

PATUCK-GALA COLLEGE OF COMMERCE & MANAGEMENT

Patuck Campus, 100 Nehru Road, Rustomba Patuck Marg, Vakola Bridge, Santacruz (E), Mumbai: 400 055

(Affiliated to University of Mumbai)

Re-accredited with B++ grade by NAAC (2.77 CGPA)

STUDENT GRIEVANCE CELL

21/06/2020

NOTICE

A meeting of the members of the Student Grievance Cell will be held on 27th June, 2020 at 6:30 p.m. on Google Meet platform. All the members are requested to attend the same. The link for the meeting shall be shared by the Convenor.

Agenda

- 1) To discuss about an Orientation of Student Grievance Cell
- 2) To discuss complaints sorted in II Term during the AY 2019-20
- 3) To discuss how to take the matters pertaining to the Cell further in lockdown.
- 4) Any other matter with the permission of the Chair

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 27TH JUNE 2020

The meeting of the Student Grievance Cell was held on 27th June, 2020 at 6.30 p.m. on Google Meet platform. The following staff members were present: -

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Patel - Member *T. Tasfiya Patel*
- 3) Ms. Sunita Bhuiya - Member *S. Bhuiya*

The following points were discussed: -

1. The members discussed on how we can create awareness about the Cell during lockdown among students.
2. The members checked the Complaint Register to cross verified if any issue(s) received and which has been resolved or unsolved in the II Term of the AY: 2019-2020 and found that no complaints were received after the month of September, 2019.

The Convenor shared the official email id and password of the Cell among the members i.e., **Email id:** studentsconcern@patuck.edu.in **Password:** studentsconcern@2020

3. The members suggested that the Convenor would check the email every Saturday to check if any grievance(s) received, accordingly the status will be informed to the members. Further as per the grievance received the complaint would be forwarded to respective concerns and the members would meet every Friday for the follow-ups of resolved or unresolved grievance(s).
4. The Convenor informed the members about the norms & policies of Students Grievances as per University of Mumbai guidelines has to be mentioned on our College Website and further has to be discussed with the Principal on the same.

The meeting ended with vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 27TH JUNE, 2020

- The Convenor discussed about the registration / application of students grievances on College website.
- The Cell members created a Google form so that if the students have any grievances, they can submit their application online. The link to the Google form application is made available on the College website.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
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STUDENT GRIEVANCE CELL

21/12/20

NOTICE

A meeting of the members of the Student Grievance Cell will be held on 24th December, 2020 at 6:30 p.m. on Google Meet platform. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting
- 2) To review on the issues received during First Term
- 3) Any other matter with the permission of the Chair

Monisha
Ms. Monisha D'costa
Convenor



Meeta
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 24TH DECEMBER 2020

The meeting of the Student Grievance Cell was held on 24th December, 2020 at 6.30 p.m. on Google Meet platform. The following staff members were present: -

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Shaikh - Member *Tash*
- 3) Ms. Sunita Bhuiya - Member *SB*

The following points were discussed: -

1. The minutes of previous meeting held on 27th June, 2020 was read and confirmed.
2. The Cell discussed that the email id for stating the grievance will be provided to students and a notice will be posted on Class WhatsApp Groups for promoting the same.
3. It was also discussed that the email would be checked every week, and if any grievances were received, then members would meet every Saturday to discuss and resolve the same. However, so far, no complaints were received.

The meeting ended with vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 24TH DECEMBER, 2020

- The Cell members provided wide publicity of the students' grievances redressal through official WhatsApp class groups.
- The Convenor checked the google form responses, and the email relating to students grievances, if any applications are submitted online.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

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STUDENT GRIEVANCE CELL

21/05/21

NOTICE

A meeting of the members of the Student Grievance Cell will be held on 27th May, 2021 at 6:30 p.m. on Google Meet platform. All the members are requested to attend the same.

