



**Smt. Shyampatidevi Mishra Educational Trust's**  
**HRI G.P.M. DEGREE COLLEGE OF SCIENCE & COMMERCE**

Affiliated to University of Mumbai      [www.shrigpmcollegeandheri.org](http://www.shrigpmcollegeandheri.org)  
[shrigpm@gmail.com](mailto:shrigpm@gmail.com)

Rajarshi Shahu Maharaj Road, Andheri (E), Mumbai – 400069.

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**LIST OF GRIEVANCES  
FROM STUDENTS**



*Vandana*

**I/C Principal**

Shri G.P.M. Degree College of Sci & Comm,  
Rajarshi Shahu Maharaj Road,  
Telli Galli, Andheri (E), Mumbai-400 069.



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Sr.No.	Name	Class	Date	Grievance
1	Satyam Jagdish Singh	FYBMM	19/09/2018	Problem relating to issue of bus pass
2	Nurain Bahamuddin Manihar	SY B.Com	26/10/2018	Loss of ID Card in Classroom
3	Siddhu Babu Halle	SY B.Com	23/08/2019	Verbal Abuse by fellow Students
4	Abhishek Anant Salkar	FYBMS	13/08/2019	Problem of Examination time
5	Sarita Brahmanand Sharma	TY B.Com	19/11/2020	Loss of Mobile Phone during Examination
6	Kunal Ramesh Ramu	SY B.Com	18/09/2021	Unable to attain Online Lecture due to mobile Issue



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**MINUTES OF THE**  
**MEETING**  
**&**  
**ACTION**  
**TAKEN REPORT**



*Vandana*

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24/09/2018

**MINUTES OF THE MEETING**

- Title – Students Grievance Committee Meeting
- Date – 24/09/2018
- Day & Time – Monday, 12noon to 12:30p.m.
- Location – Online Mode
- Meeting Conducted By : Mrs. Geeta Rambali Yadav
- Total Attendance - 05

**POINTS DISCUSSED:**

1. On 19<sup>th</sup> September 2018, a grievance was received.
2. Students Grievance was regarding problem relating to issue of bus pass.
3. The committee discussed the problem and made necessary changes for the same.
4. On 22nd & 23rd September, 2018 admin were informed and requested to make the necessary changes in pattern of issuing bus pass
5. Students were asked for feedback for changes and found satisfied.
6. The meeting concluded the redressal of grievance on 24/09/2018.

**Meeting Attended by**

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Sinha	<i>Vandana</i>
In – Charge	Mr. Chandrabhan Singh	<i>Chand</i>
Members	Mrs. Ranjoeta Prajapati Mrs. Geeta Rambali Yadav	<i>Ranjoeta</i> <i>Geeta</i>
Clerk	Mr. Ashish Yadav	<i>Ashish</i>



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 19/09/2018 regarding problem relating to issue of bus pass. Following actions are taken:

1. Arrangements are made to provide bus pass to the students with lost Adhar Card.
2. More flexibility are provided towards the document work relating to Bus pass.



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31/10/2018

**MINUTES OF THE MEETING**

- Title – Students Grievance Committee Meeting
- Date – 31/10/2018
- Day & Time – Wednesday, 12noon to 12:30p.m.
- Location – Online Mode
- Meeting Conducted By : Mrs. Geeta Rambali Yadav
- Total Attendance - 04

**POINTS DISCUSSED:**

7. On 31<sup>st</sup> October 2018, a grievance was received.
8. Students Grievance was regarding loss of ID cards in classroom.
9. The committee discussed the problem and made necessary changes for the same.
10. On 28<sup>th</sup> & 29<sup>th</sup> October 2018 teachers were informed and were asked to ask the students regarding the same.
11. Students were asked for feedback for changes and found satisfied.
12. The meeting concluded the redressal of grievance on 31/10/2018.

**Meeting Attended by**

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Sinha	
In - Charge	Mr. Chandrabhan Singh	
Members	Mrs. Ranjeeta Prajapati Mrs. Geeta Rambali Yadav	



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 26/10/2018 regarding problem relating to issue of bus pass. Following actions are taken:

1. CCTV cameras of the college has been checked.
2. Request for new ID has been accepted.



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16/08/2019

**MINUTES OF THE MEETING**

- Title – Students Grievance Committee Meeting
- Date – 16/08/2019
- Day & Time – Friday , Inoon to 1:30 p.m.
- Location – Online Mode
- Meeting Conducted By : Mr. Nilesh Dave
- Total Attendance - 05

**POINTS DISCUSSED:**

- On 13<sup>th</sup> August 2019, a grievance was received.
- Students Grievance was regarding problem of examination time.
- The committee discussed the problem and taken necessary action.
- On 13<sup>th</sup> August 2019, the Committee has discussed the matter and taken the necessary action regarding the same.
- Students were asked for feedback for changes and found satisfied
- The meeting concluded the redressal of grievance on 16/08/2019.

