



SANMARG SHIKSHAN SANSTHA NAGPUR  
UNDER THE SOCIETIES REGISTRATION ACT XII OF 1860 R. No. 40/66.M.S. & Charitable Act. Reg. (B14) (N)

# MADHUKARRAO PANDAV COLLEGE OF ENGINEERING

Bhilewada, Bhandara.

Website : www.mpceb.in E-mail : mpce@rediffmail.com, mpcebhandara09@gmail.com Ph. No. 07184-298755

Approved by AICTE, DTE, Govt. of Maharashtra, Affiliated to RTM Nagpur University, Nagpur



Ref.No.: MP CO E/2025-28/393

OFFICE ORDER.

Date : 16 Aug. 2025

## Subject: College Grievance Redressal Cell

The College Grievance Redressal Cell is formed with the following members.

	NAME OF THE FACULTY.	POSITION	DESIGNATION	MOBILE NO.
1	Dr. Dhiraj Deshmukh.	Chairman	Principal	9822418116
2	Prof. Atul Vaidya.	Member Secretary.	Assistant Professor.	9673331061
3	Prof.Santosh Alone.	Member.	Assistant Professor.	7972787221
4	Prof. Rajiv Nimje	Member.	Assistant Professor.	8856030546
5	Dr. Abhijit Gajghate	Member.	IQAC Coordinator	9970886217
6	Prof. Ashiyana Sheikh	Member.	Assistant Professor.	9284702052
7	Prof. Deepak Bhiogade.	Member	Assistant Professor.	9860620805
8	Mr. Amol Aarikar	Member	Non-Teaching Staff	8550944923
9	Mr. Akshay Bante	Member	Non-Teaching Staff	9421716672
10	Mr. Kavya Bisen	Member	Student Representative	9561245906
11	Miss. Fiza Sheikh	Member	Student Representative	9763098492

The committee is requested to Contribute effectively to dispose the grievances at the earliest. A registry to register the complaint is established and kept in the Principal office

  
**PRINCIPAL**  
Madhukarrao Pandav College of  
Engineering, Bhilewada,  
Bhandara.



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Ref.No.: M.P.COE/2024-25/21

Date : 12 Aug. 2024

## COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

For Sending Grievance Online: mpcegrievance@gmail.com  
A Number To Contact For Prompt Response: 9673331061

### POLICY STATEMENT:

Madhukarrao Pandav College of Engineering, Bhandara, is dedicated to fostering a safe, reliable, and harmonious environment for all stakeholders connected to the institution. To ensure this, the college has established an efficient mechanism to address grievances raised by students, faculty, or staff. The Grievance Redressal Cell actively resolves issues brought forward by these stakeholders. Established in 2009, the committee is named the College Grievance Redressal Cell (CGRC) and continues to work effectively toward maintaining a positive and supportive atmosphere within the institution.

### College Grievance Redressal Cell (CGRC) :

Madhukarrao Pandav College of Engineering, Bhandara, is committed to continuous improvement in all aspects, with a focus on addressing and resolving grievances raised by students, faculty, and staff. A grievance-free institution is a hallmark of excellence, and our college strives to achieve this through proactive measures and robust redressal mechanisms.

In alignment with this vision, the college established its Grievance Redressal Cell (CGRC) in 2009, adhering to the guidelines set by the University Grants Commission (UGC). Over the years, the cell has undergone periodic updates and modifications to ensure efficiency in addressing grievances, keeping in line with evolving regulations and guidelines. Currently, the college follows the UGC (Grievance Redressal) Regulations, 2018, to handle grievances effectively and systematically.

The CGRC operates under the direct supervision of the Principal, ensuring that grievances communicated by students, faculty, or staff are addressed through appropriate cells and committees, depending on the nature of the issue.

### DEFINITION OF GRIEVANCE:

A grievance is any form of discontent, dissatisfaction, or negative perception—expressed or unexpressed—that arises from any aspect related to the institution and is perceived as unfair, unjust, or inequitable by the individual. Grievances may be raised by:

- Individual students or groups of students.
- Faculty members or staff.



