YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

STANDARD OPERATING PROCEDURE FOR COLLEGE GRIEVANCE REDRESSAL COMMITTEE

- College Grievance Committee members meeting will be held on every 2nd Friday of the month at
 01.00 p.m at College Grievance redressal Committee room located inside college campus.
- 2. Read and discuss the grievance received during the period from last meeting.
- **3.** Discuss and decide the proper course of action as per the grievance received and resolve it through proper procedure.
- 4. If grievance is regarding any particular person either i.e teacher, admin staff or another student then, both the parties should be called and issue to be solved immediately.
- 5. If the student is not satisfied with redressal then, he/she/they can take their grievance to principal or further upto the management.
- 6. Any urgent matter that arise during the period from last meeting upto next meeting then, emergency meeting can be called with notice of 2 hrs minimum.
- 7. Quorum of at least 33% of member is compulsory for conveying the meeting.



To, The principal Yeshwantrao chaphekar college

Subject: Regarding late come in.

Respected Madam,

I am Saloni Verma Studing in FYBCOM Today
I came late in morning on teacher scold me for the
game but due to train issue i am unable to reach on time. so, please consider me for late as I have genue reason an I will tray to come on time in class.

Your's faithfully Saloni Verma (Saloni Verma)

ferented of one

Legolned Action Taken 08/09/2023



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 01ST September 2023

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 08th September 2023 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

LIST OF MEMBERS

S.NO	NAME OF THE MEMBER	POST	DESIGNATION	
1.	VANDESH PATIL	VICE PRINCIPAL	VICE PRINCIPAL CHAIRMAN	
2.	VAIBHAVI DANDEKAR	ASST. PROFESSOR	SECRETARY	
3.	TAHER SLATEWALA	ASST. PROFESOR	MEMBER	
4.	MAHEK SHEIKH	ASST. PROFESSOR	MEMBER	
5. ,	ADIPT CHAUDHARY	STUDENT	MEMBER	
6.	MITALI BHARWAD	STUDENT	MEMBER	

Principal

Vilina Singh

YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 08/09/2023

- 1. Chairman welcoming the newly appointed members
- 2. Reading Minutes of the meeting held on 10/03/2023
- 3. Grievances to be discussed:
 - a. Ankit sharma 's complaint about not getting course of his choice
 - b. Saloni verma's complaint about teacher scolding her in class.
- 4. Discussion on any other business that may arise
- 5. Adjourning the meeting.

YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 08/09/2023

- Chairman welcomed all the newly appointed members and thanked all the retiring member for their services for grievance redressal.
- 2. Reading Minutes of the meeting held on 10/03/2023 which was signed by the retiring members.
- Discussed the SOP of the College Grievance Redressal Committee with the newly appointed members and chairman gave his words of wisdom for smooth functioning of the committee.
- 4. Grievances to be discussed:
 - a. Ankit sharma 's complaint about not getting course of his choice, He was called and explained that there was no seat available for the BAF course and also his marks were low which didn't allow him to secure the seat for B.com (Accounting and Finance)
 - b. Saloni verma's complaint about teacher scolding her in class. : Both Saloni and Teacher were called as to the exact reason. First teacher was called and asked about the reason for which she said that Saloni was late for class everyday and her late coming was disturbing the class, she told her several times but still she was late everyday for which teacher scolded her in class. Upon asking the



reason Saloni said she is coming from Boisar by train and as train is late she misses the class for 15 minutes everyday. After discussing among the members both Saloni and teacher were called. Saloni was told to take the earlier train which after some arguments she agreed and also teacher was told to allow her if she comes late sometimes.

