

5.1 STUDENT SUPPORT

5.1.5

**THE INSTITUTION HAS A TRANSPARENT
MECHANISM FOR TIMELY REDRESSAL OF
STUDENT GRIEVANCE DURING THE YEAR 2022-
2023**




Shri Vitthalrao Joshi Charities Trust's
SAMARTH NURSING COLLEGE

ISO 9001 : 2015 Certified
Kasarwadi, Post Sawarde, Tal. - Chiplun, Dist. - Ratnagiri 415 606
Phone : 02355-264149/137 Fax : 02355-264181
Email : sncdervan@gmail.com
Website : www.svjctsamarthenursing.com

(Recognised by Indian Nursing Council, Maharashtra Nursing Council & Maharashtra University of Health Sciences, Nashik and MSBNPE Board, Mumbai)

GRIEVANCE COMMITTEE - 2022-2023

SR. NO.	NAME OF THE COMMITTEE MEMBER	DESIGNATION
1.	Dr. Suvarna N Patil (Medical Director B.K.L.W Hospital)	Chairperson
2.	Prof. Babasaheb Bhutkar (Principal SNC)	Secretary
3.	Prof. Tejal Surve (Vice Principal SNC)	Member
4.	Prof. Sujata Pawar (Professor SNC)	Member
5.	Mr. Milind Yashwantrao (A.A.O. B.K.L.W. Hospital)	Member
6.	Ms. Rupali Chvan (Social Worker B.K.L.W. Hospital)	Member
7.	Ms. Rashmi Gurav (Student Representative)	Member
8.	Ms. Shreya Patekar (Student Representative)	Member


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Date: 01/08/2023

CIRCULAR

To,

Grievance Committee members.

Subject: Grievance Committee Meeting 2022-2023

I am writing to inform you about the Grievance Committee Meeting at SVJCT's Samarth Nursing College, Kasarwadi, Sawarde, for the academic year 2022-2023.

Date: 03/08/2023

Time: 4 pm

Venue: Conference hall of SVJCT's Samarth Nursing College Kasarwadi, Sawarde.

Agenda:

- Opening Remarks: Welcome address and opening remarks.
- Review of Previous Minutes: Discuss and address pending issues.
- Grievances Received: Detailed discussion on grievances received.
- Resolution Strategies: Brainstorm and propose effective resolution strategies.
- Action Plan: Outline a comprehensive action plan for implementation.
- Feedback Mechanism: Discuss the establishment of a feedback mechanism.

Your active participation and valuable insights are crucial for a fair resolution. Please come prepared with relevant information and suggestions. Your commitment to our academic community's welfare is highly appreciated.

Looking forward to a productive meeting.

Sincerely,


PRINCIPAL

SVJCT's Samarth Nursing College, Kasarwadi, Sawarde.

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MINUTES OF THE GRIEVANCE COMMITTEE MEETING 2022-2023

Date: 03/08/2023

Time: 4PM

Venue: Conference Hall of SVJCT's Samarth Nursing College, Kasarwadi, sawarde.

Members Present:

- Dr. Suvarna N Patil (Medical Director, B.K.L.W Hospital) - Chairperson
- Prof. Babasaheb Bhutkar (Principal, SNC) - Secretary
- Prof. Tejal Surve (Vice Principal, SNC) - Member
- Prof. Sujata Pawar (Professor, SNC) - Member
- Mr. Milind Yashwantrao (A.A.O., B.K.L.W. Hospital) - Member
- Ms. Rupali Chvan (Social Worker, B.K.L.W. Hospital) - Member
- Ms. Rashmi Gurav (Student Representative) - Member
- Ms. Shreya Patekar (Student Representative) - Member

Meeting Agenda:

- Dr. Suvarna N Patil commenced the meeting with a welcome address.
- Prof. Babasaheb Bhutkar presented the minutes of the previous meeting, and members discussed any pending issues.
- A detailed discussion was held regarding grievances received during the academic year.
- The committee brainstormed and proposed effective resolution strategies for the grievances raised.
- A comprehensive action plan was outlined to implement the resolution strategies.
- The establishment of a feedback mechanism to evaluate the effectiveness of implemented strategies was discussed.
- The chairperson thanked all members for their active participation and valuable insights.
- The meeting was adjourned at 5 pm with vote of thanks.

