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विद्या परम् देवतम् ॥

Wainganga Bahu-Uddshiya Vikas Sansha's

WAINGANGA COLLEGE OF ENGINEERING AND MANAGEMENT

An Autonomous Institute

7391058481/82

contact@wcem.edu.in

www.wcem.edu.in

Approved by AICTE, DTE, Govt. of Maharashtra And Affiliated to RTM Nagpur University, Nagpur. | NAAC Accredited "A" Grade

Office Order

Date: 05/06/2024

Grievance Redressal Committee

Committee Composition (2024-25)

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 Gunggaon Rly. Station, Dongargaon,
Wardha Road, NAGPUR



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Date: 05/06/2024

Grievance Redressal Committee

Committee Composition (2024-25)

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	MCA Student – I Year	Student Representative (Boy)	9730340085
7	Mr. Sachin Zade	HOD – MCA	Member Secretary	9766916973

Principal

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NOTICE

Ref No.: GRC/2024-25/1

Date: 05 Oct 2024

All members of the Grievance Redressal Committee are hereby informed that the 1st GRC meeting for the Academic Session 2024-25 will be held on 12 Oct 2024 at 11:00 AM in the Seminar Hall of the college.

Agenda:

1. Confirmation of previous meeting minutes.
2. Review of how many complaints were recorded till now.
3. A workshop on Effective Communication was proposed.
4. Instructions given to mentors regarding the student complaint process.
5. The definition of an effective redressal timeline and 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: 2024-25
Meeting No.: GRC/2024-25/1
Date: 12 Oct 2024
Venue: Seminar Hall

Members Present:

- Dr. Somadatta B. Karanjekar – Chairperson
- Dr. Janvi Rathi – Member
- Mrs. Pallavi Deotale – Member
- Mr. Jay Tembhare – Member
- Ms. Samiksha Ghode – Member
- Mr. Gopal Rathod – 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 meeting opened with a formal review of the minutes from the previous GRC session. These documents had been circulated to all committee members via email well in advance to allow for a thorough audit of the recorded discussions and previous action items. After a brief floor discussion where no corrections or omissions were noted, the committee moved to officially adopt the records. This process ensures that all subsequent decisions are built upon a validated and signed historical foundation, maintaining the administrative integrity of the committee's proceedings.

Resolution No. 1:

The minutes of the previous meeting were **unanimously confirmed and signed** by the Chairperson. The committee reaffirmed that the records accurately reflect the discussions and decisions made, providing a solid foundation for the current agenda.

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

The Member Secretary presented zero complaints were recorded till now.

Resolution No. 2:

The review report was approved and **zero complaints** were noted.

Agenda Item 3: A workshop on Effective Communication was proposed.

The group discussed ways to improve communication between the student body and the administration. This agenda item focused on adopting a "preventative" communication strategy rather to just a "redressal" role. The committee hopes to demystify GRC operations by organizing frequent in-person meetings in a central venue such as the Seminar Hall. In order to ensure that the student population feels heard and informed, these sessions are designed to give students institutional updates as well as an open forum for in-the-moment discussion.

Resolution No. 3:

The committee resolved to institutionalize **GRC Open Forums**. The objective is to update students on institutional changes, explain GRC functions, and allow for real-time feedback in a transparent, face-to-face environment.

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

To standardize the guidance provided by mentors so that every student is fully aware of how to access the grievance redressal system.

Resolution No. 4:

It was decided that all mentors should provide their respective mentee groups a mandatory briefing about the formal complaint feeling process.

Agenda Item 5: The definition of an effective redressal timeline and faster response methods for future issues.

To establish a clear, time bound framework for resolving student grievances to increase institutional efficiency.

Resolution No. 5:

A new "Fast-Track" redressal timeframe that requires an initial response within 48 hours and a final resolution within 7 working days for typical issues was decided upon.

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: 2024-25

Meeting No.: GRC/2024-25/1

Date: 12 Oct 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: 12 Oct 2024

(For Next Meeting Review)

Sr. No.	Resolution No.	Action Taken	Status
1	Res. 3	A workshop on Effective Communication was proposed.	A workshop aimed at assisting students in navigating the revised information site.
2	Res. 4	Instructions given to mentors regarding the student complaint process	Completed
3	Res. 5	The definition of an effective redressal timeline and faster response methods for future issues.	Examine the information to determine whether the 48/7 framework has decreased the total number of enquiries.

