



**Sindhudurg Education Society's**

**V.Y.S. COLLEGE OF EDUCATION (B.Ed.)**

**Approved by NCTE, Govt. of Maharashtra & affiliated to Mumbai University.**

**NCTE CODE - APW02402/123309**

**Website: [www.vysbed.com](http://www.vysbed.com)**

# **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL**



  
**Principal**  
**V. Y. S. B. Ed. College**  
Tondavali, Tal. Kankavli (Sindhudurg.)



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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2022-2023**

The first Grievance Redressal committee meeting for the Academic year 2022-2023 was held on 23.08.2023 at 10.30 am in Principal Chamber.

The Second Grievance Redressal Committee meeting for the Academic year 2022-2023 was held on 22.03.2022 at 10.30 am in Principal Chamber.

The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

| S. No. | Issue Date | Issue                          | Complaint by     | Action taken Date | Action Taken by the committee                                                                                                         |
|--------|------------|--------------------------------|------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1      | 20.08.2023 | Fans not working               | II year students | 25.08.2023        | Committee brought to the notice of the management that the fans which are not working were repaired and few were replaced by new one. |
| 2      | 20.08.2023 | White board visibility problem | I year students  | 25.08.2023        | Committee brought to the notice of the management and makes it clearly visible.                                                       |
| 3      | 21.03.2022 | Canteen menu price Related     | I year students  | 26.03.2022        | Committee discussed with the canteen committee to make the menu prices reasonable.                                                    |



  
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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2021-2022**

The first Grievance Redressal committee meeting for the Academic year 2021-2022 was held on 23.07.2022 at 10.30 AM in Principal Chamber.

The Second Grievance Redressal Committee meeting for the Academic year 2021-2022 was held on 24.08.2021 at 10.30 AM in Principal Chamber.

The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

| S.No | Issue Date | Issue                                    | Complaint by     | Action taken Date | Action Taken by the committee                                                                                                                  |
|------|------------|------------------------------------------|------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | 20.07.2022 | Wi-Fi Coverage Problem in college campus | II year students | 25.07.2022        | Approved for Increase the speed of Wi-Fi.                                                                                                      |
| 2    | 20.08.2021 | Mobile Lost                              | I year students  | 26.08-2021        | Committee brought to the notice of the Management With the help of floor In charge Committee traced the CC footage and found the Mobile phone. |



  
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## ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2020-2021

The first Grievance Redressal committee meeting for the Academic year 2020-2021 was held on 23.09.2021 at 10.30 am in Principal Chamber.

The Second Grievance Redressal Committee meeting for the Academic year 2020-2021 was held on 22.03.2020 at 10.30 am in Principal Chamber.

The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

| S. No. | Issue Date | Issue                                                               | Complaint by     | Action taken Date | Action Taken by the committee                                                                                                                                                                                                                    |
|--------|------------|---------------------------------------------------------------------|------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | 20.09.2021 | Establish Uninterrupted Wi-Fi Facility In Student Rooms             | II year students | 25.09.2021        | As per the request from the students provided the Wi-Fi facility in the Campus.                                                                                                                                                                  |
| 2      | 20.09.2021 | Request to repair the student tables as they are completely damaged | I year students  | 25.09.2021        | With rest to the Grievance received from students all the class room student benches were repaired.                                                                                                                                              |
| 3      | 21.03.2020 | Request To Increase The Number Of Text Books In Library             | I year students  | 26.03.2020        | Further instructions have been given to the concerned committee members to look in the matter and give latest information available in the library. Based on the information it has been decided to increase the number of books in the library. |



  
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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2019-2020**

The first Grievance Redressal committee meeting for the Academic year 2019-2021 was held on 23-08-2020 at 10.30 am in Principal Chamber.

The Second Grievance Redressal Committee meeting for the Academic year 2019-2020 was held on 22-04-2019 at 10.30 am in Principal Chamber.

