

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
ANNUAL REPORT 2016-2017**

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**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052**

**Grievance Redressal Committee 2016-2017**

S.N	Name	Designation	Post	Phone No.
1.	Dr. Meena Ganapathy	Professor, Principal MKSSSBTINE	Chairperson	9860407994
2.	Dr. Shubhada Ponkshe	Associate Professor MKSSSBTINE	Member	9764761833
3.	Mrs. Minakshi Garud	Assistant Lecturer MKSSSBTINE	Committee in-charge	9689911030
4.	Mrs. L. Bijayalakshmi Devi	Associate Professor MKSSSBTINE	Member	9225504086
5.	Mrs. Nupoor Bhambid	Lecturer MKSSSBTINE	Member	9158617275
6.	Mrs. Maisnam Romila	Lecturer MKSSSBTINE	Member	9823515016
7.	Ms. Amruta Gade	Student representative	Student member	9921637764




*M. Meena*  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**GRIEVANCE REDRESSAL COMMITTEE**

The objectives of the Grievance Redressal Policy of MKSSSBTINE, Pune are:

1. To develop an organizational framework to resolve grievances of students and staff.
2. To provide the students and staff access to immediate, hassle-free recourse to have their grievances redressed.
3. To enlighten the students and staff on their duties and responsibilities related to grievance redressal.
4. To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

  
PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.


**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052  
Grievance Committee Annual Report 2016-2017**

The Grievance Redressal Committee has done the following activities in the academic year 2016-2017.

1. The policy and regulations of the Grievance Redressal Committee protocol in MKSSSBTINE were discussed in the general awareness meeting on 5<sup>th</sup> September 2016 at 1.20 pm and read out objectives and function of the Grievance Redressal committee to the students present in the meeting. Orientation about committee members, open discussion regarding types of grievance by aggrieved students, and the procedure was informed.
2. Regular circular display of Grievance Redressal committee members was put up in the main notice-board to contact in any case of grievance.
3. In the academic year, two meetings were conducted.
  - General meeting conducted on 5/09/2016 about rules, policy, and information about Grievance Redressal committee activities orientation and its members from each class were informed to the fresher.
  - Grievance Redressal committee meeting for any issues or grievance application by an aggrieved student was conducted on 14/06/2017. There was no grievance notified to the committee.
4. To date no Grievance Redressal was applied or reported by any aggrieved students or staff towards the Grievance Redressal committee in the institute.

These were the activities conducted for the year 2016-2017.

Encl: Meeting minutes, staffs list

  
Sign of the Principal  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
Meeting Report 2016-2017**

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**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2016-2017**  
**Meeting Minutes-1**

**Date:** 05/09/2016

**Time:** 2 pm

**Place:** Multipurpose Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Grievance Redressal committee awareness sessions
3. Any others issues if presented.

The General meeting for Grievance Redressal committee awareness started at 2.10 pm to address policy, objectives, and type grievance deal by the committee, how it functions, etc. The in-charge of the committee, Mrs. Minakshi G. also talks about the importance of preventing any grievance by addressing it in a timely manner.

During the meeting, as part of the committee in charge, read out the rule related to grievance as per UGC guideline of gazette copies of 2012 act. The committee in charge assured the first-year students that, if they have any grievance related to the mention grievance issue in the meeting, can approach in person or in writing as per protocol stated. Assurance was given in case such as aggrieved students issues will be resolve within a time-bound manner by the committee members as per University guidelines.

Students especially fresher were informed about the Grievance Redressal committee and its members with their respective phone numbers displayed on the main notice board. So in case, if they like to address any grievance, they can contact the members display in the list.

All students were asked to give any suggestion or inquiry in Grievance Redressal committee activities. Students were comfortable with Grievance Redressal committee activities, its rules and well understood them. As there was no point for further discussion, reporting and discussion section of the Grievance Redressal committee end at 2.30 pm in the meeting.

  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2016-2017**


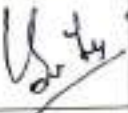
**Meeting Minutes-1 List of teachers attended**

**Date: 05/09/2016**

**Time: 2 pm**

**Place: Multipurpose Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson 
2	Dr. Shubhada Ponshe	Associate Professor, MKSSBTINE	Member 
3	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in-charge 
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member 
5	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member 
6	Mrs. Shailaja Mathews	Assistant Lecturer, MKSSSBTINE	Member 
7	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member 



  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal Committee 2016-2017**  
**Meeting Minutes-2**

**Date: 14/06/2017**

**Time: 11 am**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

Agenda of the meeting:


1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Any others issues if presented.

The members meeting for the Grievance Redressal committee started at 11 am to address policy, objectives, and any type of grievance approach submitted toward the committee. No issues were submitted to the committee for the year 2016-17.

During the meeting, Dr. Meena discusses how to avoid any issues and grievances, various roles that the committee members can play to increase awareness among staff, non-teaching staff, and students to prevent or avoid occurrences of grievance at the institute level so that the issues will not escalate further and solve on a timely manner.

All committee members were requested to be thorough with the code of conduct related to this committee.