Mr. Sachin Y. Zade

Member Secretary



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NOTICE

Ref No.: GRC/2024-25/2

Date: 21 March 2025

All members of the Grievance Redressal Committee are hereby informed that the 2nd GRC meeting for the Academic Session 2024-25 will be held on 28th March 2025 at 02:00 PM in the Conference Hall of the college.

Agenda:

1. Distribution of Updated Grievance Materials
2. Professional Development for GRC Departmental Mentors
3. Awareness Session on Student Rights
4. Implementation of Monthly Reporting Protocols
5. Enhancing Communication Transparency
6. Joint Facility Inspection
7. Any other matter with permission of Chair.

Mr. Sachin Y. Zade

Member Secretary



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MINUTES OF MEETING

Academic Session: 2024-25
Meeting No.: GRC/2024-25/2
Date: 28th March 2025
Venue: Conference Hall

Members Present:

- Dr. Somadatta B. Karanjekar – Chairperson
- Dr. Janvi Rathi – Member
- Mrs. Pallavi Deotale – Member
- Mr. Jay Tembhare – Member
- Ms. Samiksha Ghode – Member
- Mr. Gopal Rathod – Member
- Mr. Sachin Zade – Member Secretary

Proceedings:

The meeting commenced at 02:00 PM 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: Distribution of Updated Grievance Materials

To coordinate the dissemination of the revised grievance forms and procedural guides to the student body.

Resolution No. 1: It is resolved that the updated grievance forms and procedures will be circulated to all students by the deadline of 29-03-2025.

Agenda Item 2: Professional Development for GRC Departmental Mentors

To establish a training schedule for mentors to enhance their capacity in handling departmental grievances.

Resolution No. 2: It is resolved that specialized training sessions for GRC Departmental Mentors shall be organized and successfully completed by 29-04-2025.

Agenda Item 3: Awareness Session on Student Rights

To address faculty suggestions regarding student literacy on students institutional rights.

Resolution No. 3: It is resolved that the committee will conduct a formal awareness session specifically focused on the protection of student rights.

Agenda Item 4: Implementation of Monthly Reporting Protocols

To formalize the timeline and channel for regular grievance status updates to the college leadership

Resolution No. 4: It is resolved that a Monthly Grievance Status Report (including 'Nil' reports) must be submitted to the Principal's office on the last working day of every month.

Agenda Item 5: Enhancing Communication Transparency

To review and improve the methods by which students and mentors interact to ensure clarity and trust.

Resolution No. 5:

It is resolved that the committee will implement new transparency measures to streamline communication between students and their assigned mentors.

Agenda Item 6: Joint Facility Inspection of the suggestion and compliant box

To schedule a physical audit of campus facilities to ensure they meet the standards discussed in previous meetings.

Resolution No. 6:

It is resolved that a joint inspection of the **suggestion and compliant box** will be carried out by the committee members no on 30-04-2025.

The meeting concluded with vote of thanks to the Chair at 4:30 PM.



Mr. Sachin Y. Zade

Member Secretary



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ATTENDANCE SHEET

Academic Session: 2024-25

Meeting No.: GRC/2024-25/2

Date : 28th March 2025

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: 28 March 2025

(For Next Meeting Review)

Sr. No.	Resolution No.	Action Taken	Status
1	Res. 1	The committee has finalized the updates for all formal grievance forms and procedural guides to ensure they are user-friendly and compliant with current institutional policies.	Campus-wide circulation via digital portals and departmental notice boards is scheduled for the start of the next academic month.
2	Res. 2	Recognizing the critical role of mentors in the grievance process, the committee has authorized professional development programs specifically for GRC Departmental Mentors.	The curriculum framework is complete, and the first phase of trainer identification has commenced.
3	Res. 3	To reduce stress-related grievances, the committee is organizing an educational session focused on the specific rights of students during the assessment period.	Presentation materials are currently being drafted in progress.
4	Res. 4	To ensure consistent monitoring of institutional health, the GRC is implementing new Monthly Reporting Protocols across all departments.	Standardized reporting templates have been approved for implementation in the upcoming reporting cycle.
5	Res. 5	The committee is working on enhancing communication transparency to ensure students are kept informed of the progress of their filed grievances.	In Progress
6	Res. 6	Joint Facility Inspection of the suggestion and compliant box	Completed

Mr. Sachin Y. Zade

Member Secretary