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Ref.No.: .....

Date : 12 Aug 2024

- Any stakeholder directly associated with the college.

By actively addressing grievances through a structured and fair process, the CGRC upholds the values of trust, equity, and transparency, fostering a harmonious and supportive environment for all stakeholders.

#### **SCOPE OF THE CGRC:**

The CGRC addresses grievances related to:

- Academic matters, such as examination issues, attendance, and academic performance.
- Administrative concerns, including infrastructure, facilities, or institutional policies.
- Interpersonal issues involving faculty, staff, or peers.
- Cases of harassment, discrimination, or unethical behavior.

#### **Working of the College Grievance Redressal Cell (CGRC):**

The College Grievance Redressal Cell (CGRC) at Madhukarrao Pandav College of Engineering, Bhandara, functions with a structured and transparent mechanism to ensure the timely and fair resolution of grievances. Its working process is as follows:

##### **1. Grievance Submission:**

###### **Modes of Submission:**

Grievances can be submitted through multiple channels, including:

- A dedicated grievance submission box placed on campus.
  - An official online grievance portal/email for digital submissions.
  - Written applications submitted directly to the CGRC office or the Principal.
- ###### **Acknowledgment:**

All grievances received are acknowledged promptly, and the grievant is informed about the steps to be taken.

##### **2. Preliminary Screening:**

- The CGRC reviews and categorizes grievances based on their nature, such as academic, administrative, behavioural, or infrastructural.
- Grievances that fall outside the scope of the CGRC are redirected to the appropriate committees or authorities for resolution.

##### **3. Investigation and Review:**

- The CGRC investigates the grievance through:
  - Collecting relevant information and evidence.



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# MADHUKARRAO PANDAU COLLEGE OF ENGINEERING

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Ref.No.: .....

Date : 12 Aug. 2024

- Interacting with concerned parties, including the grievant, witnesses, and other stakeholders.
- A detailed review is conducted while maintaining confidentiality and impartiality.

#### 4. Resolution Process:

- Based on the findings of the investigation, the CGRC suggests appropriate resolutions, which may include:
  - Immediate corrective action for minor grievances.
  - Recommendations to higher authorities for complex or policy-related issues.
  - Counselling or mediation sessions for interpersonal disputes.
- The resolution is communicated to the grievant in a clear and time-bound manner.

#### 5. Follow-up and Closure:

- After implementing the resolution, the CGRC ensures that the grievance has been addressed satisfactorily.
- Follow-up is conducted to prevent recurrence and to assess the effectiveness of the action taken.
- Once resolved, the grievance is officially closed, and records are maintained for future reference.

#### 6. Reporting and Documentation:

- Regular reports are prepared and submitted to the Principal, highlighting the grievances received, actions taken and pending matters, if any.
- The CGRC maintains a detailed log of all grievances for transparency and compliance purposes.

By adhering to this systematic workflow, the CGRC ensures a fair, respectful, and efficient resolution of grievances, contributing to the overall well-being of the college community.

#### Objectives of the College Grievance Redressal Cell (CGRC)

1. **To Establish a Robust Framework:** Develop an organizational structure to effectively address and resolve grievances of students and other stakeholders.
2. **To Provide Prompt and Hassle-Free Access:** Ensure students and stakeholders have immediate and convenient access to redress their grievances without procedural delays.
3. **To Educate on Rights and Responsibilities:** Raise awareness among students about their rights, responsibilities, and the benefits available under institutional policies.