As there was no point for further discussion, the meeting concluded at 11.45 am

  
**Sign of the Principal**

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Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal Committee 2016-2017**

**Meeting Minutes-2 List of teachers attended**


**Date:** 14/06/2017

**Time:** 11 am

**Place:** Conference Hall, MKSSSBTINE, Pune-52

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in- charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. Shailaja Mathews	Assistant Lecturer, MKSSSBTINE	Member
7	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
ANNUAL REPORT 2017-2018**

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**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052**

**Grievance Redressal Committee 2017-2018**

S.N	Name	Designation	Post	Phone No.
1.	Dr. Meena Ganapathy	Professor, Principal MKSSSBTINE	Chairperson	9860407994
2.	Dr. Shubhada Ponkshe	Associate Professor MKSSSBTINE	Member	9764761833
3.	Mrs. Minakshi Garud	Assistant Lecturer MKSSSBTINE	Committee in-charge	9689911030
4.	Mrs. L. Bijayalakshmi Devi	Associate Professor MKSSSBTINE	Member	9225504086
5.	Mrs. Nupoor Bhambid	Lecturer MKSSSBTINE	Member	9158617275
6.	Mrs. Smita Lisham	Lecturer MKSSSBTINE	Member	9823646344
7.	Ms. Amruta Gade	Student representative	Student member	9921637764



  
**Sign of the Principal**  
**PRINCIPAL**


Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**MAHARSHI KARVE STREE SHIKSHAN SAMSTHA'S  
SMT. BAKUL TAMBAT INSTITUTE OF NURSING EDUCATION,  
KARVENAGAR, PUNE- 411052**

**GRIEVANCE REDRESSAL COMMITTEE**

The objectives of the Grievance Redressal Policy of MKSSSBTINE, Pune are:

1. To develop an organizational framework to resolve the grievances of students and staff.
2. To provide the students and staff access to immediate, hassle-free recourse to have their grievances redressed.
3. To enlighten the students and staff on their duties and responsibilities related to grievance redressal.
4. To establish structured interactions with students, and staff to elicit information, academic and administrative process on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

  
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Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052  
Grievance Committee Annual Report 2017-2018**

The Grievance Redressal Committee has done the following activities in the academic year 2017-2018.

1. The policy and regulations of the Grievance Redressal committee protocol in MKSSSBTINE were discussed in the general awareness meeting on 5th September 2017 at 2.30 pm and read out objectives and function of the Grievance Redressal committee to the students present in the meeting. Orientation about committee members, open discussion regarding types of grievance by aggrieved students, and the procedure was informed.
2. Regular circular display of Grievance Redressal committee members was put up in the main notice-board to contact in any case of grievance.
3. In the academic year, four meetings were conducted.
  - General meeting conducted on 5/09/2017 about rules, policy, and information about Grievance Redressal committee activities orientation and its members from each class were informed to the fresher.
  - Grievance Redressal committee meeting for any issues or grievance application by an aggrieved student was conducted on 4/12/2017. There was one grievance notified to the committee and action was taken by forwarding it toward the concerned authority.
  - Grievance Redressal committee meeting for any issues or grievance application by the aggrieved student was conducted on 07/06/2018. There was one grievance notified to the committee and action was taken by forwarding it toward the concerned authority.
  - Grievance Redressal committee meeting for any issues or grievance application by the aggrieved student was conducted on 15/06/2018. There was one grievance notified to the committee and action was taken by forwarding it toward the concerned authority.
4. To date 03 Grievance Redressal was applied or reported towards the Grievance Redressal committee in the institute and appropriate action were taken as per protocol.

These were the activities conducted for the year 2017-2018.

Encl: Meeting minutes, staffs list

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
Meeting Report 2017-2018**

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**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2017-2018**  
**Meeting Minutes-I**

**Date: 05/09/2017**

**Time: 2.30 pm**

**Place: Multipurpose Hall, MKSSSBTINE, Pune-52**

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Grievance Redressal committee awareness sessions
3. Any others issues if presented.


The General meeting for Grievance Redressal committee awareness started at 2.30 pm to address policy, objectives, and type grievance deal by the committee, how it functions, etc. Mrs. Minakshi Garud, in charge of the committee also talks about to importance of preventing any grievance by addressing it before it escalates by handling it in a timely manner and avoid complications.

During the meeting, as part of the committee in charge, read out the rule related to grievance as per UGC guideline of gazette copies of 2012 act. The committee in charge assured the first-year students that, if they have any grievance related to the mention grievance issue in the meeting, can approach in person or in writing as per protocol stated.

Assurance was given in case such as aggrieved students issues will be resolve within a time-bound manner by the committee members as per University guidelines.

Students especially fresher were informed about the Grievance Redressal committee and its members with their respective phone numbers displayed on the main notice board. So in case, if they like to address any grievance, they can contact the members display in the list.

All students were asked to give any suggestion or inquiry in Grievance Redressal committee activities. Students were comfortable with the rules and well understood them. As there was no point for further discussion, reporting and discussion section of the Grievance Redressal committee end at 2.50 pm in the meeting.

