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Wainganga Bahu-Uddeshya Vikas Sanstha's

WAINGANGA COLLEGE OF ENGINEERING AND MANAGEMENT

An Autonomous Institute

7391058481/82

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www.wcm.edu.in

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

Office Order

Date: 05/06/2025

Grievance Redressal Committee

Committee Composition 2025–2026

| Sr. No. | Name | Designation | Role in Committee |
|---------|----------------------|-----------------------------|------------------------|
| 1 | Dr. Sangita Deshmukh | Director | Chairperson |
| 2 | Mr. Sachin Zade | Sr. Teaching Staff | Member |
| 3 | Dr. Aparna Gale | HOD – AIDS | Member |
| 4 | Mr. Pratik Chandewar | Non-Teaching | Member |
| 5 | Ms. Samiksha Ghode | B. Tech Student III Year EE | Student Representative |
| 6 | Mr. Gopal Rathod | MBA Student II Year | Student Representative |
| 7 | Dr. Deepali Bhende | HOD – MCA | Member Secretary |

Director

Wainganga College of Engineering and Management

Director

Wainganga College of
Engineering & Management
Dongargaon, Nagpur.



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वैजयंती संस्था

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Office Order

Date: 05/06/2025

Grievance Redressal Committee

Committee Composition 2025–2026

| Sr. No. | Name | Designation | Role in Committee | Contact Number |
|---------|----------------------|-----------------------------|------------------------|----------------|
| 1 | Dr. Sangita Deshmukh | Director | Chairperson | 8275045636 |
| 2 | Mr. Sachin Zade | Sr. Teaching Staff | Member | 9766916973 |
| 3 | Dr. Aparna Gale | HOD – AIDS | Member | 9420060842 |
| 4 | Mr. Pratik Chandewar | Non-Teaching | Member | 9359873567 |
| 5 | Ms. Samiksha Ghode | B. Tech Student III Year EE | Student Representative | 9527223521 |
| 6 | Mr. Gopal Rathod | MBA Student II Year | Student Representative | 9657195337 |
| 7 | Dr. Deepali Bhende | HOD – MCA | Member Secretary | 9850282418 |

Director

Wainganga College of Engineering and Management

Director

Wainganga College of
Engineering & Management
Dongalgan, Nagpur.



NOTICE

Ref No.: GRC/2025-26/1

Date: 30 Sep 2025

All members of the Grievance Redressal Committee are hereby informed that the 1st GRC meeting for the Academic Session 2025-26 will be held on : : 07 Oct 2025 at 11:30 AM in the IQAC Room of the college.

Agenda:

1. Review of last year Grievances.
2. Reconfiguration of GRC Departmental Mentors
3. Awareness Session on Ethical Behavior & Professional values
4. Implementation of Monthly Reporting Protocols
5. Enhancing Communication Transparency
6. Any other matter with permission of Chair.

Dr. Deepali Bhende

Member Secretary



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MINUTES OF MEETING

Academic Session: 2025-26
Meeting No.: GRC/2025-26/1
Date: 07 Oct 2025
Venue: IQAC Room

Members Present:

- Dr. Sangita Deshmukh – Chairperson
- Dr. Sachin Zade – Member
- Dr. Aparna Gale – Member
- Mr. Pratik Chandewar – Member
- Ms. Samiksha Ghode – Member
- Mr. Gopal Rathod – Member
- Dr. Deepali Bhende – Member Secretary

Proceedings:

The meeting commenced at 11:30 AM under the chairmanship of Dr. Sangita Deshmukh. The Member Secretary welcomed all the members and presented the agenda items for discussion.

Agenda Item 1: Review of Last year Grievances

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: Reconfiguration of GRC Departmental Mentors

Brief overview of why the current mentoring structure needs an update. Identifying gaps in the existing "Senior-to-Junior" model.

Resolution No. 2: Modification of the Departmental Mentorship Structure WHEREAS, the GRC Department acknowledges that a more specialized and flexible knowledge-transfer system is necessary due to the swift growth of global compliance environments.