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Date : 12 Aug 2024

4. **To Facilitate Constructive Interaction:** Create structured platforms for regular engagement with students to gather insights into their expectations and concerns.
5. **To Identify and Address Systemic Gaps:** Detect flaws in the institution's systems and processes, particularly in academic and administrative domains, and propose effective solutions.
6. **To Monitor Policy Implementation:** Institute a robust mechanism to oversee and evaluate the implementation and effectiveness of the Grievance Redressal Policy.
7. **To Foster a Safe and Open Environment:** Encourage students to voice their concerns and grievances freely and confidently, without fear of retaliation or victimization.
8. **To Promote Anonymity and Transparency:** Provide a suggestion/complaint box on campus to allow students to anonymously share grievances or suggestions for academic and administrative improvements.

These objectives underline the CGRC's commitment to fostering a supportive and equitable environment, ensuring that every stakeholder feels valued and heard.

## Functions and Powers of the College Grievance Redressal Cell (CGRC)

1. **Prompt Grievance Handling:**
  - All written grievances submitted by students are addressed promptly and efficiently by the CGRC.
2. **Systematic Review and Reporting:**
  - The cell formally reviews all received grievances and prepares statistical reports detailing the number of cases resolved and pending.
  - Regular reports are submitted to higher authorities for review and guidance on unresolved matters.
3. **Resolution at Cell Level:**
  - Members of the cell are empowered to address and resolve grievances through discussions with the concerned students, ensuring a fair and transparent process.
4. **Escalation to Principal:**
  - If the grievance cannot be resolved at the cell level, the matter is escalated to the Principal for further review and final resolution.
5. **Inquiry and Resolution:**
  - Based on the nature and complexity of the grievance, a detailed inquiry is conducted by the members of the cell.
  - Personal discussions with the involved parties are held to arrive at a mutually acceptable solution.
6. **Disciplinary Actions:**
  - In cases where an individual is found guilty of misconduct or creating nuisance, the following disciplinary measures may be implemented in consultation with the Principal:
    - Verbal or written warnings.



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Ref.No.: .....

Date : 12 Aug. 2024

- Notification to parents or guardians.
- Financial penalties, if applicable.
- Informing local authorities or police, if the situation warrants such action.
- Expulsion from the college, following the rules and regulations of the university.

The CGRC operates with the authority to ensure a respectful and harmonious environment within the institution while upholding fairness and justice in all its proceedings.

### Procedure for Lodging a Grievance

#### 1. Submission of Grievance:

- Students are encouraged to submit their grievances in writing using the prescribed Grievance Application Form.
- The completed form, along with any necessary supporting documents, should be placed in the designated complaint box on campus.

#### 2. Online Grievance Submission:

- Grievances can also be submitted electronically by sending an email to the official grievance redressal email: [mpcegrievance@gmail.com](mailto:mpcegrievance@gmail.com).

#### 3. Prompt Assistance via Helpline:

- For immediate assistance, students can contact the CGRC helpline at 9673331061.

The Grievance Cell ensures that all cases submitted through these channels are reviewed and acted upon promptly and systematically to address the concerns rose.



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## GRIEVANCE REDRESSAL COMPLAINT FORM

Confidential & Strictly for Official Use

Instructions:

- This form is for students, faculty, or staff to register grievances related to academics, administration, facilities, or any other issues.
- The grievance will be addressed as per the college's **Grievance Redressal Policy**.
- Submit the completed form to the **Grievance Redressal Committee (GRC) Office** or drop it in the **Grievance Box**.

### 1. Complainant Details

- Name: \_\_\_\_\_
- Student ID / Employee ID (if applicable): \_\_\_\_\_
- Designation (For Staff/Faculty): \_\_\_\_\_
- Department / Branch: \_\_\_\_\_
- Contact Number: \_\_\_\_\_
- Email ID: \_\_\_\_\_
- Date of Complaint: // \_\_\_\_\_

### 2. Type of Grievance (Tick the relevant category)

- Academic Issue (Exams, Results, Teaching, etc.)
- Administrative Issue (Admission, Fees, Certificates, etc.)
- Harassment / Discrimination
- Infrastructure / Facility Issue (Classrooms, Labs, Library, etc.)
- Misconduct by Faculty/Staff/Students
- Hostel / Canteen / Transport Issue
- Others (Please Specify): \_\_\_\_\_