Agenda

- 1) Restructuring of the Cell
- 2) Grievances reported by students
- 3) Submission of Annual Report to University
- 4) Any other matter with permission of the Chair

T. Shaikh
Dr. Tasfiya Shaikh
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 27TH MAY 2021

The meeting of the Student Grievance Cell was held on 27th May, 2021 at 6.30 p.m. on Google meet platform. The following staff members were present: -

- | | |
|-----------------------|-----------------------|
| 1) Dr. Tasfiya Shaikh | - Convenor |
| 2) Mrs. Byshi Panikar | - Member <i>Byshi</i> |
| 3) Ms. Sunita Bhuiya | - Member <i>98%</i> |

The following points were discussed: -

1. The minutes of previous meeting held on 24th December 2020 was read and confirmed.
2. The Cell was restructured due to the resignation of the Convenor. Hence, Dr. Tasfiya Shaikh was appointed as the Convenor and Mrs. Byshi Panikar was a new member inducted in the Cell.
3. The Convenor informed the members about NO mail received regarding any grievances in the AY: 2020-2021.
4. The Convenor informed that the Annual Report of College Grievance Redressal Cell for the AY: 2020-21 need to be submitted to the University of Mumbai.

The meeting ended with vote of thanks.

T. Shaikh
Dr. Tasfiya Shaikh
Convenor



Meeta
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 27TH MAY, 2021

- The new member of the Cell was briefed about the operations and functions of the Students' Grievance Cell
- The Annual Report of the Cell was prepared and submitted to the University of Mumbai as required.



Dr. Tasfiya Shaikh
Convenor



Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
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STUDENT GRIEVANCE CELL

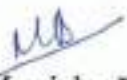
08/06/19

NOTICE


A meeting for the members of Student Grievance Cell will be held on 13th June, 2019 at 12.00 p.m. All the members are requested to attend the same.

Agenda

- 1) To discuss about an Orientation of Student Grievance Cell.
- 2) To discuss about the Grievance Redressal Mechanism.
- 3) Any other matter with the permission of the Chair.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 13TH JUNE 2019

The meeting of the Students Grievance Cell was held on 13th June, 2019 at 12.00 noon in the Conference Room. The following staff members were present:-

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Shaikh - Member *T.S.K.*
- 3) Ms. Sunita Bhuiya - Member *S.B.*

The following points were discussed:

- 1) The orientation of the Students Grievance Cell to ^{be} given to the students when the overall Orientation Program is scheduled for the students.
- 2) The members agreed for the opening of the Grievance Box on every Saturday in the presence of all members of the Cell.
- 3) The Convenor briefed that on the urgency of the complaints received will meet and discuss the same with the Vice- Principal and accordingly the issue would be handled.
- 4) The Convenor also briefed that the complaints received will be informed and handover to the concerned person and the status of the issue would be reverted within three working days to the Convenor.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Patnade
I/c Principal
I/c Principal
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 13TH JUNE, 2019

- The students were oriented about the Students Grievance Cell during the Annual Orientation Program.
- The Grievance Box was opened on every Saturday and the grievances were redressed as per the procedure. .

Monisha

Ms. Monisha D'costa
Convenor



Meeta

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STUDENT GRIEVANCE CELL

18/10/19

NOTICE

A meeting for the members of Student Grievance Cell will be held on 24th October, 2019 at 11.30 am. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting
- 2) To review on the issues received during First Term
- 3) Any other matter with the permission of the Chair

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 24TH OCTOBER 2019

The meeting of the Student Grievance Cell was held on 24th October, 2019 at 11.30 a.m. in the Conference Room. The following staff members were present:-

- | | |
|------------------------|-----------------------|
| 1) Ms. Monisha D'costa | - Convenor |
| 2) Dr. Tasfiya Shaikh | - Member <i>T.S.K</i> |
| 3) Ms. Sunita Bhuiya | - Member <i>S.B</i> |

The following points were discussed: -

1. The minutes of the previous meeting held on 13th June, 2019 was read and confirmed.
2. The Convenor informed the members about the 15 grievances received and resolved during the I Term of the AY: 2019-2020 and the record of the same has been maintained.
3. Most of the grievances were related to:
 - a. Students discipline issues
 - b. Working of fans in the classrooms
 - c. Availability of sports room for playing
4. The grievances raised by students were resolved by the Cell and the same was intimated to the students through notice.

The meeting ended with a vote of thanks.