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Agenda Item 3: Awareness Session on Ethical Behavior & Professional values

To consider and discuss the proposal for conducting structured awareness sessions centered on ethics and professionalism. This initiative stems from faculty suggestions aimed at improving student literacy regarding the moral and professional standards expected within the institution.

Resolution No. 3: It is resolved that the faculty members, having identified a need for increased transparency and moral literacy among the student body; hereby approve the commencement of awareness Sessions on Ethical Behavior & Professional values.

Agenda Item 4: Implementation of Monthly Reporting Protocols

Establishing a structured grievance status update schedule and route for the college administration.

Resolution No. 4: On the final working day of each month, a monthly grievance status Report (including Nil Reports) must be turned in to the principal office.

Agenda Item 5: Enhancing Communication Transparency

Brief overview of how to evaluate and enhance the ways in which mentors and students communicate in order to guarantee trust and clarity.

Resolution No. 5: In order to improve communication between students and their designated mentors, the committee has decided to put new transparency measures into place.

Agenda Item 6: Online Joint Facility inspection

To discuss and approve the framework for conducting "Joint Facility inspection" via digital platforms. This initiative aims to ensure institutional compliance, maintain infrastructure standards and facilitate remote verification by external audit committees.

Resolution No. 6: Approval of online Joint Facility inspection(OJFI) Framework a standardized protocol is needed to guarantee that virtual inspection offer the same degree of rigor and transparency as in-person site visits. The institution wants to use digital transformation to expedite administrative and regulatory audits.

The meeting concluded with vote of thanks to the Chair at 2.10 PM.

Dr. Deepali Bhende
Member Secretary



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Wainganga Gauri Uddshya Vikas Sanstha's

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ATTENDANCE SHEET

Academic Session: 2025-26

Meeting No.: GRC/2025-26/1

Date : 07 Oct 2025

| Sr. No. | Name & Designation | Signature |
|---------|---------------------------------------|-----------|
| 1. | Dr. Sangita Deshmukh - Director | |
| 2. | Dr. Sachin Zade - Member | |
| 3. | Dr. Aparna Gale - Member | |
| 4. | Mr. Pratik Chandewar - Member | |
| 5. | Ms. Samiksha Ghode - Member | |
| 6. | Mr. Gopal Rathod - Member | |
| 7. | Dr. Deepali Bhende - Member Secretary | |

Member Secretary



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ACTION TAKEN REPORT (ATR)

Date: 07 Oct 2025

(For Next Meeting Review)

| Sr. No. | Resolution No. | Action Taken | Status |
|---------|----------------|---|---|
| 1 | Res. 2 | Reconfiguration of GRC Departmental Mentors | Finalizing the list of mentors assigned to specific regulatory pillars (Risk, Compliance, Governance). |
| 2 | Res. 3 | Awareness Session on Ethical Behavior & professional values | Completed |
| 3 | Res. 4 | Implementation of Monthly Reporting Protocols | A formal "Note of Completion" to the Principal's office, signaling the successful deployment of this governance tool. |
| 4 | Res. 5 | Enhancing Communication Transparency | A "Transparency Task Force" is hereby formed to draft the internal communication charter by the end of the current month. |
| 5 | Res. 6 | Online Joint Facility Inspection | Integration of automated status tracking into the student grievance portal is currently under development. |

Dr. Deepali Bhende

Member Secretary



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NOTICE

Ref No.: GRC/2025-26/2

Date: 31 Jan 2026

All members of the Grievance Redressal Committee are hereby informed that the 2nd GRC meeting for the Academic Session 2025-26 will be held on : : 07 Mar 2026 at 01:30 PM in the Conference Room of the college.

Agenda:

1. Review of how many complaints were recorded till now.
2. Communication session for GRC Departmental Mentors
3. Awareness Session on Student Rights
4. Discussion on Monthly Reporting Protocols
5. Joint Facility Inspection online /offline
6. Any other matter with permission of Chair.

