



Est.: 1959

"ज्ञान, विज्ञान आणि सुसंस्कार यासाठी शिक्षण प्रसार"

- शिक्षणमहर्षी डॉ.बापूजी साळुंखे

Shri Swami Vivekanand Shikshan Sanstha Kolhapur's
Ramkrishna Paramhansa Mahavidyalaya,
Osmanabad

Tambari Vibhag, Osmanabad – 413501 (M.S.)
Phone No. (02472) 222231 E-mail: osdrpcollege@yahoo.com



NAAC Grade

"B+"

Sankalp Foundar: **G.D.Alias Bapuji Salunkhe**

President : **Hon.Chandrakant (Dada) Patil**, Higher Education Minister, M.S.

Executive President: **Prin. Abhaykumar Salunkhe** (M.A.)

Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)

Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Grievance Redressal Cell

The Student's Grievance Redressal Cell is a statutory committee to facilitate the Redressal of grievances and complaints lodged by the students and to examine the issue in a fair manner and arrive at inferences for recommending remedial measures. The Chairman of the Cell is the Principal and senior faculty members from each stream are the members, with a provision of being reconstituted every year.

Objectives of the Committee

The main objectives of the Cell are as follows

- To examine various issues and grievances raised by the students in the matters like harassment, victimization, unfriendly treatment or any other grievance which disturb the learning process of the student.
- To address complaints related to student to student relationship, student to teacher relationship, student to non-teaching staff relationship and the relationship between student and the academic community.
- To encourage the students to lodge their grievances freely and frankly without any fear of being victimized while assuring confidentiality.
- To consolidate and examine the complaints / grievances / suggestions put by the students on Academic, Administrative, Infrastructural and any other matters in the complaints/ suggestion box or received in WhatsApp
- To encourage students to follow moral and ethical values and to desist from undesirable activities in the college campus and uphold the dignity of college by promoting cordial relationships with everyone.

Scope of the Committee

The Student's Grievance Redressal Cell will receive grievances in writing from the students about any of the following matters-

- Academic Matters- The grievances of the students regarding academics i.e, completion of regular class work, teaching methodology, approach and accessibility of the teacher, availability of the learning materials, lab hour schedule/timetable or any other academic matter.
- Administrative Matters- The grievances related to college administration and support services that include certificates like Bonafide, Bus Pass, and Scholarships from the office, inconvenient schedule of fees collection, functioning of the Library and related matters.
- Other Matters- The Cell will also examine the grievances related to other facilities and support services for recreation, problems of sanitation, water availability, availability of transport, canteen and all other matters not falling under the purview of other committees.

Procedure for lodging complaints

1. **Complaint/Suggestion Box** -There is a complaint box installed in campus under lock and key and students are encouraged to drop in their grievance. To encourage students to feel free, the box is named as suggestion box. The Grievance Redressal Cell opens the box in Principal's chamber and sorts the suggestions and grievances fortnightly.
2. **WhatsApp group**—The College has Active student's whatsapp group formed by the Faculty members. Grievances and Complaints received are forwarded to the Cell for Redressal.
3. **Email**—Students are encouraged to lodge their grievances through Email- osdrpcollege@yahoo.com
4. **Website**—The college website www.rpcollege.edu.in has a tab wherein students can post their suggestions, feedback and complaints.

Mechanism of Redressal of Grievances of Students and Staff

- After receiving a written grievance/ complaint in drop box or WhatsApp group or emails the meeting of the committee is convened by the Principal to look into the matter.
- If the names of the students are mentioned in the complaint and depending on the severity of the issue they will be called for an explanation. Otherwise the committee will conduct an enquiry into the matter and suggest solutions/remedial measures.


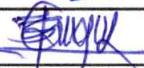
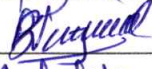
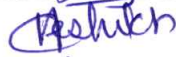



- If there is any merit in the complaint, the cell will recommend appropriate measures for the Redressal of the grievances.
- Suggestions/remedial measures of Academic grievances will be suggested to respective Faculty/Departments. Administration related matters are forwarded to the Office In-charge and other matters to the respective support service In-charges.


Actions of the Committee

- The recommendations made by the Cell will be discussed by the Staff Council and appropriate measures will be initiated to redress the grievance. It will be implemented by the Principal of the college under the monitoring of the Cell.

Student Grievance Redressal Cell Committee (2022-2023)

Sr. No.	Name	Designation
1	Dr. J. S. Deshmukh	Principal and Chairman
2	Prof. D. M. Shinde	Convener 
3	Dr. K. M. Kshirsagar	Member 
4	Prof. B. K. Nagare	Member 
5	Dr. (Mrs.) V. J. Deshmukh	Member 
6	Dr. V. M. Sarnaik	Member 


COORDINATOR-IQAC
 Ramkrishna Paramhansa
 Mahavidyalaya Osmanabad


Principal
 Ramkrishna Paramhansa
 Mahavidyalaya, Osmanabad



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President : **Hon.Chandrakant (Dada) Patil**, Higher Education Minister, M.S.

Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)

Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Date: 03/08/2022

Meeting Minutes of Grievance Redressal Cell Committee 2022-2023

The Meeting of the Grievance Redressal Cell Committee constituted for the academic year 2022-2023 was held on 03rd August 2022 in the principal's cabin at 11:30 am. to discuss items on the agenda.

The following members were present:

Sr. No.	Name	Designation	Signature
1	Dr. J. S. Deshmukh	Principal and Chairman	
2	Prof. D. M. Shinde	Convener	
3	Dr. K. M. Kshirsagar	Member	
4	Prof. B. K. Nagare	Member	
5	Dr. (Mrs.) V. J. Deshmukh	Member	
6	Dr. V. M. Sarnaik	Member	

Initially, the convener welcomed all the members and then the meeting started by taking the items on the agenda and the following decisions were made.

Item No.1:

To open the student complaint box and read the complaints:

Convener of the committee opened the complaint box in front of all members and then all the complaints were read by the convener.

Item No.2:

To interact with grievance related student and teacher:

It is decided to interact with grievance related students and teachers. Try to solve grievances of students by counselling.

Item No.3:

To communicate issues related to Online/offline lecture with teachers:

The committee members decided to communicate issues related to online/offline lectures to the concern teachers.

Item No.4:

To resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college:

It is anonymously decided to resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college.

Item No. 5:

Matters relating to students who registered Grievances:

It is decided to ensure that the students who registered Grievances and which has been resolved should not face any further difficulties in the campus. If there is any complaint of such students, either written or oral, that should be resolved with top priority.

Since there was no other matter to discuss, the meeting ended with a vote of thanks and regard to all the members present.

Prof. D. M. Shinde
Convener



Dr. Jaisingrao Deshmukh
Principal
Ramkrishna Paramhansa
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Executive President: **Prin. Abhaykumar Salunkhe** (M.A.)

President : **Hon.Chandrakant (Dada) Patil**, Higher Education Minister, M.S.

Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)

Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Date: 28/12/2021

Meeting Minutes of Grievance Redressal Cell Committee 2021-2022

The Meeting of the Grievance Redressal Cell Committee constituted for the academic year 2021-2022 was held on 28th December 2021 in the principal's cabin at 10:30 am. to discuss items on the agenda.

The following members were present:

Sr. No.	Name	Designation	Signature
1	Dr. J. S. Deshmukh	Principal and Chairman	
2	Prof. D. M. Shinde	Convener	
3	Dr. K. M. Kshirsagar	Member	
4	Prof. B. K. Nagare	Member	
5	Dr. (Mrs.) V. J. Deshmukh	Member	
6	Dr. V. M. Sarnaik	Member	

Initially, the convener welcomed all the members and then the meeting started by taking the items on the agenda and the following decisions were made.

Item No.1:

To open the student complaint box and read the complaints:

Convener of the committee opened the complaint box in front of all members and then all the complaints were read by the convener.

Item No.2:

To interact students having grievances related to canteen:

It is decided to give proper instructions to concerned person .

Item No.3:

To communicate issues related to Online lecture with teachers:

The committee members decided to communicate issues related to online lectures to the concern teachers.

Item No.4:

To resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college:

It is anonymously decided to resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college.

Item No. 5:

Matters relating to students who registered Grievances:

It is decided to ensure that the students who registered Grievances and which has been resolved should not face any further difficulties in the campus. If there is any complaint of such students, either written or oral, that should be resolved with top priority.

Since there was no other matter to discuss, the meeting ended with a vote of thanks and regard to all the members present.



Prof. D. M. Shinde
Convener



Dr. Jaingrao Deshmukh
Principal
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President : **Hon.Chandrakant (Dada) Patil**, Higher Education Minister, M.S.

Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)

Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Date: 12/11/2020

Meeting Minutes of Grievance Redressal Cell Committee 2020-2021

The Meeting of the Grievance Redressal Cell Committee constituted for the academic year 2020-2021 was held on 12th November 2020 in the principal's cabin at 11:30 am. to discuss items on the agenda.

The following members were present:

Sr. No.	Name	Designation	Signature
1	Dr. J. S. Deshmukh	Principal and Chairman	
2	Prof. D. M. Shinde	Convener	
3	Dr. K. M. Kshirsagar	Member	
4	Prof. B. K. Nagare	Member	
5	Dr. (Mrs.) V. J. Deshmukh	Member	
6	Dr. V. M. Sarnaik	Member	

Initially, the convener welcomed all the members and then the meeting started by taking the items on the agenda and the following decisions were made.

