



WAINGANGA COLLEGE OF ENGINEERING & MANAGEMENT

Near Gumgaon Railway Station, Dongargaon, Wardha Road, Nagpur - 441 114. (M.S.) INDIA
Tel.:07103 - 202007, 203728 Email:wcem@rediffmail.com, wcem4145@gmail.com, Website-www.wcem.in

An ISO 9001 : 2008 Certified Institute, Accredited by International Accreditation Organisation
Approved by AICTE, DTE, Govt. of Maharashtra & Affiliated to RTM Nagpur University, Nagpur.

Office Order

Date: 05/06/2023

Grievance Redressal Committee

Committee Composition (2023-24)

Sr. No.	Name	Designation	Role in Committee
1	Dr. Somadatta B. Karanjekar	Officiating Principal	Chairperson
2	Dr. Janvi Rathi	HOD – MBA	Member
3	Dr. Dilip Gangwani	HOD – MECH	Member
4	Mr. Benny Paul	Non-Teaching Staff	Member
5	Ms. Purva Tilkari	B. Tech Student – I Year CS	Student Representative (Girl)
6	Mr. Manish Gawhale	B. Tech Student – I Year CS	Student Representative (Boy)
7	Mr. Sachin Zade	HOD – MCA	Member Secretary

Principal

Wainganga College of Engineering and Management

Principal

Wainganga College of Engineering & Management
Near Gumgaon Rly. Station, Dongargaon,
Wardha Road, NAGPUR

॥ विद्या परम् देवतम् ॥

Wainganga Bahu-Uddeshiya Vikas Sanstha's



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Date: 05/06/2023

Grievance Redressal Committee

Committee Composition (2023-24)

Sr. No.	Name	Designation	Role in Committee	Contact Number
1	Dr. Somadatta B. Karanjekar	Officiating Principal	Chairperson	9975323581
2	Dr. Janvi Rathi	HOD – MBA	Member	8624081773
3	Dr. Dilip Gangwani	HOD – MECH	Member	7972506904
4	Mr. Benny Paul	Non-Teaching Staff	Member	9960860171
5	Ms. Purva Tilkari	B. Tech Student – I Year CS	Student Representative (Girl)	9175687539
6	Mr. Manish Gawhale	B. Tech Student – I Year CS	Student Representative (Boy)	9730340085
7	Mr. Sachin Zade	HOD – MCA	Member Secretary	9766916973

Principal

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NOTICE

Ref No.: GRC/2023-24/1

Date: 03 Nov 2023

All members of the Grievance Redressal Committee are hereby informed that the 1st GRC meeting for the Academic Session 2023-24 will be held on 10th November 2023 at 11:00 AM in the Conference Hall of the college.

Agenda:

1. Confirmation of previous meeting minutes.
2. Review of how many complaints were recorded till now.
3. The Grievance Redressal Committee awareness sessions for student information.
4. Instructions given to mentors regarding the student complaint process.
5. The faster response methods for future issues.
6. Any other matter with permission of Chair.

Mr. Sachin Y. Zade

Member Secretary



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MINUTES OF MEETING

Academic Session: 2023-24
Meeting No.: GRC/2023-24/1
Date: 10th November 2023
Venue: Conference Hall

Members Present:

- Dr. Somadatta B. Karanjekar – Chairperson
- Dr. Janvi Rathi – Member
- Dr. Dilip Gangwani – Member
- Mr. Benny Paul – Member
- Ms. Purva Tilkari – Member
- Mr. Manish Gawhale – Member
- Mr. Sachin Zade – Member Secretary

Proceedings:

The meeting commenced at 11:00 AM under the chairmanship of Dr. Somadatta B. Karanjekar. The Member Secretary welcomed all the members and presented the agenda items for discussion.

Agenda Item 1: Confirmation of previous meeting minutes.

The minutes from the previous GRC session were formally reviewed before the meeting began. To enable a comprehensive audit of the recorded talks and prior action items, these papers were distributed via email to every committee member well in advance. The committee moved to formally adopt the documents following a brief floor discussion during which no errors or omissions were pointed up. This procedure preserves the administrative integrity of the committee's operations by guaranteeing that all ensuing judgments are based on a verified and signed historical foundation.

Resolution No. 1: The Chairperson unanimously approved and signed the minutes of the prior meeting. The committee reiterated that the records provide a strong basis for the current agenda by correctly reflecting the conversations and choices made.

Agenda Item 2: Review of how many complaints were recorded till now.

According to the Member Secretary, there have been no complaints filed thus far.

Resolution No. 2:

There were no objections and the review report was accepted.



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Agenda Item 3: The Grievance Redressal Committee awareness sessions for student information.

To ensure that the Grievance Redressal Committee (GRC) is not just a "box-ticking" requirement but a functional resource, awareness sessions must be structured to build **trust** and **clarity**.

Resolution No. 3 :

It is hereby resolved by the Committee to implement the following awareness measures:

The "Induction Mandate": It is resolved that a **15-minute GRC Orientation** shall be mandatory for all first-year students. This session must introduce the Committee members by name and face to humanize the process.

Agenda Item 4: Instructions given to mentors regarding the student complaint process.

To standardise mentors' advice so that all students understand how to use the grievance redressal mechanism.

Resolution No. 4:

It was resolved that an obligatory training regarding the formal complaint feeling procedure should be given by all mentors to their respective mentee groups.

Agenda Item 5: The faster response methods for future issues.

To establish a clear framework for resolving student grievances increase institutional efficiency.

Resolution No. 5:

Be it resolved that shall implement an Accelerated Response Framework to streamline student grievance procedures. This initiative will centralize communication channels, mandate specific response timelines, and utilize data-driven tracking to increase institutional efficiency and restore student trust.