5. No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 13/10/2023.

s.NO	NAME OF THE MEMBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL	CHAIRMAN	प्राचिक .
2.	VAIBHAVI DANDEKAR	SECRETARY	Vandelow.
3.	TAHER SLATEWALA	MEMBER	h
4.	MAHEK SHEIKH	MEMBER	Mary
5.	ADIPT CHAUDHARY	MEMBER	Mary
5.	MITALI BHARWAD	MEMBER	MBharwae



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 06nd October 2023

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 13th October 2023 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 13/10/2023

- 1. Reading Minutes of the meeting held on 08/09/2023
- 2. Grievances to be discussed:
 - a. Rohit Sharma's complaint about parking slot.
 - b. Shahensha complain about being bullied by other students
 - c. Viraj bhagat complain about not receiving scholarship under SC/ST quota.
- 3. Discussion on any other business that may arise
- 4. Adjourning the meeting.



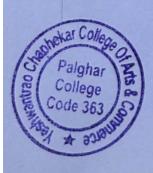
YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 13/10/2023

- 1. Reading Minutes of the meeting held on 08/09/2023 which was signed by the members.
- 2. Grievances to be discussed:
 - a. Rohit Sharma Student of B.com (Management Studies) complained that he doesn't get paking under roof during rainy season. He said that he should get permanent parking spot under the roof. After discussion among the members and also after speaking with security personnel's it was found that Roofed parking was only for college staff and if there is available space then it is given on first come first serve basis. Rohit sharma was called and told that permanent parking is not allowed for the students and if he wants to park under the roof then he has to come early.
 - b. Shahensha complained about 5 students who are bullying him for sometimes.
 After getting the complain, we investigated and identified the 5 student as
 Sunny Dhediya, Bhavik Sangale, Shahid Ansari, Ritik Jaiswal and Danish Rine.
 2 were from Second year, 2 from third year and 1 was from First year. We called all 5 students and checked with them as what the matter was. They said it was just a joke initially which shahensha took seriously and started abusing them, this enraged them to bully him more. All 5 of them were given warning



by the committee and they were warned for serious actions if they repeat the same mistake again.

- c. Viraj Bhagat student of First year complained that he was from Schedule Tribe and he has applied for scholarship under the same. College after receiving his application has refused to give him scholarship. We spoke with admin office and were told that Viraj has taken admission in FY B.SC in some other college and now he is repeating FY in Commerce. As per guidelines for Scholarship, students can not avail the scholarship if they are repeating the year which was the case of Viraj that's the reason his scholarship application was denied. Aftger learning the facts we called Viraj during the meeting and explain him, the whole process of Scholarship.
- 3. No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 10/11/2023.

S.NO	NAME OF THE MEMBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL	CHAIRMAN	पात्रीक
2.	VAIBHAVI DANDEKAR	SECRETARY	Randekar.
3. '	TAHER SLATEWALA	MEMBER	A try
4.	MAHEK SHEIKH	MEMBER	Want.
5.	ADIPT CHAUDHARY	MEMBER	odin!
6.	MITALI BHARWAD	MEMBER	Bhonwad



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 03rd Novemober 2023

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 10th November 2023 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 10/11/2023

- 1. Reading Minutes of the meeting held on 13/10/2023
- 2. Grievances to be discussed: No Grievances received
- 3. Discussion on creating awareness among students regarding College Grievance
 Redressal Committee
- 4. Adjourning the meeting.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 10/11/2023

- 1 Reading Minutes of the meeting held on 13/10/2023 which was signed by the members.
- 2. Grievances to be discussed: No Grievances received
- 3. Committee discussed about activity that can bring awareness among the students regarding the importance and procedure of using College Grievance Redressal Committee. Mitali Bharwad a member suggested that we should have a road play in the college about creating awareness. One of the member suggested to have poster making competition on this topic and those poster to be put on the college notice board and other places in the college. Both Suggestions were appreciated by the chairman and he said to work on both the activity.
- 4. No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 08/12/2023.