MS
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 24TH OCTOBER, 2019

The Cell members completed the filing of all the documents and records relating to the II Term grievances.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
Patuck - Gala College of
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Santacruz (E), Mumbai-400 055

STUDENT GRIEVANCE CELL


01/12/19

NOTICE


A meeting for the members of Student Grievance Cell will be held on 8th December, 2019 at 12.00 noon. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To review on Grievance Redressed Mechanism.
- 3) Any other matter with permission of the Chair.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 8TH DECEMBER 2019


The meeting of the Students Grievance Cell was held on 8th December 2019 at 12.00 noon in the Reading Room. The following staff members were presents:-

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Shaikh - Member
- 3) Ms. Sunita Bhuiya - Member


The following points were discussed:

- 1) The minutes of the previous meeting held on 24th October, 2019 was read and confirmed.
- 2) The members suggested for On-going grievance handling mechanism for that specific email id to be generated. The students can forward their concern to the Cell through that email. Further, permission to be taken from the Principal for the same.
- 3) The Convenor briefed the requirement of the Student Grievance Guidelines as per University of Mumbai has to be available on our College Website.

The meeting ended with vote of thanks.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 8TH DECEMBER, 2019

- An email id of Students Grievance Cell was created with the help of IT team.
- The Convenor discussed about the Circular from University of Mumbai on Students Grievance Redressal guidelines.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
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STUDENT GRIEVANCE CELL

13/04/20

NOTICE

A meeting for the members of Student Grievance Cell will be held on 19th April, 2020 at 1:00 pm at Google Meet platform. All the members are requested to attend the same. The link for the meeting will be shared by the Convenor.

Agenda

- 1) To review the issues raised by the students
- 2) Any other matter with permission of the Chair

M. Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 19TH APRIL 2020

The meeting of the Students Grievance Cell was held on 19th April 2020 at 1:00 pm on Google Meet. The following members were present: -

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Shaikh - Member *TSSK*
- 3) Ms. Sunita Bhuiya - Member *S*

The following points were discussed: -

- 1) The minutes of previous meeting held on 8th December, 2019 was read and confirmed.
- 2) The members were informed that there were no grievances received during second term of the A.Y. 2019-2020.
- 3) The members suggested for the submission of the Annual Report of the Cell to the University of Mumbai.

The meeting ended with vote of thanks.

MD
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 19TH APRIL, 2020

The Annual Report of the Students Grievance Cell was prepared as per the University guidelines and submitted to the University.



Ms. Monisha D'costa
Convenor



Dr. (Mrs.) Meena Pathade
I/C Principal
I/c Principal
Patuck - Gala College of
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STUDENT GRIEVANCE CELL

18/06/18

NOTICE

A meeting for the members of Student Grievance Cell will be held on 22nd June, 2018 at 12.30 p.m. All the members are requested to attend the same.

Agenda

- 1) To discuss about an Orientation of Student Grievance Cell
- 2) To discuss about the Grievance Redressal Mechanism
- 3) Any other matter with the permission of the Chair


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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**MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL
HELD ON 22ND JUNE 2018**

The meeting of the Students Grievance Cell was held on 22nd June 2018 at 12.30 p.m. in the staff room. The following staff members were present:-

- 1) Ms. Monisha D'costa – Convenor
- 2) Dr. Tasfiya Shaikh - Member T.SK
- 3) Ms. Sunita Bhuiya - Member SB

The following points were discussed:-

- 1) The awareness about the Students Grievance Cell shall be done during the conduct of Orientation to students.
- 2) The Student Grievance Box will be opened every Saturday in the presence of all members.
- 3) The member will then meet and discuss the issue (if need be in presence of Vice-Principal)
- 4) The issue will be handed over to concerned department and committee.
- 5) The concerned department/committee will return with a response within three working days.
- 6) Once the issue is resolved, the same will be highlighted on student grievance board, if required.