Item No.1:

To open the student complaint box and read the complaints:

Convener of the committee opened the complaint box in front of all members and then all the complaints were read by the convener.

Item No.2:

To resolve complaint of students regarding cleanliness and hygiene:

It is decided to give proper instructions to peons for cleanliness and hygiene of the classrooms.

Item No.3:

To communicate issues related to Online lecture with teachers:

The committee members decided to communicate issues related to online lectures to the concern teachers.

Item No.4:

To resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college:

It is anonymously decided to resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college.

Item No. 5:

Matters relating to students who registered Grievances:

It is decided to ensure that the students who registered Grievances and which has been resolved should not face any further difficulties in the campus. If there is any complaint of such students, either written or oral, that should be resolved with top priority.

Since there was no other matter to discuss, the meeting ended with a vote of thanks and regard to all the members present.

Prof. D. M. Shinde
Convener



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President : **Hon.Chandrakant (Dada) Patil**, Higher Education Minister, M.S.
Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)
Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Date: 25/09/2019

Meeting Minutes of Grievance Redressal Cell Committee 2019-2020

The Meeting of the Grievance Redressal Cell Committee constituted for the academic year 2019-2020 was held on 25th September 2020 in the principal's cabin at 11:00 am. to discuss items on the agenda.

The following members were present:

Sr. No.	Name	Designation	Signature
1	Dr. J. S. Deshmukh	Principal and Chairman	
2	Prof. D. M. Shinde	Convener	
3	Dr. K. M. Kshirsagar	Member	
4	Prof. B. K. Nagare	Member	
5	Dr. (Mrs.) V. J. Deshmukh	Member	
6	Dr. V. M. Sarnaik	Member	

Initially, the convener welcomed all the members and then the meeting started by taking the items on the agenda and the following decisions were made.

Item No.1:

To open the student complaint box and read the complaints:

Convener of the committee opened the complaint box in front of all members and then all the complaints were read by the convener.

Item No.2:

To resolve complaint of students regarding administrative processes:

It is decided to give proper instructions to administrative staff for conducting time bound processes to resolve the grivances.

Item No.3:

To communicate issues related to lecture with teachers:

The committee members decided to communicate issues related to online lectures to the concern teachers.

Item No.4:

To resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college:

It is anonymously decided to resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college.

Item No. 5:

Matters relating to students who registered Grievances:

It is decided to ensure that the students who registered Grievances and which has been resolved should not face any further difficulties in the campus. If there is any complaint of such students, either written or oral, that should be resolved with top priority.

Since there was no other matter to discuss, the meeting ended with a vote of thanks and regard to all the members present.



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Secretary: **Prin.Mrs.Shubhangi Gavade** (B.Sc.,B.Ed.)

Principal: **Dr. Jaisingrao S. Deshmukh** (M.Com., M.A., Ph.D.)

Date: 20/09/2018

Meeting Minutes of Grievance Redressal Cell Committee 2018-2019

The Meeting of the Grievance Redressal Cell Committee constituted for the academic year 2018-2019 was held on 20th September 2028 in the principal's cabin at 10:30 am. to discuss items on the agenda.

The following members were present:

Sr. No.	Name	Designation	Signature
1	Dr. J. S. Deshmukh	Principal and Chairman	
2	Prof. D. M. Shinde	Convener	
3	Dr. K. M. Kshirsagar	Member	
4	Prof. B. K. Nagare	Member	
5	Dr. (Mrs.) V. J. Deshmukh	Member	
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Initially, the convener welcomed all the members and then the meeting started by taking the items on the agenda and the following decisions were made.

Item No.1:

To open the student complaint box and read the complaints:

Convener of the committee opened the complaint box in front of all members and then all the complaints were read by the convener.

Item No.2:

To resolve complaint of students regarding hostel cleanliness and hygiene:

It is decided to give proper instructions to warden and cleaning staff to maintain cleanliness and hygiene in the hostel.

Item No.3:

To communicate issues related to lecture with teachers:

The committee members decided to communicate issues related to online lectures to the concern teachers.

Item No.4:

To resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college:

It is anonymously decided to resolve complaints received from students regarding online/offline class room teaching, syllabus completion, Library etc. with appropriate channels and administration mechanism of college.

Item No. 5:

Matters relating to students who registered Grievances:

It is decided to ensure that the students who registered Grievances and which has been resolved should not face any further difficulties in the campus. If there is any complaint of such students, either written or oral, that should be resolved with top priority.

Since there was no other matter to discuss, the meeting ended with a vote of thanks and regard to all the members present.



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