### 3. Grievance Details

- Date & Time of Incident (if applicable): // \_\_\_\_\_ | ☒ \_\_\_\_\_ AM/PM
- Location of Incident (if applicable): \_\_\_\_\_

**Brief Description of the Grievance:** (Explain in detail what happened)

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**Individuals Involved (if any):**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Witnesses (if any):**

1. Name: \_\_\_\_\_ | Contact: \_\_\_\_\_
2. Name: \_\_\_\_\_ | Contact: \_\_\_\_\_

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#### 4. Preferred Mode of Resolution (Tick your preference)

- Discussion & Mediation
- Formal Investigation
- Immediate Action Required
- Others (Specify): \_\_\_\_\_

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#### 5. Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge. I understand that false complaints may lead to disciplinary action.

Signature of Complainant: \_\_\_\_\_

Date: // \_\_\_\_\_

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#### For Official Use (Grievance Redressal Committee Only)

- Complaint Received by: \_\_\_\_\_ (Signature)
- Date & Time of Receipt: // \_\_\_\_\_ |  \_\_\_\_\_ AM/PM
- Investigation Assigned to: \_\_\_\_\_
- Action Taken: \_\_\_\_\_
- Remarks: \_\_\_\_\_

Signature of Grievance Redressal Committee Head: \_\_\_\_\_

Date: // \_\_\_\_\_



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Approved by AICTE, DTE, Govt. of Maharashtra, Affiliated to RTM Nagpur University, Nagpur

Ref.No.: MPCOE/2024-25/41

Date : 19 Aug. 24

**OFFICE ORDER.**

**Subject: College Grievance Redressal Cell**

The College Grievance Redressal Cell is formed with the following members.

	NAME OF THE FACULTY.	POSITION	DESIGNATION	MOBILE NO.
1	Dr. Dhiraj Deshmukh.	Chairman	Principal	9822418116
2	Prof. Atul Vaidya.	Member Secretary.	Assistant Professor.	9673331061
3	Prof.Santosh Alone.	Member.	Assistant Professor.	7972787221
4	Prof. Rajiv Nimje	Member.	Assistant Professor.	8856030546
5	Dr. Abhijit Gajghate	Member.	IQAC Coordinator	9970886217
6	Prof. Pranay Meshram	Member.	Assistant Professor.	9172806159
7	Prof. Deepak Bhiogade.	Member	Assistant Professor.	9860620805
8	Mr. Amol Aarikar	Member	Non-Teaching Staff	8550944923
9	Mr. Akshay Bante	Member	Non-Teaching Staff	9421716672
10	Mr. Sahil Borkar	Member	Student Representative	9637393781.
11	Miss. Monali Kuthe	Member	Student Representative	9307719534.

The committee is requested to Contribute effectively to dispose the grievances at the earliest. A registry to register the complaint is established and kept in the Principal office

  
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Date: 28/07/2024

## NOTICE

**Subject:** Meeting of the College Grievance Redressal Cell (CGRC)

All members of the College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled as per the following details:

- **Date:** 02/08/2024
- **Time:** 11:00 AM
- **Venue:** College Seminar Hall

The purpose of the meeting is to discuss the functioning of the CGRC and introduce its objectives and activities to the college community at the commencement of the new academic session.

### **Agenda for the Meeting:**

1. Introduction of CGRC to new members and students.
2. Discussion on the mechanism for lodging and resolving grievances.
3. Review of grievance submission platforms (physical and online).
4. Strategies to increase awareness about the CGRC among students, faculty, and staff.
5. Planning orientation sessions for students regarding their rights and responsibilities.
6. Any other matter with the permission of the Chair.

All members are requested to make it convenient to attend the meeting and contribute to the discussion.