S.NO	NAME OF THE MEMBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL	CHAIRMAN	चारिंग.
2.	VAIBHAVI DANDEKAR	SECRETARY	Mandekar
3.	TAHER SLATEWALA	MEMBER	- They
4.	MAHEK SHEIKH	MEMBER	Mary.
5.	ADIPT CHAUDHARY	MEMBER	Adir ,
6.	MITALI BHARWAD	MEMBER	(Bharwas



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 01st december 2023

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 08th December 2023 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



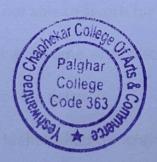
YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 08/12/2023

- 1. Reading Minutes of the meeting held on 10/11/2023
- 2. To discuss activity for CGRC awareness.
- 3. Grievances to be discussed:
 - a. Ex-students complain about admin staff.
 - b. A student Mahek Khan's complain about library books.
- 4. Discussion on any other business that may arise
- 5. Adjourning the meeting.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 08/12/2023

- 1. Reading Minutes of the meeting held on 10/11/2023 which was signed by the members.
- 2. Grievances to be discussed:
 - a. Ex-student named Utsav Bhovad complained that he asked for the documents submitted during his college admission. Which he never took from adminorative office. When he came to collect the documents after 2 years of his passing the finals, he was asked to come back after few days and then too he didn't get his documents. After receiving complaint we spoke to admin office and came to know that as they were busy with some other urgent work of junior college they were not able to search for his documents and also one of the staff was absent during the time. After discussing with the members we called utsav and apologise for the delay.
 - b. A student, Mahek khan complained about not getting books from library for longer period of time. Her complaint was that books should be available for student for atleast 1 month. We spoke to the librarian and came to know that books cannot be issued for more than 1 week as per college rules. Also many times students take the book and doesn't return the books on time which



creates problem for other students. Mahek was explained the same by our team members.

3. No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 12/01/2024.

S.NO	NAME OF THE MEMBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL	CHAIRMAN	च्यायेक,
2.	VAIBHAVI DANDEKAR	SECRETARY	(Pardelcar
3.	TAHER SLATEWALA	MEMBER	Absent
4.	MAHEK SHEIKH	MEMBER	Marin
5.	ADIPT CHAUDHARY	MEMBER	poliph
6.	MITALI BHARWAD	MEMBER	OBharwad.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 05th January 2024

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 12th January 2024 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 12/01/2024

- 1. Reading Minutes of the meeting held on 08/12/2023
- 2. Grievances to be discussed:
- a. Maitrey complain about Fees receipt and admin staff behaviour.
- b. Teacher Sakshi Tiwari complained about student Vishesh telang.
- 3. Discussion on any other business that may arise
- 4. Adjourning the meeting.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 12/01/2024

- 1 Reading Minutes of the meeting held on 08/12/2023 which was signed by the members.
- 2 Grievances to be discussed:
 - a. Student named Maitrey of FYB.Com, his complained was that he has paid his fees online during Diwali vacation, he didn't come to collect the receipt for the money paid.

 After vacation he forgot about the receipt and went to collect it in January, on which the cashier and admin staff both got angry and they had an argument after which mhatrey put up a complaint. On receiving a complaint, we send 2 of our members to admin office to know what happened on that day and why there was argument. We came to know that admin office receive money from various students and they print the receipt on the same day which students are supposed to collect as soon as possible. After 15 days they put the receipt in the file and it becomes difficult to stop thjeir regular work and look, for the receipt. Same was told to Mhatrey who started to argue with the cashier and later on with admin staff. We called Mhatrey for the meeting and talked with him about his rude behavior and irresponsible behavior. He apologized for the same.
- b. Teacher Sakshi Tiwari complained about a student named Vishesh Telang who was using mobile phone during the lecture and when caught he started arguing with the teacher. We called Vishesh during the meeting and spoke to him about the incident,



we came to know that one of his family member was in hospital and it was emergency situation so he was using phone during the class and about arguing he apologized to us and also to the teacher

4. No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 09/02/2024.

S.NO				
	O. THE MIEINIBER	DESIGNATION	SIGNATURE	
1.	VANDESH PATIL			
,		CHAIRMAN	चारीने.	
2.	VAIBHAVI DANDEKAR	SECRETARY		
3.	TALLED OLDER		(Vandekar	
Э.	TAHER SLATEWALA	MEMBER	The land	
4.	MAHEK SHEIKH	MEMBER	Mary	
5.	ADIPT CHAUDHARY	MEMBER	DIA	
6.	MITALI BHARWAD	MEMBER	mehaniges.	