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2017-2018**

**Meeting Minutes-1 List of teachers attended**

**Date: 05/09/2017**

**Time: 2.30 pm**

**Place: Multipurpose Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson 
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member 
3	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in-charge 
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member 
5	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member 
6	Mrs. Shailaja Mathews	Assistant Lecturer, MKSSSBTINE	Member 
7	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member 

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2017-2018**

**Meeting Minutes-2 List of teachers attended**

**Date: 04/12/2017**

**Time: 11.30 am**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in-charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. Ujwala Jadhav	Assistant Lecturer, MKSSSBTINE	Member
7	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member
8	Mrs. Jyoti Karande	Assistant Lecturer, MKSSSBTINE	Member



**Sign of the Principal  
PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2017-2018**  
**Meeting Minutes-3**

**Date:** 07/06/2018

**Time:** 11.00 am

**Place:** Conference Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. Discrepancy in Subjects of Anatomy and Physiology MUHS questions paper of First year B.B.Sc. Nursing students in summer exam 2018
2. Any others issues if presented.

The members meeting for Grievance Redressal committee started at 11 am to address discrepancy in subjects of Anatomy and Physiology in MUHS Final Examination questions paper of First year B.B.Sc.Nursing students in summer exam 2018


During the meeting, Mrs. Bijayalakshmi, class coordinator of First year B.B.Sc.Nursing state that her nursing students have submitted an application about high difficulty index for the student to answer the question and unequal weightage of mark distribution in the question frame by MUHS in regards to Anatomy and Physiology.

Discuss the point and comments were shared by Mrs. Minakshi Garud, committee in-charge, Mrs. Nupoor Bhambid, Mrs. Ujwala Jadhav, Mrs. Jyoti Karande, and Mrs. Samina Mulani as subject experts. Principal madam said that such discrepancy case was a university-level issue and that the committee can forward the discrepancy to MUHS as per university directives and it was up to MUHS to look into the matter.

So it was concluded that the discrepancy report will be forwarded as action taken by the committee in response to the student's application and send to MUHS in the given discrepancy report annexure format. Mrs. L.Bijayalakshmi was asked to complete the process and send it by evening to the MUHS respective department.

The committee in charge requested all committee members to be thorough with the code of conduct related to this committee member's role.

As there was no point for further discussion, the meeting concluded at 12 pm.

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2017-2018**

**Meeting Minutes-3 List of teachers attended**


**Date:** 07/06/2018

**Time:** 11.00 am

**Place:** Conference Hall, MKSSSBTINE, Pune-52

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Mrs. Minakshi Garud	Assistant Lecturer, MKSSSBTINE	Committee in-charge
3	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
4	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member
5	Mrs. Ujwala Jadhav	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member
7	Mrs. Jyoti Karande	Assistant Lecturer, MKSSSBTINE	Member
8	Mrs. Samina Mulanii	Assistant Lecturer, MKSSSBTINE	Subject Expert

  
**Sign of the Principal**

**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2017-2018**

**Meeting Minutes-4**

**Date: 15/06/2018**

**Time: 11.30 am**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Agenda of the meeting:**

1. Discrepancy in subjects of Pharmacology, Pathology and Genetics in MUHS questions paper of Second year B.B.Sc. Nursing students in Summer exam 2018
2. Any others issues if presented.

The members meeting for the Grievance Redressal committee started at 11.30 am to address the discrepancy in Subjects of Pharmacology, Pathology, and Genetics in MUHS questions paper of Second year B.B.Sc. Nursing students in summer exam 2018

During the meeting, Mrs. Bijayalakshmi, class coordinator of First year B.B.Sc.Nursing state that her nursing students have submitted an application about high difficulty index for the student to answer the question and unequal weightage of mark distribution in the question frame by MUHS in regards to Pharmacology, Pathology and Genetics subjects. Mrs. Nupoor Bhambid pointed out that in the pathology section, 24 marks out of a total of 29 marks were asked from Unit II in systemic pathology itself, which indicated the unequal distribution of marks while framing questions.

Discuss the point and comments were shared by Mrs. Dipali Awate, Mrs. Ujwala Jadhav, Mrs. Jyoti Karande, and Mrs. Samina Mulani as subject experts. Principal Madam said that such discrepancy case was a university-level issue and that the committee can forward the discrepancy to MUHS as per university directives and it was up to MUHS to look into the matter.

So it was concluded that the discrepancy report will be forwarded as action taken by the committee in response to the student's application and send to MUHS in the given discrepancy report annexure format. Mrs. Dipali Awate, Class coordinator of Second year B.B.Sc. Nursing was asked to complete the process and send discrepancy reports by evening to the MUHS respective department.

The committee in charge requested all committee members to be thorough with the code of conduct related to this committee member's role.

As there was no point for further discussion, the meeting concluded at 12.30 pm.