The meeting ended with a vote of thanks

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 22ND JUNE 2018

- The students were oriented about Students Grievance Cell was scheduled in consultation with the Vice-Principal, Mrs. Priti Surve.
- The Cell members discussed the grievances with the Vice-Principal and took her suggestions for resolutions.
- The Department / Committee members were roped in for discussions with respect to matters having their concern.
- The grievance related matters were displayed on the Students Grievance notice board so that the students are informed and updated about the same.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
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STUDENT GRIEVANCE CELL


11/10/18

NOTICE


A meeting for the members of Student Grievance Cell will be held on 17th October, 2018 at 11.30 a.m. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To review on the issues received during First Term
- 3) Any other matter with the permission of the Chair.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 17TH OCTOBER 2018

The meeting of the Student Grievance Cell was held on 17th October, 2018 at 11.30 p.m. in the Conference Room. The following staff members were present:-

- 1) Ms. Monisha D'costa - Convenor
- 2) Dr. Tasfiya Shaikh - Member *T.S*
- 3) Ms. Sunita Bhuiya - Member *S.B*

The following points were discussed: -

1. The minutes of the previous meeting held on 22nd June, 2018 was read and confirmed.
2. The members discussed on the effective awareness about the Cell among students.
3. The Convenor informed the members about the 17 grievances received and resolved the I Term of the AY: 2018-2019 and the record of the same has been maintained.
4. Most of the issues were related to:
 - a. Smart classroom and camera
 - b. Toilet cleaning
 - c. Working of fans in classrooms
5. The issues were resolved and the students were communicated about it by way of notice.

The meeting ended with a vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 17TH OCTOBER, 2018

- The Cell members verified that all the grievances for the I Term have been attended to.
- A proper record and filing of the related documents were taken up by the Cell members.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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STUDENT GRIEVANCE CELL

23/11/18

NOTICE

A meeting for the members of Student Grievance Cell will be held on 27th Nov, 2018 at 12.30 p.m. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To review on Grievance Redressed Mechanism.
- 3) Any other matter with permission of the Chair.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 27TH NOVEMBER 2018

The meeting of the Student Grievance Cell was held on 27th November, 2018 at 12.30 p.m. in the Conference Room. The following staff members were present:-

- | | |
|------------------------|--------------|
| 1- Ms. Monisha D'costa | - Convenor |
| 2- Dr. Tasfiya Shaikh | - Member TSK |
| 3- Ms. Sunita Bhuiya | - Member SB |


The following points were discussed:-

- 1) The minutes of the previous meeting held on 17th October, 2018 was read and confirmed.
- 2) The Student Grievance box will be opened every Saturday in the presence of all members.
- 3) The process of students' grievances has been working well and hence the Cell decided to continue its functioning the same way.
- 4) The Convenor informed that majority of the students issue during the I Term was resolved by the Cell

The meeting ended with a vote of thanks.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 27TH NOVEMBER, 2018

The Cell members followed the grievances redressal process by opening the Students Grievance Cell on every Saturday.

Monisha
Ms. Monisha D'costa
Convener



Meeta
Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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STUDENT GRIEVANCE CELL

23/04/19

NOTICE

A meeting for the members of Student Grievance Cell will be held on 27th April, 2019 at 11.30 a.m. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To discuss the issues raised by the students
- 3) Any other Matter with permission of the Chair

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 27TH APRIL 2019


The meeting of the Student Grievance Cell was held on 27th April, 2019 at 11.30 a.m. in the Conference Room. The following staff members were present:-

- | | |
|------------------------|--------------|
| 1- Ms. Monisha D'costa | - Convenor |
| 2- Dr. Tasfiya Shaikh | - Member TSK |
| 3- Ms. Sunita Bhuiya | - Member SB |


The following points were discussed: -

1. The minutes of the previous meeting held on 27th November, 2018 was read and confirmed.
2. The Convenor informed the members about the 13 grievances received and resolved during the II Term of the AY: 2018-2019 and the record of the same has been maintained.
3. The grievances were more related to:
 - a. Functioning of sports room
 - b. Working of lights and fans in the classrooms
 - c. Cleanliness issue in washrooms
4. The grievances expressed were resolved by the Cell.

The meeting ended with a vote of thanks.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 27TH APRIL, 2019

- The Cell members verified all the documents related to the Students Grievance Cell.
- The Cell members maintained all the records properly.
- It was noted that the II Term grievances were resolved.

Monisha

Ms. Monisha D'costa
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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STUDENT GRIEVANCE CELL


20/06/17

NOTICE

A meeting for the members of Student Grievance Cell will be held on 24th June, 2017 at 12.00 p.m. All the members are requested to attend the same.

Agenda

- 1) To discuss about an Orientation of Student Grievance Cell.
- 2) To discuss about the Grievance Redressal Mechanism.
- 3) To discuss about strategies to be adopted for the AY 2017-18.
- 4) To discuss about the responsibilities of members.
- 5) Any other matter with the permission of the chair.