**By Order of the Principal.**



SANMARG SHIKSHAN SANSTHA NAGPUR

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**MADHUKARRAO PANDAV COLLEGE OF ENGINEERING**

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Approved by AICTE, DTE, Govt. of Maharashtra, Affiliated to RTM Nagpur University, Nagpur

**COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)  
Minutes of the Meeting**

**Date:** 02/08/2024

**Time:** 11:00 AM

**Venue:** College Seminar Hall

**Chairperson:** Dr. Dhiraj Deshmukh (Principal)

**Present Members:**

1. Dr. Dhiraj Deshmukh (Chairperson)
2. Prof. Atul Vaidya (Convenor)
3. Prof. Santosh Alone (Member)
4. Prof. Rajiv Nimje (Member)
5. Dr. Abhijit Gajghate (IQAC Coordinator, Member)
6. Prof. Pranay Meshram (Assistant IQAC Coordinator, Member)
7. Prof. Dipak Bhiogade (Teacher Council Secretary, Member)
8. Mr. Amol Aarikar (Non-Teaching Staff Member)
9. Mr. Akshay Bante (Non-Teaching Staff Member)
10. Mr. Sahil Borkar (Student Representative)
11. Miss. Monali Kuthe (Student Representative)

**Agenda:**

1. Introduction of the CGRC to all members and its objectives for the new academic session.
2. Discussion on the grievance submission mechanism and available platforms.
3. Review of existing grievance handling procedures and areas for improvement.
4. Strategies for promoting awareness about the CGRC among students and staff.
5. Planning of an orientation session for students regarding their rights and grievance redressal.
6. Addressing any additional concerns raised by the members.

**Proceedings:**

**1. Welcome Address:**

- The meeting commenced with a welcome address by the Chairperson, Dr. Dhiraj Deshmukh, who emphasized the importance of CGRC in fostering a positive and supportive environment within the college.

**2. Introduction of the CGRC:**

- Prof. Atul Vaidya introduced the committee members and outlined the cell's objectives for the academic session.

**3. Grievance Submission Mechanism:**

1. Members discussed the existing grievance submission platforms, including the physical grievance box, online email portal ([mpcegrievance@gmail.com](mailto:mpcegrievance@gmail.com)); and helpline number (9673331061). It was decided to enhance visibility through notices and posters across the campus.

**4. Awareness Initiatives:**

1. It was resolved to conduct an awareness campaign and orientation program for students during the first week of the academic session. Dr. Abhijit Gajghate and Prof. Pranay Meshram were tasked with preparing materials for the session.

**5. Review of Procedures:**

1. The existing procedures for grievance resolution were reviewed. Suggestions were made to improve the response time and maintain transparency in communication with stakeholders.

**6. Suggestions and Open Discussion:**

1. Members discussed the inclusion of additional feedback channels to identify potential concerns early.
2. The student representatives, Mr. Sahil Borkar and Miss. Monali Kuthe, assured their cooperation in spreading awareness among students.

**7. Closing Remarks:**

1. The Chairperson thanked all members for their active participation and highlighted the collective responsibility of the CGRC in ensuring a harmonious academic environment.

**Action Points:**

- Conduct an orientation session for students by 06/09/2024 To 12/09/2024.
- Increase visibility of grievance redressal platforms through campus-wide awareness materials.
- Ensure follow-up meetings are held quarterly to review CGRC activities.

**The meeting concluded at 12:30 PM.**

**Minutes Prepared by:**  
Prof. Atul Vaidya  
(Convenor, CGRC)



**Approved by:**  
Dr. Dhiraj Deshmukh  
(Principal & Chairperson, CGRC)



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DATE: 04/09/2024.

## NOTICE

The following schedule has been arranged to ensure digital literacy and computer skill development for all the first sem students of all branches. Follow it to facilitate your engineering journey in the competitive environment.