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karve Nagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2017-2018**

**Meeting Minutes-4 List of teachers attended**

**Date: 15/06/2018**

**Time: 11.30 am**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Mrs. Minakshi Garud	Assistant Lecturer, MKSSSBTINE	Committee in-charge
3	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
4	Mrs. Ujwala Jadhav	Assistant Lecturer, MKSSSBTINE	Member
5	Mrs. Dipali Awate	Assistant Lecturer, MKSSSBTINE	Subject expert
7	Mrs. Jyoti Karande	Assistant Lecturer, MKSSSBTINE	Member
8	Mrs. Samina Mulani	Assistant Lecturer, MKSSSBTINE	Subject Expert

**Sign of the Principal**

**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune-411052**

## **Anti-ragging Meeting**



**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
ANNUAL REPORT 2018-2019**

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**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052**

**Grievance Redressal Committee 2018-2019**

S.N	Name	Designation	Post	Phone No.
1.	Dr. Meena Ganapathy	Professor, Principal MKSSSBTINE	Chairperson	9860407994
2.	Dr. Shubhada Ponkshe	Associate Professor MKSSSBTINE	Member	9764761833
3.	Mrs. Minakshi Garud	Assistant Lecturer MKSSSBTINE	Committee in-charge	9689911030
4.	Mrs. L. Bijayalakshmi Devi	Associate Professor MKSSSBTINE	Member	9225504086
5.	Mrs. Nupoor Bhambid	Lecturer MKSSSBTINE	Member	9158617275
6.	Mrs. Ujwala Jadhav	Lecturer MKSSSBTINE	Member	7276832571
7.	Ms. Supriya More	Student representative	Student member	7249839753



*[Signature]*  
**Sign of the Principal**

**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.




**MAHARSHI KARVE STREE SHIKSHAN SAMSTHA'S  
SMT. BAKUL TAMBAT INSTITUTE OF NURSING EDUCATION,  
KARVENAGAR, PUNE- 411052**

**GRIEVANCE REDRESSAL COMMITTEE**

The objectives of the Grievance Redressal Policy of MKSSSBTINE, Pune are:

1. To develop an organizational framework to resolve the grievances of students and staff.
2. To provide the students, and staff access to immediate, hassle-free recourse to have their grievances redressed.
3. To enlighten the students and staff on their duties and responsibilities related to grievance redressal.
4. To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052  
Grievance Committee Annual Report 2018-2019**

The Grievance Redressal Committee has done the following activities in the academic year 2018-2019.

1. The policy and regulations of the Grievance Redressal committee protocol in MKSSSBTINE were discussed in the general awareness meeting on 5th September 2018 at 2.20 pm and read out objectives and function of the Grievance Redressal committee to the students present in the meeting. Orientation about committee members, open discussion regarding types of grievance by aggrieved students, and the procedure was informed.
2. Regular circular display of Grievance Redressal committee members was put up in the main notice-board to contact in any case of grievance.
3. In the academic year, two meetings were conducted.
  - General meeting conducted on 5/09/2018 about rules, policy, and information about Grievance Redressal committee activities orientation and its members from each class were informed to the fresher.
  - Grievance Redressal committee meeting for any issues or grievance application by the aggrieved student was conducted on 21/06/2019. There was no grievance notified to the committee for the academic year 2018-2019.
4. To date no Grievance Redressal was applied or reported by any aggrieved students or staff towards the Grievance Redressal committee in the institute for the academic year 2018-2019.

These were the activities conducted for the year 2018-2019.

Encl: Meeting minutes, staff's list

  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
Meeting Report 2018-2019**

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**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2018-2019**

**Meeting Minutes-1**

**Date:** 05/09/2018

**Time:** 2.20 pm

**Place:** Multipurpose Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Grievance Redressal committee awareness sessions
3. Any others issues if presented.

The General meeting for Grievance Redressal committee awareness started at 2.20 pm to address policy, objectives, and type grievance deal by the committee, how it functions, etc. Mrs. Minakshi Garud, in charge of the committee also talks about the importance of preventing any grievance before it escalates in a timely manner.

During the meeting, as part of the committee in charge, read out the rule related to grievance as per UGC guideline of gazette copies of 2012 act. The committee in charge assured the first-year students that, if they have any grievance related to the mention grievance issue in the meeting, can approach in person or in writing as per protocol stated. Assurance was given in case such as aggrieved students issues will be resolve within a time-bound manner by the committee members as per University guidelines.

Students especially fresher were informed about the Grievance Redressal committee and its members with their respective phone numbers displayed on the main notice board. So in case, if they like to address any grievance, they can contact the members display in the list.

All students were asked to give any suggestion or inquiry in Grievance Redressal committee activities. Students were comfortable with the rules and well understood them. As there was no point for further discussion, reporting and discussion section of the Grievance Redressal committee end at 2.45 pm in the meeting.

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2018-2019**

**Meeting Minutes-1 List of teachers attended**

**Date: 05/09/2018**

**Time: 2.20 pm**

**Place: Multipurpose Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in- charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Mrs. Ujwala Jadhav	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member

**Sign of the Principal**

PRINCIPAL

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvunagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2018-2019**  
**Meeting Minutes-2**

**Date:** 21/06/2019

**Time:** 11 am

**Place:** Conference Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Any others issues if presented.

The members meeting for the Grievance Redressal committee started at 11 am to address policy, objectives, and any type of grievance approach submitted toward the committee. No issues were submitted to the committee for the year 2018-19.