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 02nd February 2024

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 09th February 2024 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



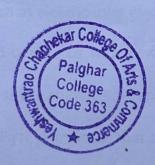
YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 09/02/2024

- 1. Reading Minutes of the meeting held on 12/01/2024.
- 2. Grievances to be discussed:
 - a. Many students complained regarding available food option in college canteen.
 - b. Saloni Yadav complain about delay in receiving Railway concession form
- 3. Discussion on any other business that may arise
- , 4. Adjourning the meeting.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 09/02/2024

- Reading Minutes of the meeting held on 12/01/2024 which was signed by the members.
- 2 Grievances to be discussed:
 - a. 17 students of our college complained about the food option available in the college canteen, due to which they have to go out of college to find something to eat which consumes their time and they are late for lectures. On receiving the complaint we called Canteen incharge and asked him the reason for not having variety on his menu. He said that he is in process of making more variety available soon. He has purchased some more equipment such as electric fryer electric stove etc. we asked him to start. the new variety soon and update us with new menu to which he agreed. Above discussion were shared to all the students in general.
 - b. Saloni Yadav a student of First year wrote that after applying for railway concession to college office it takes more than week to get back and either she has to travel without ticket or buy ticket everyday which increases her expenses. To understand the procedure of Railway concession form our members went to the admin office and it came to our notice that railway concession form usually passes through 3 places before giving it to back to students. 1st it has to be filled by clerk, then it passes through accounts office and thirdly to Principal's office. Clerk said that he cannot go to accountant or principal with just one form. So he waits for 3 or 4 days then start