Ms. Monisha D'costa
Convenor




Dr. (Mrs.) Meeta Pathade
I/c ~~Principal~~ **Principal**
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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**MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL
HELD ON 24TH JUNE, 2017**

The meeting of the Student Grievance Cell was held on 24th June, 2017 at 12.00 noon in the Conference Room. The following staff members were present:-

- | | |
|--------------------------|------------|
| 1) Ms. Monisha D'costa | - Convenor |
| 2) Dr. Tasfiya Shaikh | - Member |
| 3) Mrs. Deepti Sedvelkar | - Member |

T. Shaikh
Deepti Sedvelkar

The following points were discussed: -

1. Awareness about Students Grievance Cell to be created among students during Orientation of the students.
2. The Cell shall mandatorily open the grievance box every Saturday in the presence of all members. If Saturday is a holiday, the following Monday may be considered to open the Grievance Box.
3. It was decided that a meeting be organized of the members to resolve the issues raised by the students.
4. It was also decided that any important grievance be brought to the notice of the Principal for its resolution.
5. It was decided that the members share the responsibilities about preparing the notices, minutes, co-ordination with stakeholders for grievance redressal, etc.
6. The Convenor informed that a notice shall be sent to the students about the grievance redressal.

The meeting ended with a vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 24TH JUNE 2017

- During the Annual Orientation Programme of the students, the students were informed about the Students Grievance Cell and it's redressal.
- Every Saturday, the box was opened and the issues were recorded.
- Meetings were conducted to resolve the grievances.
- Duty chart was prepared and circulated among the Cell members so that they know their role and responsibilities.

Ms. Monisha D'costa
Convenor

Dr. (Mrs.) Meeta Pathade
I/C Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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STUDENT GRIEVANCE CELL

11/10/17

NOTICE

A meeting for the members of Student Grievance Cell will be held on 16th October, 2017 at 12.00 p.m. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To review on the issues received during first term
- 3) Any other matter with the permission of the chair.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 16TH OCTOBER, 2017

The meeting of the Student Grievance Cell was held on 16th October, 2017 at 12.00 noon in the Conference Room. The following staff members were present:-

- | | |
|--------------------------|------------|
| 1- Ms. Monisha D'costa | - Convenor |
| 2- Dr. Tasfiya Shaikh | - Member |
| 3- Mrs. Deepti Sadvelkar | - Member |

T. Shaikh
Deepti Sadvelkar

The following points were discussed: -

1. The minutes of the previous meeting held on 24th June 2017 was read and confirmed.
2. The Convenor informed the members about the 14 grievances received and resolved during the I Term of the AY: 2017-2018 and the record of the same has been maintained. It was discussed that the issues were relating to:
 - a. Cleanliness
 - b. Functioning of smart classroom
 - c. Issue of ID cards
 - d. Sports room facility
3. These issues were resolved and the same was communicated to the students through notice.

The meeting ended with a vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 16TH OCTOBER 2017

- The Cell members verified that the student grievances have been properly attended to and resolved.
- The I Term records and documents were properly maintained and filled by the Cell members.



Ms. Monisha D'costa
Convenor



Dr. (Mrs.) Meeta Pathade
I/C Principal
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Commerce & Management
Santacruz (E), Mumbai-400 055

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STUDENT GRIEVANCE CELL

20/11/17

NOTICE

A meeting for the members of Student Grievance Cell will be held on 26th November, 2017 at 12.00 p.m. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting.
- 2) To review on Grievance Redressed Mechanism.
- 3) Any other matter with permission of the Chair.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c ~~Principal~~ Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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**MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL
HELD ON 26TH NOVEMBER, 2017**

The meeting of the Student Grievance Cell was held on 26th November, 2017 at 12.00 p.m. in the Conference Room. The following staff members were present:-

- | | | |
|--------------------------|------------|-------------------------|
| 1- Ms. Monisha D'costa | - Convenor | |
| 2- Dr. Tasfiya Shaikh | - Member | <i>T. Shaikh</i> |
| 3- Mrs. Deepti Sadvelkar | - Member | <i>Deepti Sadvelkar</i> |

The following points were discussed: -

- 1) The minutes of the previous meeting held on 16th October, 2017 was read and confirmed.
- 2) The Student Grievance Box will be opened every Saturday in the presence of all members.
- 3) The member will then meet and discuss the issue (if need be in presence of Vice-Principal)
- 4) The issue will be handed over to concerned department and committee.
- 5) The concerned department/committee will return with a response within three working days.
- 6) Once the issue is resolved, the same will be highlighted on student grievance board.