ACTION ITEMS:

- Prof. Babasaheb Bhutkar will be responsible for following up on any pending issues discussed in the previous meeting and ensuring their resolution.
- Prof. Tejal Surve and Prof. Sujata Pawar will lead the implementation of the proposed resolution strategies. They will coordinate with relevant departments and stakeholders to execute the plan effectively.

- Mr. Milind Yashwantrao and Ms. Rupali Chvan will develop a communication plan to inform all concerned parties about the resolution strategies and any changes that may occur as a result.
- A subcommittee, consisting of Prof. Tejal Surve, Ms. Rashmi Gurav, and Ms. Shreya Patekar, will be formed to establish a feedback mechanism. This will include creating surveys, collecting feedback from students and other stakeholders, and analyzing the data to evaluate the effectiveness of implemented strategies.
- Prof. Babasaheb Bhutkar will schedule regular progress update meetings to keep all members informed about the ongoing implementation of resolution strategies.
- Prof. Sujata Pawar will ensure that all resolutions and actions taken are properly documented for future reference. This documentation should include details of the grievances, proposed solutions, and their outcomes.
- Ms. Rashmi Gurav and Ms. Shreya Patekar will work on involving students in the resolution process by organizing awareness sessions and seeking their inputs on the effectiveness of the implemented strategies.
- Ms. Rupali Chvan will lead efforts to publicize the grievance redressal mechanism within the institution, ensuring that all students and staff are aware of the process to address their concerns.
- Dr. Suvarna N Patil emphasized the need for continuous improvement. The committee should remain open to feedback and actively seek ways to enhance the effectiveness of the grievance resolution process in subsequent academic years.

Meeting Adjournment: The meeting was adjourned at 05.30 AM with a vote of thanks to all members for their active participation.

Recorded by: Mrs. Shweta Kshirsagar (Non- Teaching Staff Representative)

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STUDENT GRIEVANCE COMMITTEE STANDARD OPERATING PROCEDURES

Objective

The Student Grievance Committee is established to address and resolve grievances raised by students at SVJCT's Samarth Nursing College promptly, fairly, and impartially.

Composition of the Committee

The Student Grievance Committee shall comprise:

- Chairperson
- Faculty Representative
- Administrative Staff Representative
- Student Representatives

Grievance Categories

Grievances may include but are not limited to:

- Academic Issues
- Examination Matters
- Harassment or Discrimination
- Infrastructure and Facilities
- Administrative Issues

Grievance Submission

Submission Channels

- Students may submit grievances through the following channels:
- In-person to any committee member.
- Written submission in the Grievance Box located
- Email to sncdervan@gmail.com

Anonymity

- Students have the option to submit grievances anonymously, but providing contact information is encouraged for effective resolution.

Grievance Handling Process

Preliminary Review

Upon receiving a grievance, the committee will conduct a preliminary review to determine its validity and categorization.

Committee Meeting

The committee will convene within 1 week to discuss and evaluate the grievance. If necessary, the student may be invited for clarification.

Investigation

For complex grievances, an investigation may be initiated, involving interviews with relevant parties and a thorough review of relevant documents.

Resolution

The committee will recommend appropriate resolutions, which may include:

- Academic support
 - Mediation
 - Administrative changes
 - Referral to higher authorities
-
- The committee will communicate its decision to the student within 10 days. If the resolution involves further action, a timeline will be provided.
 - All grievance-related documentation, including the nature of the grievance, actions taken, and resolutions, will be recorded and stored securely.
 - The SOP will be reviewed annually to ensure its relevance and effectiveness. Updates will be made as necessary.



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