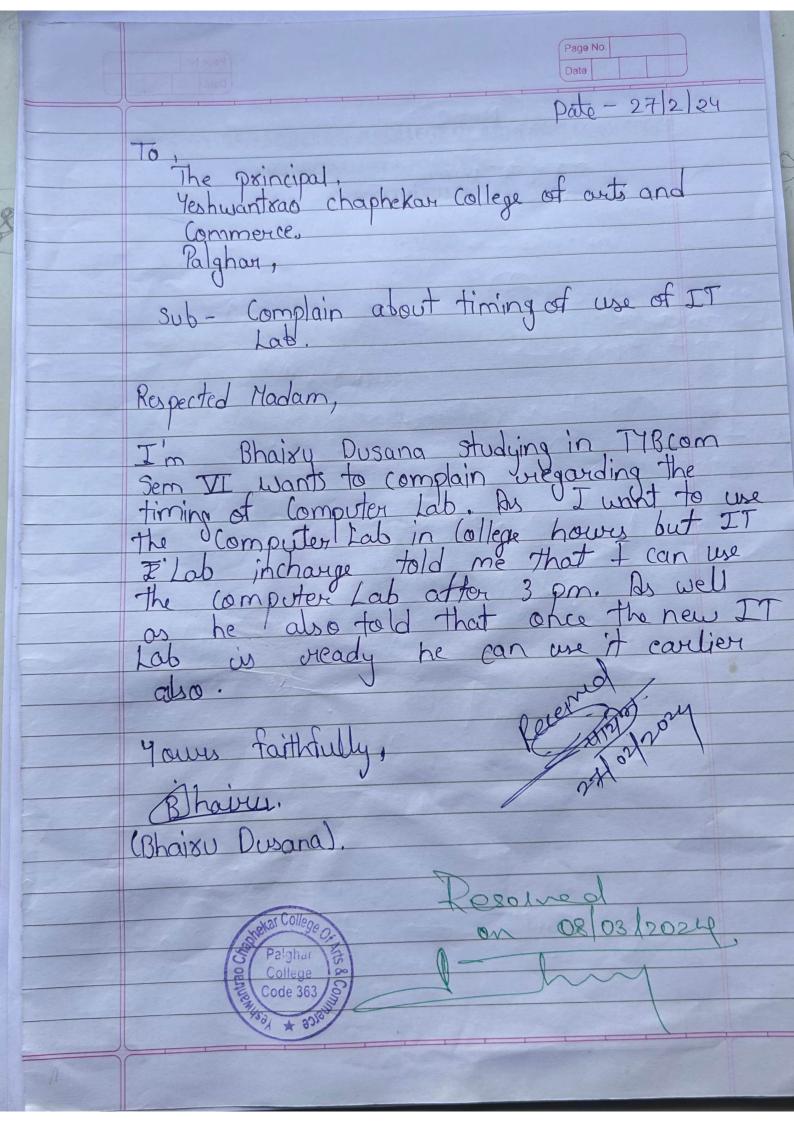


the process after collecting number of forms. This may be the reason for delay also they said that students are aware of the process and they come on last date to fill their forms. We asked the students to fill up their form at least 1 week before their railway passes gets over. We requested admin office to try and minimize the time for the process.

No other Grievances were there to be discussed so Chairman adjourned the meeting giving date for next meeting to be held on 08/03/2024.

S.NO	NAME OF THE MEMBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL	CHAIRMAN	- अधिके
2.	VAIBHAVI DANDEKAR	SECRETARY	(Vandelcar
3.	TAHER SLATEWALA	MEMBER	they
4.	MAHEK SHEIKH	MEMBER	Mary
5.	ADIPT CHAUDHARY	MEMBER	Adir
6.	MITALI BHARWAD	MEMBER	me hanvad





YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

NOTICE

Date: 01st March 2024

This is to inform all the members of College Grievance redressal Committee, that meeting will be held on 08th March 2024 at 01.00 p.m at CGRC room. Agenda for this meeting and meeting of the last meeting has been attached herewith.

Chairman CGRC



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Minutes of the meeting to be held on 08/03/2024

- 1 Reading Minutes of the meeting held on 09/02/2024 which was signed by the members.
- 2 Grievances to be discussed:
 - a. Bhairu dasana student of Third year complained that they are not getting time for practicing their IT syllabus. On receiving the complaint we spoke to Ritesh Arekar sir IT Lab Incharge, he said that he never say no to students to come and practice but he cannot allow students when his practical lectures are going on or when teachers are using the Lab. He said that Lab is normally free after 3 .00 p.m and students can come and use at that time. Also he said that management is planning to build newIT Lab which will give students more time to practice. Same was informed to student.
- 3. No other Grievances were there to be discussed. As this was last meeting of the year, he thanked all the members and took review from all the members regarding working of the committee. All members appreciated the leadership and also the team which worked profusely in chairmans leadership. Chairman adjourned the meeting saying now only Emergency meeting will be held only if necessary.



S.NO	NAME OF THE MEMBER		
	WILIVIBER	DESIGNATION	SIGNATURE
1.	VANDESH PATIL		SIGNATURE
		CHAIRMAN	
2.	VAIBHAVI DANDEKAR		21/2/03-
	EKAM	SECRETARY	
3.	TAHER SLATEWALA		Pandelcon
		MEMBER	
4.	MAHEK SHEIKH		
,		MEMBER	mary
5.	ADIPT CHAUDHARY		more t
		MEMBER	0 1 10 0
6.	MITALI BHARWAD		- Tozler O
		MEMBER	mBhamad_
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YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2023-24

Agenda of the meeting to be held on 08/03/2024

- 1. Reading Minutes of the meeting held on 09/02/2024.
- 2. Grievances to be discussed:
 - a. Bhairu Dusana complained about timing for use of IT Lab.
 - b. Discussion on any other business that may arise.
- 3. Adjourning the meeting.