During the meeting, Dr. Shubhada Ponkshe discuss how important it is to avoid any grievance related issues by being transparent policy and awareness given to the students and staff in detail like details of prospectus while admission process of student in the institute and conducting awareness programs, or various roles that the committee members can play to increase awareness among staff, non-teaching staff and students to prevent or avoid occurrences of grievance in the institute level. Such action will help in the prevention of grievance-related issues. It will also not escalate further and solve in a timely manner.

Mrs. Minakshi G. requested all committee members to be thorough with the code of conduct related to this committee.

As there was no point for further discussion, the meeting concluded at 11.45 am

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvanagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2018-2019**

**Meeting Minutes-2 List of teachers attended**

**Date: 21/06/2019**

**Time: 11 am**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
2	Mrs. Minakshi Garud	Assistant Lecturer, MKSSBTINE	Committee in-charge
3	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
4	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member
5	Mrs. Shailaja Mathews	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Member
7	Mrs. Ujwala Jadhav	Assistant Lecturer, MKSSBTINE	Member

**Sign of the Principal**

**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
ANNUAL REPORT 2019-2020**

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**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052**

**Grievance Redressal Committee 2019-2020**

S.N	Name	Designation	Post	Phone No.
1.	Dr. Meena Ganapathy	Professor, Principal MKSSSBTINE	Chairperson	9860407994 meena.ganapathy@mksssbtime.in
2.	Dr. Shubhada Ponkshe	Associate Professor MKSSSBTINE	Member	9764761833 shubhada.ponkshe@mksssbtime.in
3.	Mrs. L. Bijayalakshmi Devi	Associate Professor MKSSSBTINE	Committee in-charge	9225504086 bijyalakshmi@mksssbtime.in
4.	Mrs. Nupoor Bhambid	Lecturer MKSSSBTINE	Member	9158617275 nupoor.bhambid@mksssbtime.in
5.	Mrs. Shailaja Mathews	Assistant Lecturer MKSSSBTINE	Member	9763265131 shailaja.mathews@mksssbtime.in
6.	Mrs. Ujwala Jadhav	Lecturer MKSSSBTINE	Member	7276832571 ujwala.jadhav@mksssbtime.in
7.	Ms. Smita Lisham	Lecturer MKSSSBTINE	Member	9823646344 smita.lisham@mksssbtime.in
8.	Mrs. Jyoti Karande	Assistant Lecturer MKSSSBTINE	Member	9850140007 jyoti.karande@mksssbtime.in
9.	Mrs. Ashwini Sutar	Assistant Lecturer MKSSSBTINE	Member	9850771785 ashwini.sutar@mksssbtime.in
10.	Mrs. Dipali Awate	Assistant Lecturer MKSSSBTINE	Member	9765191066 dipali.awate@mksssbtime.in
11.	Ms. Supriya More	Student representative	Member	7249839753 supriya.more@mksssbtime.in



*[Signature]*  
**Sign of the Principal**

**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

### GRIEVANCE REDRESSAL COMMITTEE

The objectives of the Grievance Redressal Policy of MKSSSBTINE, Pune are:

1. To develop an organizational framework to resolve the grievances of students and staff.
2. To provide the students, and staff access to immediate, hassle-free recourse to have their grievances redressed.
3. To enlighten the students and staff on their duties and responsibilities related to grievance redressal.
4. To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

  
PRINCIPAL

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052  
Grievance Committee Annual Report 2019-2020**

The Grievance Redressal Committee has done the following activities in the academic year 2019-2020.

1. The policy and regulations of the Grievance Redressal committee protocol in MKSSSBTINE were discussed in the general awareness meeting on 5th September 2019 at 2.30 pm and read out objectives and function of the Grievance Redressal committee to the students present in the meeting. Orientation about committee members, open discussion regarding types of grievance by aggrieved students, and the procedure was informed.
2. Regular circular display of Grievance Redressal committee members was put up in the main notice-board to contact in any case of grievance.
3. In the academic year, two meetings were conducted.
  - General meeting conducted on 5/09/2019 about rules, policy, and information about Grievance Redressal committee activities orientation and its members from each class were informed to the fresher.
  - Grievance Redressal committee meeting for any issues or grievance application by the aggrieved student was conducted on 10/11/2020. There was no grievance notified to the committee for the academic year 2019-20.
4. To date no Grievance Redressal was applied or reported by any aggrieved students or staff towards the Grievance Redressal committee in the institute for the academic year 2019-2020.

These were the activities conducted for the year 2019-2020.

Encl: Meeting minutes, staffs list

  
**Sign of Committee in-charge**

  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
Meeting Report 2019-2020**

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**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2019-2020**

**Meeting Minutes-1**

**Date:** 05/09/2019

**Time:** 2.00 pm

**Place:** Multipurpose Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Grievance Redressal committee awareness sessions
3. Any others issues if presented.

The General meeting for Grievance Redressal committee awareness started at 2.00 pm to address policy, objectives, and type grievance deal by the committee, how it functions, etc. Mrs. L.Bijayalakshmi Devi, in charge of the committee, informed about the importance of preventing any grievance before it escalates in a timely manner and policy to be followed if any grievance arises in the future.