### TIME TABLE

DATE	TIME	ROOM NO.	NAME OF PROGRAMME	LOCATION.
06/09/2024.	11.30 a.m to 12.30 p.m.	DATA STRUCTURE LAB.	COMPUTER FUNDAMENTALS & WINDOWS 10.	FIRST FLOOR. COMPUREER DEPTT.
10/09/2024	11.30 a.m to 12.30 p.m.	DATA STRUCTURE LAB.	MS-OFFICE INTRODUCTION & MS WORD.	FIRST FLOOR. COMPUREER DEPTT.
11/09/2024	11.30 a.m to 12.30 p.m.	DATA STRUCTURE LAB.	MS EXCEL.	FIRST FLOOR. COMPUREER DEPTT.
12/09/2024	11.30 a.m to 12.30 p.m.	DATA STRUCTURE LAB.	MS POWERPOINT.	FIRST FLOOR. COMPUREER DEPTT.

BY ORDER.

05-09-2024

PRINCIPAL/VICE PRINCIPAL

*[Signature]*  
09/2024

MPCE, BHANDARA.



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Date: 18/03/2025

## NOTICE

**Subject:** Meeting of the College Grievance Redressal Cell (CGRC)

All members of the College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled as per the following details:

- **Date:** 24/03/2025
- **Time:** 11:00 AM
- **Venue:** College Seminar Hall

The purpose of the meeting is to discuss the functioning of the CGRC and introduce its objectives and activities to the college community at the commencement of the new academic session.

### Agenda for the Meeting:

1. To Approve and Confirmation of the minutes of the Previous College Grievance Redressal Cell meeting.
2. To discuss on various Woman Empowerment Issues and anti ragging issues.
3. To discuss on roles and responsibilities of committee members.
4. To discuss on various ICC activities.
5. To discuss on provision for students to submit Student grievances online/offline.
6. Any other subject with the prior permission of the chairman following members were present for the meeting.

All members are requested to make it convenient to attend the meeting and contribute to the discussion.

**By Order of the Principal.**



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## COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

### Minutes of the Meeting-2

**Date:** 24/03/2025

**Time:** 11:00 AM

**Venue:** College Seminar Hall

**Chairperson:** Dr. Dhiraj Deshmukh (Principal)

**Present Members:**

12. Dr. Dhiraj Deshmukh (Chairperson) *D*
13. Prof. Atul Vaidya (Convenor) *AV*
14. Prof. Santosh Alone (Member) *SA*
15. Prof. Rajiv Nimje (Member) *RN*
16. Dr. Abhijit Gajghate (IQAC Coordinator, Member) *AG*
17. Prof. Pranay Meshram (Assistant IQAC Coordinator, Member) *PM*
18. Prof. Dipak Bhiogade (Teacher Council Secretary, Member) *DB*
19. Mr. Amol Aarikar (Non-Teaching Staff Member) *AA*
20. Mr. Akshay Bante (Non-Teaching Staff Member) *AB*
21. Mr. Sahil Borkar (Student Representative) *Sahil V. Borkar*
22. Miss. Monali Kuthe (Student Representative) *Monali*

**Agenda:**

1. Review of the last meeting's dated (29/08/2024) minutes was taken, and next strategies were planned accordingly.
2. Roles, responsibilities were decided for College Grievance Redressal Cell members.
3. In 2024-25 College Grievance Redressal Cell organized various programs and workshop for the female students.
4. To review and discuss the complaints received through the complaint box and online grievance.
5. Any other matter with the permission of the Chair.

## Proceedings:

### 1. Welcome Address:

2. The meeting commenced with a welcome address by the Chairperson, Dr. Dhiraj Deshmukh, who emphasized the importance of CGRC in fostering a positive and supportive environment within the college.

### 2. Introduction of the CGRC:

- a. Prof. Atul Vaidya introduced the committee members and outlined the cell's objectives for the academic session.

### 3. Grievance Submission Mechanism:

- a. Members discussed the existing grievance submission platforms, including the physical grievance box, online email portal ([mpcegrievance@gmail.com](mailto:mpcegrievance@gmail.com)), and helpline number (9673331061). It was decided to enhance visibility through notices and posters across the campus.