**Meeting Attended by**

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Sinha	<i>Vandana</i>
In - Charge	Mr. Chandrabhan Singh	<i>Chandrabhan</i>
Members	Mrs. Ranjeeta Prajapati Mrs. Geeta Rambhali Yadav	<i>Ranjeeta</i> <i>Geeta</i>
Exam Committee Head	Mr. Nilesh Dave	<i>Nilesh</i>



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 13/08/2019 regarding problem relating to exam time. Following actions are taken:

1. The students were asked to give ATKT exam as for one student exam time cannot be changed.



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*Kandare*

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27/08/2019

**MINUTES OF THE MEETING**

- Title – Students Grievance Committee Meeting
- Date – 27/08/2019
- Day & Time – Tuesday , 12noon to 12:30p.m.
- Location – Online Mode
- Meeting Conducted By : Mr. Chandrabhan Singh
- Total Attendance - 04

**POINTS DISCUSSED:-**

25. On 23<sup>rd</sup> August, 2019, a grievance was received.
26. Students Grievance was regarding Verbal Abuse by fellow students.
27. The committee discussed the problem and taken necessary action.
28. On 22<sup>nd</sup> August 2019, the Committee has discussed the matter and taken the necessary action by inviting both the students regarding the matter and a show-cause notice was served to the students.
29. Students were asked for feedback for changes and found satisfied
30. The meeting concluded the redressal of grievance on 27/08/2019.

**Meeting Attended by**

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Sinha	<i>Vandana</i>
In - Charge	Mr. Chandrabhan Singh	<i>Chandra</i>
Members	Mrs. Ranjeeta Prajapati Mrs. Geeta Rambali Yadav	<i>Ranjeeta</i> <i>Geeta</i>



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 23/08/2019 regarding problem relating to Verbal Abuse by fellow students. Following actions are taken:

1. A written apology letter has been taken from the students.
2. Students got suspended for 2 days from the College.



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23/11/2020

### MINUTES OF THE MEETING

- Title – Students Grievance Committee Meeting
- Date – 23/11/2020
- Day & Time – Monday , 12noon to 12:30p.m.
- Location – Online Mode
- Meeting Conducted By : Mr. Chandrabhan Singh
- Total Attendance - 04

### POINTS DISCUSSED:

19. On 19<sup>th</sup> November 2020, a grievance was received.
20. Students Grievance was regarding loss of mobile phone during exam.
21. The committee discussed the problem and taken necessary action.
22. On 21<sup>st</sup> and 22<sup>nd</sup> November, 2020 teachers were informed and requested to make necessary change in Add-on course teaching, make it applicable 21/09/2021.
23. Students were asked for feedback for changes and found satisfied.
24. The meeting concluded the redressal of grievance on 22/09/2021.

### Meeting Attended by

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Saha	
In – Charge	Mr. Chandrabhan Singh	
Members	Mrs. Ranjeeta Prajapati Mrs. Geeta Rambali Yadav	



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 19/11/2020 regarding problem relating to loss of mobile phone during examination. Following actions are taken:

1. Recorded videos were provided to the students.
2. Also PDF of the notes has been provided to the students.



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22/09/2021

**MINUTES OF THE MEETING**

- Title – Students Grievance Committee Meeting
- Date – 22/09/2021
- Day & Time – Wednesday, 12noon to 12:30p.m.
- Location – Online Mode
- Meeting Conducted By : Mr. Chandrabhan Singh
- Total Attendance - 04

**POINTS DISCUSSED:**

13. On 18<sup>th</sup> September 2021, a grievance was received.
14. Students Grievance was regarding unable to attain online lecture due to mobile issue.
15. The committee discussed the problem and made necessary changes for the same.
16. On 20<sup>th</sup> & 21<sup>st</sup> September, 2021 teachers were informed and requested to make necessary change in Add-on course teaching, make it applicable 21/09/2021.
17. Students were asked for feedback for changes and found satisfied.
18. The meeting concluded the redressal of grievance on 22/09/2021.

**Meeting Attended by**

STUDENTS GRIEVANCE COMMITTEE		SIGNATURE
Chair Person	Dr. Vandana Sirha	
In - Charge	Mr. Chandrabhan Singh	
Members	Mrs. Ranjeeta Prajapati Mrs. Geeta Rambali Yadav	



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**ACTION TAKEN REPORT**

Due to the complaint submitted by the students on 18/09/2021 regarding problem relating to Add-on Course online lecture. Following actions are taken:

1. The teachers were asked to conduct lecture in more accurate setting of the camera.
2. Recorded videos were provided to the students.



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