During the meeting, as part of the committee in charge, read out the rule related to grievance as per UGC guideline of gazette copies of 2012 act. The committee in charge assured the first-year students that, if they have any grievance related to the mention grievance issue in the meeting, can be approached in person or in writing as per protocol stated. Assurance was given in such cases when aggrieved students face issues and it will be resolve within a time-bound manner by the committee members as per University guidelines.

Students especially fresher were informed about the Grievance Redressal committee and its member's roles and functions with their respective phone numbers displayed on the main notice board. So in case, if they like to address any grievance, they can contact the members in the list display on the main noticeboard.

All students were asked to give any suggestion or inquiry in Grievance Redressal committee activities. Students were comfortable with the rules and well understood them. As there was no point for further discussion, reporting and discussion section of the Grievance Redressal committee end at 2.35 pm in the meeting.



**Sign of Committee in-charge**



**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karve Nagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2019-2020**

**Meeting Minutes-1 List of teachers attended**

**Date: 05/09/2019**


**Time: 2.00 pm**

**Place: Multipurpose Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Committee in-charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Mrs. Ujwala Jadhav	Lecturer, MKSSSBTINE	Member
6	Ms. Smita Lisham	Lecturer, MKSSSBTINE	Member

  
**Sign of Committee in-charge**

  
**Sign of the Principal**

PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karve, gat. Pune - 411 052.



**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2019-2020**  
**Meeting Minutes-2**

**Date: 10/11/2020**

**Time: 3.30 pm**

**Place: Library Hall, MKSSSBTINE, Pune-52**

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members in regards to current pandemic of COVID-19
2. Any others issues if presented.

The members meeting for the Grievance Redressal committee started at 3.30 pm to address policy, objectives, and any type of grievance approach submitted toward the committee. No issues were submitted to the committee for the year 2019-20. The discussion was initiated by Mrs. L. Bijayalakshmi on the adoption of a new protocol for grievance Redressal if there is any in future to be deal in online mode due to COVID-19 pandemic. So that guideline given by the government will be followed and at the same time, the policy will be upheld. An official email will be added to the committee members list along with contact numbers for easy access by aggrieved students or staff in case of occurrences'.

During the meeting, Principal Madam discusses how the importance to solve any grievance-related issues in an online mode if the need arises and awareness has to be given to the students in the online medium and conduct awareness programs. Also, explain the roles of the committee members to increase awareness among staff, non-teaching staff, and students to prevent or avoid occurrences of grievance at the institute level.

Such action will help in the prevention of grievance-related issues. It will also not escalate further and solve grievance issues in a timely manner.

Mrs. L. Bijayalakshmi requested all committee members to share their official email addresses at the earliest so that they could be put up on the committee list and also reminded about the code of conduct related to this committee role.

As there was no point for further discussion, the meeting concluded at 4.30 pm.

  
**Sign of in-charge**

  
**Sign of the Principal**

PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2019-2020**

**Meeting Minutes-2 List of teachers attended**


**Date: 10/11/2020**


**Time: 3.30 pm**

**Place: Library Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Committee in-charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Ms. Lisham Smita Devi	Lecturer, MKSSSBTINE	Member
6	Mrs. Shailaja Mathews	Assistant Lecturer, MKSSSBTINE	Member
7	Mrs. Ujwala Jadhav	Lecturer, MKSSBTINE	Member
8	Mrs. Ashwini Sutar	Assistant Lecturer, MKSSSBTINE	Member

  
**Sign of Committee in-charge**

  
**Sign of the Principal**  
PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.



**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
ANNUAL REPORT 2020-2021**

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**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052**

**Grievance Redressal Committee 2020-2021**

S.N	Name	Designation	Post	Phone No.
1.	Dr. Meena Ganapathy	Professor, Principal MKSSSBTINE	Chairperson	9860407994 meena.ganapathy@mksssbtime.in
2.	Dr. Shubhada Ponkshe	Associate Professor MKSSSBTINE	Member	9764761833 shubhada.ponkshe@mksssbtime.in
3.	Mrs. L. Bijayalakshmi Devi	Associate Professor MKSSSBTINE	Committee in-charge	9225504086 bijayalakshmi@mksssbtime.in
4.	Mrs. Nupoor Bhambid	Lecturer MKSSSBTINE	Member	9158617275 nupoor.bhambid@mksssbtime.in
5.	Mrs. Shailaja Mathews	Assistant Lecturer MKSSSBTINE	Member	9763265131 shailaja.mathews@mksssbtime.in
6.	Mrs. Ujwala Jadhav	Lecturer MKSSSBTINE	Member	7276832571 ujwala.jadhav@mksssbtime.in
7.	Ms. Smita Lisham	Lecturer MKSSSBTINE	Member	9823646344 smita.lisham@mksssbtime.in
8.	Ms. Apeksha Kadu	Student Representative	Member	7030349423 apeksha.kadu@mksssbtime.in



*(Signature)*  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune 411 052  
Grievance Committee Annual Report 2020-2021**


The Grievance Redressal Committee has done the following activities in the academic year 2020-2021.