### 4. Awareness Initiatives:

- a. It was discussed to conduct an awareness campaign and orientation program for students. Dr. Abhijit Gajghate and Prof. Sonal Dhargave were tasked with organizing various programs and workshops for the female students.

### 5. Review of Procedures:

- a. The existing procedures for grievance resolution were reviewed. Suggestions were made to improve the response time and maintain transparency in communication with stakeholders.

### 6. Suggestions and Open Discussion:

- a. Members discussed the inclusion of additional feedback channels to identify potential concerns early.
- b. The student representatives, Mr. Sahil Borkar and Miss. Monali Kuthe, assured their cooperation in spreading awareness among students.

### 7. Closing Remarks:

- a. The Chairperson thanked all members for their active participation and highlighted the collective responsibility of the CGRC in ensuring a harmonious academic environment.

## Action Points:

- Conduct an orientation session for students by 24/02/2025.
- Increase visibility of grievance redressal platforms through campus-wide awareness materials.
- Ensure follow-up meetings are held quarterly to review CGRC activities.

The meeting concluded at 12:30 PM.


Minutes Prepared by:

Prof. Atul Vaidya  
(Convenor, CGRC)



Approved by:

Dr. Dhiraj Deshmukh  
(Principal & Chairperson, CGRC)

  
**PRINCIPAL**  
Madhukarrao Pandav College of  
Engineering, Bhilewada,  
Bhandara.



National Assessment & Accreditation Council

SANMARG SHIKSHAN SANSTHA NAGPUR

UNDER THE SOCIETIES REGISTRATION ACT XXI OF 1860 R. NO. 40/66 M.S. & Charitable Act, Reg.(814) (N)

**MADHUKARRAO PANDAV COLLEGE OF ENGINEERING**

Bhilewada, Bhandara.

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Phone: 07184-298755

Approved by AICTE, DTE, Govt. of Maharashtra, Affiliated to RTM Nagpur University, Nagpur



Date: 19/05/2025

## NOTICE

**Subject:** Meeting of the College Grievance Redressal Cell (CGRC)

All members of the College Grievance Redressal Cell (CGRC) are hereby informed that a meeting has been scheduled as per the following details:

- **Date:** 27/05/2025
- **Time:** 11:00 AM
- **Venue:** College Seminar Hall

The purpose of the meeting is to discuss the functioning of the CGRC and introduce its objectives and activities to the college community at the commencement of the new academic session.

### Agenda for the Meeting:

1. To Approve and Confirmation of the minutes of the Previous College Grievance Redressal Cell meeting.
2. Review of pending grievances.
3. Policy or Procedural Improvements.
4. Any other matter with the permission of Chair
5. Department-wise Feedback
6. Conclusion and next meeting schedule

Any other subject with the prior permission of the chairman following members were present for the meeting.

All members are requested to make it convenient to attend the meeting and contribute to the discussion.

By Order of the Principal



National Assessment & Accreditation Council

SANMARG SHIKSHAN SANSTHA NAGPUR

UNDER THE SOCIETIES REGISTRATION ACT XXI OF 1860 R. NO. 40/66 M.S. & Charitable Act. Reg. (B14) (N)

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Approved by AICTE, DTE, Govt. of Maharashtra, Affiliated to RTM Nagpur University, Nagpur

## COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

### Minutes of the Meeting-3

**Date:** 27/05/2025

**Time:** 11:00 AM

**Venue:** College Seminar Hall

**Chairperson:** Dr. Dhiraj Deshmukh (Principal)

**Present Members:**

23. Dr. Dhiraj Deshmukh (Chairperson) - *[Signature]*  
24. Prof. Atul Vaidya (Convenor) - *[Signature]*  
25. Prof. Santosh Alone (Member) - *[Signature]*  
26. Prof. Rajiv Nimje (Member) - *[Signature]*  
27. Dr. Abhijit Gajghate (IQAC Coordinator, Member) - *[Signature]*  
28. Prof. Pranay Meshram (Assistant IQAC Coordinator, Member)  
29. Prof. Dipak Bhiogade (Teacher Council Secretary, Member) - *[Signature]*  
30. Mr. Amol Aarikar (Non-Teaching Staff Member) - *[Signature]*  
31. Mr. Akshay Bante (Non-Teaching Staff Member) - *[Signature]*  
32. Mr. Sahil Borkar (Student Representative) - *Sahil V. Borkar*  
33. Miss. Monali Kuthe (Student Representative) - *Kuthe*

