing, Pune

Sr. No	Name of the faculty Member	Designation	Sign of staff for Grievance & Redressal cell meeting
1.	Dr.Mrs.KhurshidJamadar	Principal	
2.	Mrs.PravinaMahadalkar	Professor	
3.	Dr.Mr. Suresh Ray	Assoc. Professor	
4.	Dr.Mrs. Anita Nawale	Asst. Professor	
5.	Dr.Mrs.VeenaSakhardande	Asst. Professor	
6.	Dr.Mrs.BhagyashreeJogdeo	Asst. Professor	
7.	Ms. K. Memchoubi	Asst. Professor	
8.	Ms.MonitaThokchom	Asst. Professor	
9.	Mrs. Vinita Jamdade	Clinical Instructor	
10.	Mrs.Sushila Devi	Clinical Instructor	
11.	Mrs.ManishaKarkar	Clinical instructor	
12.	Mrs.ShubhangiGaikwad	Clinical instructor	
13.	Mr. Nikhil Ingawale	Clinical Instructor	
14.	Mrs.ArchalaKhemnar	Tutor	

Bharati Vidyapeeth Deemed University College of Nursing, Pune**NON TEACHING STAFF****Date:** 14/12/2021**Day:** Tuesday**Venue:** Authentication Hall of Bharati Vidyapeeth College of nursing, Pune

Sr. No	Name of the Non-teaching staff	Designation	Staff sign for Grievance & Redressal cell meeting
1.	Mr Satish Kadam.	Senior Clerk	



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 30th 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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