1. The policy and regulations of Grievance Redressal committee protocol in MKSSSBTINE were discussed in the general awareness meeting on 7th July 2021 at 1.30 pm and read out objectives and function of the Grievance Redressal committee to the students present in the online Google meet mode meeting. Orientation about committee members, open discussion regarding types of grievance by aggrieved students, and procedure were informed to the fresher.
2. Regular circular display of Grievance Redressal committee members was put up in the main notice-board to contact in any case of grievance in the institute.
3. In the academic year, two meetings were conducted.
  - General online meeting conducted on 7/07/2021 about rules, policy, and awareness information about Grievance Redressal committee activities orientation and its members from each class were informed to the fresher.
  - Grievance Redressal committee meeting on 20/08/21 to discussed issues about any grievance Redressal from aggrieved students or staff.
4. To date : 1 Grievance Redressal was applied or reported by 31 aggrieved students & staff towards the Grievance Redressal committee in the institute for the academic year 2020-2021.

These were the activities conducted for the year 2020-2021.

Encl: Meeting minutes, staffs list

  
**Sign of Committee In-charge**

  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan  
Samstha's Smt. Bakul Tambat  
Institute of Nursing Education, Pune  
GRIEVANCE REDRESSAL COMMITTEE  
Meeting Report 2020-2021**

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**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**

**Meeting Minutes-1**

**Date:** 07/07/2021

**Time:** 1.30 pm

**Place:** Online Google meet mode, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members
2. Grievance Redressal committee awareness sessions
3. Any others issues if presented.

The General meeting for Grievance Redressal committee awareness started at 1.30 pm to address policy, objectives, and type grievance deal by the committee, how it functions, etc. Mrs. L.Bijayalakshmi Devi, in charge of the committee, informed the importance of preventing any grievance before it escalates in a timely manner and policy to be followed if any grievance arises in the future.

During the meeting, as part of the committee, in charge read out the rule related to grievance as per UGC guideline of gazette copies of 2012 act. The committee in charge assured the first-year students that, if they have any grievance related to the mention grievance issue in the meeting, can be approached in person or in writing as per protocol stated. Assurance was given in such cases when aggrieved students face issues and it will be resolve within a time-bound manner by the committee members as per University guidelines.

Students especially fresher were informed about the Grievance Redressal committee and its member's roles and functions with their respective phone numbers displayed on the main notice board. So in case, if they like to address any grievance, they can contact the members in the list display on the main notice-board in the institution or institute website.

All students were asked to give any suggestion or inquiry in Grievance Redressal committee activities. Students were comfortable with the rules and well understood them. As there was no point for further discussion, reporting and discussion section of the Grievance Redressal committee end at 2.35 pm in the meeting.

  
**Sign of Committee in-charge**

  
**Sign of the Principal**  
**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Korve Nagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**

**Meeting Minutes-1 List of teachers attended**

**Date: 07/07/2021**

**Time: 1.30 pm**

**Place: Online Google meet mode, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Shubhada Ponkshe	Associate Professor, MKSSSBTINE	Member
2	Mrs. L. Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Committee in-charge
3	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
4	Mrs. Ujwala Jadhav	Lecturer, MKSSSBTINE	Member
5	Ms. Smita Lisham	Lecturer, MKSSSBTINE	Member
6	Mrs. Jyoti Karande	Assistant Lecturer, MKSSSBTINE	Class coordinator

  
**Sign of Committee in-charge**

  
**Sign of the Principal**  
**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**  
**Action taken for Meeting Minutes conducted on 07/07/2019**

S.N.	Areas discussed	Action taken
1	Rules and regulation discussion among first year nursing students regarding grievance redressal, committee members etc	Committee member list with contact address displayed
3	Grievance redressal protocol to be displayed	Displayed rules on main notice board.

  
Sign of committee in charge

  
Sign of the Principal  
PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of  
Nursing Education  
Karyenagar, Pune-411 052.



**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**  
**Meeting Minutes-2**

**Date:** 20/08/2021

**Time:** 3.00 pm

**Place:** Library Hall, MKSSSBTINE, Pune-52

**Agenda of the meeting:**

1. General report reading on Grievance Redressal committee rules, policy and its committee members in regards to current pandemic of COVID-19
2. Any others issues if presented.

The members meeting for the Grievance Redressal committee started at 3.00 pm to address policy, objectives, and any type of grievance approach submitted toward the committee. No issues were submitted to the committee for the year 2020-21. The discussion was initiated by Mrs. L. Bijayalakshmi on the adoption of the new protocol for grievance Redressal if there is any in future to be deal in online mode due to COVID-19 pandemic. So that guideline given by the government will be followed and at the same time, the policy will be upheld. An official email will be added to the committee members list along with contact numbers for easy access by aggrieved students or staff in case of occurrences.

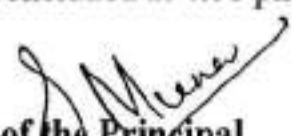
During the meeting, Principal Madam discusses how the importance to solve any grievance-related issues in an online mode if the need arises and awareness has to be given to the students in the online medium and conduct awareness programs. Also, explain the roles of the committee members to increase awareness among staff, non-teaching staff, and students to prevent or avoid occurrences of grievance at the institute level.

Such action will help in the prevention of grievance-related issues. It will also not escalate further and solve grievance issues in a timely manner.