The meeting ended with a vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c ~~Principal~~ Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 26TH NOVEMBER 2017

- The Cell members conducted the meeting and handed over the copy of the grievance documents to the concerned Department / Committee / Staff for their response.
- A meeting was conducted to resolve the grievances with the concerned members.
- The Cell members informed the students about the resolution of the grievance by posting / displaying on the Notice Board of Students Grievance Cell.



Ms. Monisha D'costa
Convenor



Dr. (Mrs.) Meeta Pathade
I/C Principal
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STUDENT GRIEVANCE CELL

18/04/18

NOTICE

A meeting for the members of Student Grievance Cell will be held on 24th April, 2018 at 12.30 p.m. All the members are requested to attend the same.

Agenda

- 1) Issues during the II Term of the AY 2017-18.
- 2) Any other Matter with permission of the Chair.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c ~~Principal~~ Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 24TH APRIL, 2018

The meeting of the Student Grievance Cell was held on 24th April, 2018 at 12.30 p.m. in the Conference Room. The following staff members were present:-

- | | |
|--------------------------|----------------------------|
| 1- Ms. Monisha D'costa | - Convenor |
| 2- Dr. Tasfiya Shaikh | - Member <i>T. Shaikh</i> |
| 3- Mrs. Deepti Sadvelkar | - Member <i>DSadvelkar</i> |

The following points were discussed: -

1. The minutes of the previous meeting held on 26th November, 2017 was read and confirmed.
2. The Convenor informed the members about the 06 grievances received and resolved during the II Term of the AY: 2017-2018 and the record of the same has been maintained.
3. The issues raised were relating to:
 - a. Kabaddi practice
 - b. Smart classroom
 - c. Windows in boys toilets
 - d. Canteen
4. After the issue being resolved, the students were informed about the same through notice.

The meeting ended with a vote of thanks.

Monisha
Ms. Monisha D'costa
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c ~~Principal~~
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Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 24TH APRIL 2018

- The Cell members verified that the student grievances during the II Term have been properly resolved and the respective notice has been put up on the notice board.
- The II Term records and documents were properly maintained and filed by the Cell members.



Ms. Monisha D'costa
Convenor



Dr. (Mrs.) Meeta Pathade
I/C ~~Principal~~
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STUDENT GRIEVANCE CELL


23/06/16

NOTICE


A meeting for the members of Student Grievance Cell will be held on 29th June, 2016 at 11.30 am. All the members are requested to attend the same.

Agenda

- 1) To discuss about an Orientation of Student Grievance Cell.
- 2) To discuss about the Grievance Redressal Mechanism.


Mrs. Deepti Sadvelkar
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
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**MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL
HELD ON 29TH JUNE 2016**

The meeting of the Student Grievance Cell was held on 29th June, 2016 at 11.30 am in the Conference Room. The following staff members were present:-

- | | |
|--------------------------|--------------------------------|
| 1) Mrs. Deepti Sadvelkar | - Convenor <i>D. Sadvelkar</i> |
| 2) Mrs. Liily Chwda | - Member <i>Lily</i> |
| 3) Dr. Tasfiya Shaikh | - Member <i>T. Shaikh</i> |

The following points were discussed: -

- 1) Awareness about students Grievance to be created among students in classroom during lecture hours.
- 2) The Cell shall mandatorily open the grievance box every Saturday in the presence of all members.

The meeting ended with a vote of thanks.

D. Sadvelkar
Mrs. Deepti Sadvelkar
Convenor



Meeta
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
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Santacruz (E), Mumbai-400 055

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 29TH JUNE 2016

- The Convenor informed the teachers to sensitize students to use the students' grievance box, if they have any issues / problems / grievances.
- A mechanism was created by the Cell members about opening the Grievance Box on every Saturday.