The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

| S.No. | Issue Date | Issue                                                   | Complaint by     | Action taken Date | Action Taken by the committee                                                                                                                    |
|-------|------------|---------------------------------------------------------|------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | 20.08.2020 | Water Filter Cooling Problem                            | II year students | 25.08.2020        | Committee brought to the notice of the management and water filter was repaired to effective cooling.                                            |
| 2     | 21.04.2019 | Request to increase the number of text books in Library | I year students  | 25.04.2019        | This grievance was brought to the notice of management through principal. The management provides the Number of text books in library.           |
| 3     | 21.04.2019 | Request to monitor the quality of food in canteen       | II year students | 25.04.2019        | This Grievance has been redressed with due concern. Given strict instructions to monitor the food quality regularly to canteen committee members |



*[Signature]*  
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## **ANNUAL REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE FOR THE ACADEMIC YEAR 2018-2019**

The first Grievance Redressal committee meeting for the Academic year 2018-2019 was held on 23.08.2019 at 10.30 am in Principal Chamber.

The Second Grievance Redressal Committee meeting for the Academic year 2018-2019 was held on 22.02.2018 at 10.30 am in Principal Chamber.

The agenda of the meeting was to discuss about the ways to resolve the Grievances received by the students.

The Details are given below

| S.No. | Issue Date | Issue                                                     | Complaint by     | Action taken Date | Action Taken by the committee                                                                                                                                                   |
|-------|------------|-----------------------------------------------------------|------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | 20.08.2019 | Library Timings Related                                   | I year students  | 25.08.2019        | Committee discussed with Library committee to instruct the librarian to make library timings flexible.                                                                          |
| 2     | 21.02.2018 | Request to supply continuous drinking water in Main block | I year students  | 26.02.2018        | This grievance was brought to the notice of management through principal. The management provided a continuous water supply and appointed a supervisor for regular supervision. |
| 3     | 21.02.2018 | Class Room Window Glass Repair                            | II year students | 26.02.2018        | Committee brought to the notice of management and repaired the window pane.                                                                                                     |



  
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**Proof related to Mechanisms for submission  
of online/offline students' grievances**



  
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## **Mechanisms for submission of online/offline students' grievances**

The Grievance Redressal Mechanism is constituted to be implemented in the institute to address the grievance related to students, women harassment, ragging, maintenance and other related issues. The grievance committee members investigate the cases through following mechanism:

- 1 An individual has to submit a grievance form
- 2 The submitted form is reported to the IQAC.
- 3 The IQAC then review the grievance and forward to Principal office or concerned Department/HOD.
- 4 The concerned section will then takes action and submit the report to the grievance committee for the closure of grievance within stipulated time.
- 5 The information about the action taken is communicated to the individual who has put up the grievance.



  
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## **Faculty Grievance form**

|                                |  |
|--------------------------------|--|
| Name of the Faculty(optional): |  |
| Grievance Details:             |  |

Signature



  
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## **Grievance Resolution form**

|                                  |  |
|----------------------------------|--|
| Recommendation of the committee: |  |
| Action Taken:                    |  |

## **Student Grievance form**

|                                |  |
|--------------------------------|--|
| Name of the Student(optional): |  |
| Grievance Details:             |  |



  
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## **Grievance Resolution form**

|                                  |  |
|----------------------------------|--|
| Recommendation of the committee: |  |
| Action Taken:                    |  |



  
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Suggestion / complaint Box have been installed in all the department blocks in which the Students, drop their grievances and their suggestions for improving the Academics /Administration in the college.



  
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The Institution has a transparent mechanism for timely Redressal of student grievances including sexual harassment and ragging cases.

The students can register their grievances in online at

| Grievance Redressal                   |           |
|---------------------------------------|-----------|
| Name of Person :                      |           |
| Category :                            | Student ▼ |
| Department :                          |           |
| E-mail :                              |           |
| Phone No :                            |           |
| Grievance Summary :                   |           |
| <input type="button" value="SUBMIT"/> |           |



  
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