The meeting concluded with vote of thanks to the Chair at 1:30 PM.

Mr. Sachin Y. Zade

Member Secretary

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ATTENDANCE SHEET

Academic Session: 2023-24
Meeting No.: GRC/2023-24/1
Date : 10 Nov 2023

Sr. No.	Name & Designation	Signature
1.	Dr. Somadatta B. Karanjekar- Officiating Principal	
2.	Dr. Janvi Rathi- Member	
3.	Dr. Dilip Gangwani- Member	
4.	Mr. Benny Paul- Member	
5.	Ms. Purva Tilkari- Member	
6.	Mr. Manish Gawhale- Member	
7.	Mr. Sachin Zade- Member Secretary	

Member Secretary

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ACTION TAKEN REPORT (ATR)

Date: 10 Nov 2023

(For Next Meeting Review)

Sr. No.	Resolution No.	Action Taken	Status
1	Res. 3	The Communication sessions for student information	Completed: 15% increase in participation noted in the next session.
2	Res. 4	Instructions given to mentors regarding the student complaint process.	Completed
3	Res. 5	The faster response methods for future issues.	Implemented Google form on website for fast response.

Mr. Sachin Y. Zade

Member Secretary



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NOTICE

Ref No.: GRC/2023-24/2

Date: 15 March 2024

All members of the Grievance Redressal Committee are hereby informed that the 2nd GRC meeting for the Academic Session 2023-24 will be held on 22nd March 2024 at 11:30 AM in the IQAC Room of the college.

Agenda:

1. Mentors were advised to strengthen communication and monitor attendance issues.
2. A workshop on Gender Sensitization and Harassment was proposed.
3. To co-ordinate between students and department to redress the grievances.
4. To guide ways and means to the students to redress their problems.
5. Any other matter with permission of Chair.

Mr. Sachin Y. Zade

Member Secretary



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MINUTES OF MEETING

Academic Session: 2023-24
Meeting No.: GRC/2023-24/2
Date: 22nd March 2024
Venue: IQAC Room

Members Present:

- Dr. Somadatta B. Karanjekar – Chairperson
- Dr. Janvi Rathi – Member
- Dr. Dilip Gangwani – Member
- Mr. Benny Paul – Member
- Ms. Purva Tilkari – Member
- Mr. Manish Gawhale – Member
- Mr. Sachin Zade – Member Secretary

Proceedings:

The meeting commenced at 11:00 AM under the chairmanship of Dr. Somadatta B. Karanjekar. The Member Secretary welcomed all the members and presented the agenda items for discussion.

Agenda Item 1: Mentors were advised to strengthen communication and monitor attendance issues.

Review of current student engagement levels and identified gaps in mentor-student touchpoints.

Resolution No. 1:

It is hereby resolved that every mentor shall conduct a minimum of **one face-to-face or virtual group interaction per fortnight** to address student concerns. Mentors are advised to use empathetic, clear, and multi-channel communication to ensure no student feels "unheard."

Agenda Item 2: A workshop on Gender Sensitization and Harassment was proposed.

The committee discussed strategies to bridge the awareness gap between students and staff regarding gender-based issues, emphasizing a **"preventative" communication model** rather than a strictly



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"redressal" approach. To achieve this, a **Workshop on Gender Sensitization and Harassment** was proposed as a means to demystify the Internal Committee's role and foster a safer campus climate.

Resolution No. 2:

Resolved that the proposal to conduct a mandatory workshop on Gender Sensitization and Harassment for all employees/staff members and students of Wainganga College of Engineering and management be and is hereby approved

Agenda Item 3: To co-ordinate between students and department to redress the grievances.

Review of unresolved student issues from the previous month and identifying departmental bottlenecks.

Resolution No. 3:

It is hereby resolved that each department shall designate a **Liaison Officer** to whom mentors can directly escalate unresolved student grievances. This bypasses generic helpdesk delays.

Agenda Item 4: To guide ways and means to the students to redress their problems.

This agenda and resolution focus on empowering the students. Instead of the mentor doing all the heavy lifting, the goal here is to give students the "map and compass" they need to navigate the institutional hierarchy effectively.

Resolution No. 4:

Mentors are resolved to provide a form to students. This ensures that student complaints are professional, clear, and actionable, reducing the "back-and-forth" caused by vague grievances.

The meeting concluded with vote of thanks to the Chair at 2:30 PM.

Mr. Sachin Y. Zade

Member Secretary

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ATTENDANCE SHEET

Academic Session: 2023-24
Meeting No.: GRC/2023-24/2
Date: 22nd March 2024

Sr. No.	Name & Designation	Signature
1.	Dr. Somadatta B. Karanjekar- Officiating Principal	
2.	Dr. Janvi Rathi- Member	
3.	Dr. Dilip Gangwani- Member	
4.	Mr. Benny Paul- Member	
5.	Ms. Purva Tilkari- Member	
6.	Mr. Manish Gawhale- Member	
7.	Mr. Sachin Zade- Member Secretary	

Member Secretary



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ACTION TAKEN REPORT (ATR)

Date: 22nd March 2024

(For Next Meeting Review)

Sr. No.	Resolution No.	Action Taken	Status
1	Res. 1	Mentors were advised to strengthen communication and monitor attendance issues	Completed: Modules customized based on data.
2	Res. 2	A workshop on Gender Sensitization and Harassment was proposed.	Completed
3	Res. 3	To co-ordinate between students and department to redress the grievances.	In progress
4	Res. 4	To guide ways and means to the students to redress their problems.	In progress

Mr. Sachin Y. Zade

Member Secretary