Sadvelkar

Mrs. Deepti Sadvelkar
Convenor



Meeta

Dr. (Mrs.) Meeta Puhade
I/C Principal
I/c Principal
Patuck - Gala College of
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STUDENT GRIEVANCE CELL

20/10/16

NOTICE

A meeting for the members of Student Grievance Cell will be held on 25th October, 2016 at 12.00 noon. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting
- 2) To review on the issues received during First Term
- 3) Any other matter with the permission of the Chair


Mrs. Deepti Sadvelkar
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HELD ON 25TH OCTOBER 2016

The meeting of the Student Grievance Cell was held on 25th October, 2016 at 12.00 noon in the Conference Room. The following staff members were present:-

- | | | |
|--------------------------|------------|-------------------------|
| 1- Mrs. Deepti Sadvelkar | - Convenor | <i>Deepti Sadvelkar</i> |
| 2- Mrs. Lily Chwda | - Member | <i>Lily Chwda</i> |
| 3- Dr. Tasfiya Shaikh | - Member | <i>Tasfiya Shaikh</i> |

The following points were discussed: -

1. The minutes of the previous meeting held on 25th June 2016 was read and confirmed.
2. The Convenor informed the members about the NO grievances received during the I Term of the AY: 2016-2017.

The meeting ended with a vote of thanks.

Deepti Sadvelkar
Mrs. Deepti Sadvelkar
Convenor



Meeta Pathade
Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
Patuck - Gala College of
Commerce & Management
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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 25TH OCTOBER 2016

A record of "no grievance" received during the I Term was maintained and verified by the Cell members.

Sadvelkar

Mrs. Deepti Sadvelkar
Convenor



Meeta

Dr. (Mrs.) Meeta Pathade
I/C Principal

I/c Principal
Patuck - Gala College of
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STUDENT GRIEVANCE CELL

13/03/17

NOTICE


A meeting for the members of Student Grievance Cell will be held on 18th March, 2017 at 12.00 noon. All the members are requested to attend the same.

Agenda

- 1) To read and confirm the minutes of the previous meeting
- 2) To apprise of the induction of the new member
- 3) To discuss about the student grievances
- 4) Any other Matter with permission of the Chair


Mrs. Deepti Sadvelkar
Convenor




Dr. (Mrs.) Meeta Pathade
I/c Principal
I/c Principal
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MINUTES OF THE MEETING OF STUDENT GRIEVANCE CELL HEDL ON 18TH MARCH 2017

The meeting of the Student Grievance Cell was held on 18th March, 2017 at 12.00 noon in the Conference Room. The following staff members were present:-

- | | | |
|--------------------------|------------|-------------------------|
| 1- Mrs. Deepti Sadvelkar | - Convenor | <i>Deepti Sadvelkar</i> |
| 2- Dr. Tasfiya Shaikh | - Member | <i>T. Shaikh</i> |
| 3- Ms. Monisha D'costa | - Member | <i>M. D'Costa</i> |

The following points were discussed: -

1. The minutes of the previous meeting held on 25th October, 2016 was read and confirmed.
2. The Convenor informed that members that Ms. Monisha D'costa is a member of the Cell since Ms. Lily Chwda has resigned.
3. The Convenor informed the members about No major grievances received during the II Term of the AY: 2016-2017.

The meeting ended with a vote of thanks.

Deepti Sadvelkar
Mrs. Deepti Sadvelkar
Convenor



Meeta Pathade
Dr. (Mrs.) Meeta Pathade
I/c Principal
Patuck - Gala College of
Commerce & Management
Santacruz (E), Mumbai-400 055

PATUCK-GALA COLLEGE OF COMMERCE & MANAGEMENT

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ACTION TAKEN REPORT OF STUDENTS GREIVANCE CELL MEETING HELD ON 18TH MARCH 2017

- The newly inducted member, Ms. Monisha D'costa was briefed about the functioning and operations of the Cell. She was also informed about her role and responsibilities as a part of the Cell.
- All the records for the Academic Year was filed and recorded.

Deepti Sadvelkar

Mrs. Deepti Sadvelkar
Convenor



Meeta Pathade

Dr. (Mrs.) Meeta Pathade
I/C Principal

I/c Principal
Patuck - Gala College of
Commerce & Management
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