YESHWANTRAO CHAPHEKAR COLLEGE OF ARTS AND COMMERCE

COLLEGE GRIEVANCE REDRESSAL COMMITTEE

Annual Report

We received total 12 complaints, 11 from students and 1 complaint from teachers. All the grievances were cleared within 1 month from the date of receipt of the grievances. Some grievances were solved by discussing it with the complainant and about whom they have complained. Some took little more work such as investigation and enquiries of various people. Time frame that ranges for resolving the issues varies as committee used to meet once a month. So if any one wrote a complain after the meeting for the month then his grievance would take 1 month to get resolve. If someone shared a grievance in start of the month then he/she might get redressal sooner. We as a committee are trying to keep these meetings more frequently so we can address the grievance early. Below is the data of committee's grievance redressal time line.

· S.no	Complaint	Complainants name	Action taken	Action
	recd date	and grievance		taken date
01.	18/08/2023	Ankit sharma 's	He was explained that as he was	08/09/2023
		complaint about not	late for admission dseats were full.	
		getting course of his	Also his marks were low for the	
		choice	course he wanted.	
02.	01/09/2023	Saloni verma's	Saloni was told to take early train to	08/09/2023
02.	02,00,00	complaint about	reach college on time and teacher	
		teacher scolding her	were told to allow her if she is late	
		in class	sometime.	
03.	13/09/2023	Rohit Sharma's	Rohit was called and explained that	13/10/2023
05.	13/03/2023	complaint about	permanent parking for student is	
		parking slot	not allowed and also if he wants to	
		Political	park under the roof then he has to	
			come early as parking is first come	
			first serve basis.	
04.	27/09/2023	Shahensha	All 5 students were called and made	13/10/2023
04.	21/03/2023	complain about	to apologize to Shahensha, also	
			they were warned for stricter action	
		being bullied by	if they repeat the mistake again.	
		other student		13/10/2023
05.	10/10/2023	Viraj bhagat	Committee members explained	13/10/2023
Mego		complain about not	viraj the procedure and guidelines	

		receiving scholarship under SC/ST quota	of university regarding scholarship and how as he is repeating the year is not eligible for scholarship.	
06.	22/11/2023	Ex-students complain about admin staff.	After speaking to Admin staff we called Utsav and apologized on behalf of admin staff and for the delay in giving back his document.	08/12/2023
07.	01/12/2023	A student Mahek Khan's complain about library books	Mahek was explained as how college rule states that book can be issued for 1 week only. If she wants she can reissue the book again for another week.	08/12/2023
08	29/12/2023	Maitrey complain about Fees receipt and admin staff behavior	We called maitrey and explained him how it was his fault for not taking the receipt on time and how it goes for filing and how difficult it gets to retrieve those receipts. Also we told him about his behavior being rude and he apologized for the same	12/01/2024
09.	05/01/2024	Teacher Sakshi Tiwari complained about student Vishesh telang	Vishesh was called, he said due to medical emergency in his family he was using phone in class. He apologized to the teacher and also to us for using phone. He was warned about his behavior which was unacceptable.	12/01/2024
10.	27/01/2024	Many students complained regarding available food option in college canteen	We asked the canteen incharge to increase the variety of snacks available in the canteen to which he obliged and promised to do so in short time.	09/02/2024
11.	07/02/2024	Saloni Yadav complain about delay in receiving Railway concession form	She was explained the procedure of admin officre after receiving their application and it usually take 4-5 days to get it approved. So we asked her to apply 1 week before her railway concession expires.	09/02/2024
12	27/02/2024	Bhairu Dusana complained about timing for use of IT Lab	Bhairu was told that he can use lab after 3.00 p.m and also once new IT lal is ready he can use it early.	08/03/2024

Prepared by Mahek Shaikh

Randelcom Checked by

Vaibhavi Dandekar

Chairman Vandesh Patil

Principal

I/C PRINCIPAL Approved by S.P.S.M. Mandal's

Yeshwantrao Chaphekar College

Of Art & Commerce

College Road, Tembhode Palghai (W

Dist. Palghar- 401404