Mrs. L. Bijayalakshmi requested all committee members to share their official email addresses at the earliest so that they could be put up on the committee list and also reminded about the code of conduct related to this committee role.

As there was no point for further discussion, the meeting concluded at 4.00 pm.

  
**Sign of in-charge**

  
**Sign of the Principal**

**PRINCIPAL**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune- 411 052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2021**

**Meeting Minutes-2 List of teachers attended**

**Date: 20/08/2021**


**Time: 3.00 pm**

**Place: Library Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Dr. Shubhada Ponkshe	Associate Professor, MKSSBTINE	Member
3	Mrs. L.Bijayalakshmi Devi	Associate Professor, MKSSSBTINE	Committee in-charge
4	Mrs. Nupoor Bhambid	Lecturer, MKSSSBTINE	Member
5	Ms. Lisham Smita Devi	Lecturer, MKSSSBTINE	Member
6	Mrs. Ujwala Jadhav	Lecturer, MKSSBTINE	Member

  
**Sign of Committee in-charge**


  
**Sign of the Principal**

**PRINCIPAL**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute  
of Nursing Education  
Karvenagar, Pune - 411 052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**  
**Action taken for Meeting Minutes conducted on 20/08/2021**

S.N.	Areas discussed	Action taken
1	Review of any grievance redressal policy in regards to COVID related issues were discussed.	Awareness shared with the students regarding grievance redressal by each class co-ordinator in their respective class.
3	Grievance redressal member were asked to shared their email at the earliest	Compiled and displayed Committee member list email and contact numbers of members on main notice board.

  
Sign of committee in charge

  
Sign of the Principal

PRINCIPAL  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of  
Nursing Education  
Karvenagar, Pune-411052.

**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**  
**Meeting Minutes-3**

**Date: 21/10/21**

**Time: 2.30 pm**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Agenda of the meeting:**

1. Discrepancy in Subjects of Biophysics section in MUHS questions paper of First year P. B.B.Sc. Nursing students in summer exam 2020-21
2. Any others issues if presented.

The members meeting for Grievance Redressal committee started at 2.30 pm to address discrepancy in subjects of Biophysics section in MUHS Final Examination questions paper of First year P. B. B. Sc. Nursing students in summerr exam 2020-21

During the meeting, Mrs. Jyoti Karande, class coordinator of First year P. B. B. Sc. Nursing stated that her nursing students have submitted applications about unfairness in question frame by MUHS in regards to Biophysics section subjects and the difficulty index was high. Discuss the point and comments were shared by Mrs. Ashwini Sutar, Ms. Smita Lisham, and Mrs. Shailaka Kamble as subject experts. Principal Madam said that such discrepancy case was a university-level issue and that the committee can forward the discrepancy to MUHS as per university directives and it was up to MUHS to look into the matter. So it was decided to forward the said application to MUHS in the given discrepancy report annexure format. Mrs. Jyoti Karande was asked to complete the process and send it by evening to MUHS's respective department.

The committee in charge L.Bijayalakshmi Devi requested all committee members to be thorough with the code of conduct related to this committee member's role and take relevant action time to time

As there was no point for further discussion, the meeting concluded at 12.30 pm.

  
SIGN of in-charge

  
Sign of the Principal

**Principal**  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune-411052.



**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education, Pune-52  
Grievance Redressal committee 2020-2021**

**Meeting Minutes-3 List of teachers attended**


**Date: 21/10/21**

**Time: 2.30 pm**

**Place: Conference Hall, MKSSSBTINE, Pune-52**

**Class coordinator present in the meeting:**

S.N.	Name of the Faculty staff	Designation	Position
1	Dr. Meena Ganapathy	The Principal, MKSSSBTINE	Chairperson
2	Mrs. L. Bijayalakshmi Devi	Associate Professor, MKSSBTINE	Committee in-charge
5	Ms. Lisham Smita Devi	Assistant Lecturer, MKSSSBTINE	Member
6	Mrs. Jyoti Karande	Assistant Lecturer, MKSSSBTINE	Member
8	Mrs. Ashwini Sutar	Assistant Lecturer, MKSSSBTINE	Member

  
sign of in-charge

  
**Sign of the Principal**

Principal  
Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune-411052.



**Maharshi Karve Stree Shikshan Samstha's**  
**Smt. Bakul Tambat Institute of Nursing Education, Pune-52**  
**Grievance Redressal committee 2020-2021**  
**Action taken for Meeting Minutes conducted on 21/10/2021**

S.N.	Areas discussed	Action taken
1	Mrs. Jyoti Karande was asked to prepared discrepancy draft for sending it to MUHS, Nashik	Discrepancy reports prepared by Mrs. Jyoti Karande
3	Sending discrepancy scan report and hard copy to be mailed to MUHS, Nashik.	Discrepancy reports scan report and hard copy mailed on 26/10/21



**Sign of committee in charge**



**Sign of the Principal**

**Principal**

Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune-411052.

**Maharshi Karve Stree Shikshan Samstha's  
Smt. Bakul Tambat Institute of Nursing Education  
Karvenagar, Pune-411052**

**Photos of Anti-ragging committee**