Dr. Deepali Bhende

Member Secretary



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MINUTES OF MEETING

Academic Session: 2025-26
Meeting No.: GRC/2025-26/2
Date: 07 Mar 2026
Venue: Conference Room

Members Present:

- Dr. Sangita Deshmukh – Chairperson
- Dr. Sachin Zade – Member
- Dr. Aparna Gale – Member
- Mr. Pratik Chandewar – Member
- Ms. Samiksha Ghode – Member
- Mr. Gopal Rathod – Member
- Dr. Deepali Bhende – Member Secretary

Proceedings:

The meeting commenced at 1:30 PM under the chairmanship of Dr. Sangita Deshmukh. The Member Secretary welcomed all the members and presented the agenda items for discussion.

Agenda Item 1: Review of how many complaints were recorded till now.

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

Resolution No. 1: There were no objections and the review report was accepted.

Agenda Item 2: Communication session for GRC Departmental Mentors

To plan and approve a specialized communication session for the newly reconfigured GRC Departmental Mentors. The objective is to ensure that mentors can effectively bridge the gap between complex regulatory requirements and student/junior staff understanding.

Resolution No. 2:

Approval and Implementation of Communication Excellence Sessions for GRC Mentors, the Governance, Risk, and Compliance (GRC) Department has recently undergone a mentorship reconfiguration; and effective communication is identified as a critical competency for the success of the specialized mentorship framework.

Agenda Item 3: Awareness Session on Student Rights

Respond to teacher recommendations about students' institutional rights and literacy:



Resolution No. 3: The committee has decided to hold an official awareness workshop with a particular focus on student rights protection.

Agenda Item 4: Discussion on Monthly Reporting Protocols

To discuss and establish a formalized reporting system to track the development of compliance standards and mentorship initiatives.

Resolution No. 4:

Adoption of Monthly Reporting Protocols: The GRC Department wants to improve accountability and monitor the concrete results of its compliance and mentorship programs; a centralized reporting system is required to offer data-driven insights for departmental and centralized college level growth.

Agenda Item 5: Joint Facility Inspection online /offline

To discuss and create a strong framework for jointly inspecting departmental facilities, such as labs, libraries, and ICT infrastructure.

Resolution No. 5:

The institute is dedicated to upholding high standards of infrastructure and safety for students and teachers through the implementation of the Comprehensive Joint Facility Inspection Framework, and it is necessary to provide both physical and virtual verification procedures for inspection

The meeting concluded with vote of thanks to the Chair at 4:05 PM.

Dr. Deepali Bhende

Member Secretary



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ATTENDANCE SHEET

Academic Session: 2025-26

Meeting No.: GRC/2025-26/2

Date: 07 Mar 2026

| Sr. No. | Name & Designation | Signature |
|---------|---------------------------------------|-----------|
| 1. | Dr. Sangita Deshmukh - Director | |
| 2. | Dr. Sachin Zade - Member | |
| 3. | Dr. Aparna Gale - Member | |
| 4. | Mr. Pratik Chandewar - Member | |
| 5. | Ms. Samiksha Ghode - Member | |
| 6. | Mr. Gopal Rathod - Member | |
| 7. | Dr. Deepali Bhende - Member Secretary | |

Member Secretary



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ACTION TAKEN REPORT (ATR)

Date: 07 Mar 2026

(For Next Meeting Review)

| Sr. No. | Resolution No. | Action Taken | Status |
|---------|----------------|--|--|
| 1 | Res. 2 | Communication session for GRC Departmental Mentors | Completed |
| 2 | Res. 3 | Awareness Session on Student Rights | The committee hereby accepts the Action Taken Report (ATR) for the "Student Institutional Rights Literacy Drive" |
| 3 | Res. 4 | Discussion on Monthly Reporting Protocols | The IQAC Coordinator is directed to file this ATR in the Departmental Quality File and update the "Status of Best Practices" register accordingly. |
| 4 | Res. 5 | Joint Facility Inspection online /offline | A visit is planned for the third week of the month, and a special inspection team has been assembled. |

Dr. Deepali Bhende

Member Secretary