### Agenda:

1. Review of the last meeting's dated (24/03/2025) minutes was taken, and next strategies were planned accordingly.
2. All unresolved grievances from the last meeting were discussed. Each grievances was reviewed in terms of:
  - Current status ( Resolved/Pending)
  - Action taken
  - If pending, the reason and next steps
3. Based on recurring or critical grievances, members discussed suggestions to improve policies or processes. For example:
  - Digitizing the grievance submission system

- Setting deadline for grievance resolution
  - Increasing awareness among student/staff
4. Member were invited to raise any additional concern not on the agenda. If any were discussed, they should be mentioned with brief details.
  5. Departments involved in resolving grievances shared updates. This helps in understanding how responsive departments are and whether coordination is effective.
  6. The meeting ended with a vote of thanks. Tentative date and time for the next meeting was decided (if applicable).

### **Proceedings:**

#### **1. Welcome Address:**

The meeting commenced with a welcome address by the Chairperson, Dr. Dhiraj Deshmukh, who emphasized the importance of CGRC in fostering a positive and supportive environment within the college.

#### **2. Introduction of the CGRC:**

Prof. Atul Vaidya introduced the committee members and outlined the cell's objectives for the academic session.

#### **3. Grievance Submission Mechanism:**

Members discussed the existing grievance submission platforms, including the physical grievance box, online email portal ([mpcegrievance@gmail.com](mailto:mpcegrievance@gmail.com)), and helpline number (9673331061). It was decided to enhance visibility through notices and posters across the campus.

#### **4. Awareness Initiatives:**

It was discuss to conduct an awareness campaign and orientation program for students. Dr. Abhijit Gajghate and Prof. Sonal Dhargave were tasked with organized various programs and workshop for the female students..

#### **5. Review of Procedures:**

The existing procedures for grievance resolution were reviewed. Suggestions were made to improve the response time and maintain transparency in communication with stakeholders.

#### **6. Suggestions and Open Discussion:**

Members discussed the inclusion of additional feedback channels to identify potential concerns early.

The student representatives, Mr. Sahil Borkar and Miss. Monali Kuthe, assured their cooperation in spreading awareness among students.

#### 7. Closing Remarks:

The Chairperson thanked all members for their active participation and highlighted the collective responsibility of the CGRC in ensuring a harmonious academic environment.

#### Action Points:

- Conduct an orientation session for students by 24/02/2025.
- Increase visibility of grievance redressal platforms through campus-wide awareness materials.
- Ensure follow-up meetings are held quarterly to review CGRC activities.

The meeting concluded at 12:30 PM.

Minutes Prepared by:  
Prof. Atul Vaidya  
(Convenor, CGRC)



Approved by:  
Dr. Dhiraj Deshmukh  
(Principal & Chairperson, CGRC)



**PRINCIPAL**  
Dhiraj Deshmukh  
Principal & Chairperson, CGRC  
Pandav College of  
Engineering, Bhitewada,  
Chandara.

## VARIOUS ICC ACTIVITIES



03 January 2025 Savitribai Fule Jayanti



**GPS Map Camera**  
Bhilewada, Maharashtra, India  
4MPV+X3P, Bhilewada, Maharashtra 441924, India  
Lat 21.137918°  
Long 79.692652°  
17/09/24 01:49 PM GMT +05:30

17 September 2024 Engineer's Day



11 March 2025 Industrial Visit



26 November 2024 Constitution Day