

## **Annual Report: Grievance Redressal Cell 2019-20**

### **Introduction**

In compliance with UGC norms, the Grievance Redressal Cell (GRC) has been established to ensure a fair and responsive system for addressing grievances raised by students and faculty. Our primary goal is to foster a supportive academic environment where concerns are acknowledged and resolved promptly.

### **Communication and Outreach**

This year, the GRC implemented a robust communication strategy to inform students about the grievance process. Information was disseminated via the institution's website and through the circulation of a grievance form to all students. This proactive approach aimed to encourage open communication and ensure that all students are aware of the mechanisms available to them for voicing their concerns.

### **Complaints Received**

Throughout the academic year, the GRC received several complaints related to minor issues, primarily concerning:

- Non-functional fans
- Non-working tube-lights
- Lift malfunctions

These complaints were addressed promptly and effectively by the facilities management team. Regular follow-ups were conducted to ensure that the issues were resolved to the satisfaction of the students.

### **Analysis of Complaints**

It is noteworthy that no serious complaints were reported during this period. The nature of the issues raised indicates a general sense of minor inconveniences rather than systemic problems. This reflects positively on the institutional atmosphere, which has been described as calm and conducive to learning.

### **Future Initiatives**

To build on this positive momentum, the GRC plans to enhance awareness programs in the coming year, encouraging more students to utilize the grievance mechanism. We aim to maintain and improve the quality of our services to ensure that all students feel heard and supported.

### **Acknowledgments**

We would like to thank the administration, faculty, and students for their cooperation and support in making the Grievance Redressal Cell a success. Together, we will continue to promote a nurturing academic environment.

**Submitted by:**



Dr R Y Deshmukh, Grievance Redressal Cell

**Action Taken : Grievance Redressal Cell 2019-20**

The Grievance Redressal Cell has successfully fulfilled its mandate this year by addressing all complaints in a timely manner. The absence of serious complaints suggests that the overall institutional environment is healthy and supportive

A handwritten signature in blue ink, reading "R. Y. Deshmukh", is written over a horizontal line.

**Dr R Y Deshmukh, Grievance Redressal Cell**