



August 12, 2022

Committee: Grievance Redressal Committee (GRC)

Location: Dean's Hub, ULC

Time: 10:00 AM – 11:30 AM

Attendees:

- Prof. Hrridaysh Deshpande (Chairperson)
- Dr. Sunny Thomas (Member)
- Dr. R Gopal (Member)
- Dr. Ajay Patil (Member)
- Adv Sambhajirao Mohite (Member)
- Ms. Shital Solanki (Member)
- Mr. Aditya Khole (Member)
- Dr. Biswajeet Champaty (Member)
- Mr. Raymond Paul (Member Secretary)

Agenda:

1. Constitution of the Grievance Redressal Committee (GRC)
2. Review of the grievance handling process
3. Discussion on current grievances (if any)
4. Development of grievance awareness programs for employees and students
5. Any other business

Minutes:

1. Constitution of the Committee

- The meeting commenced with a formal introduction of the committee members, presided over by Chairperson Prof. Hrridaysh Deshpande. The Chairperson reiterated the responsibilities of the GRC in adjudicating and redressing grievances of employees and students in compliance with the statutes of ADYPU under section 30 (2).

2. Grievance Handling Process Review

- Dr. Sunny Thomas provided an overview of the existing grievance redressal procedures. The committee reviewed these processes and discussed potential improvements, including the introduction of an online grievance submission portal for faster and more transparent processing.





- Action: Mr. Raymond Paul, as the Registrar and Member Secretary, will coordinate with the IT team to develop the online grievance portal by the end of September 2022.

3. Discussion on Current Grievances

- No formal grievances were raised or submitted by either students or staff since the committee's constitution. Members noted that raising awareness about the GRC and its role would help in creating a more approachable platform for grievances.
- Action: Ms. Shital Solanki to develop and conduct a university-wide awareness campaign to inform employees and students of the GRC's function and the grievance redressal process.

4. Awareness Program Development

- The committee decided to organize seminars for both teaching and non-teaching staff to highlight the grievance redressal process. A similar program for students will also be arranged to ensure that the GRC procedures are well understood.
- Action: Dr. Biswajeet Champaty to draft a schedule for the awareness seminars, to be held in October 2022.

5. Any Other Business

- Dr. Ajay Patil proposed the introduction of a follow-up mechanism to ensure that grievances are resolved within the stipulated timeframe. The committee agreed, and this mechanism will be implemented as part of the grievance tracking system.
- Action: Mr. Raymond Paul to include this feature in the development of the online portal.

The next meeting is scheduled for February 10, 2023.


R V Paul
Registrar





February 15, 2023

Committee: Grievance Redressal Committee (GRC)

Location: Conference Room, D C Building

Time: 10:00 AM – 11:15 AM

Attendees:

- Prof. Hrridaysh Deshpande (Chairperson)
- Dr. Sunny Thomas (Member)
- Dr. R Gopal (Member)
- Dr. Ajay Patil (Member)
- Dr. Nagesh Sawant (Member)
- Ms. Shital Solanki (Member)
- Mr. Aditya Khole (Member)
- Dr. Biswajeet Champaty (Member)
- Mr. Raymond Paul (Member Secretary)

Agenda:

1. Review of the previous meeting's minutes
2. Status of grievance received, and actions taken
3. Update to the online grievance portal
4. Feedback on awareness programs conducted
5. Any other business

Minutes:

1. Approval of Previous Meeting Minutes

- The minutes of the meeting held on August 12, 2022, were approved. No modifications were made.





2. Status of Grievances

- Since the last meeting, two grievances had been filed—one from a non-teaching staff member and one from a student. Both grievances were reviewed, and resolutions were provided after due investigation. The committee expressed satisfaction with the timely resolution.
- Action: Follow-up on the effectiveness of the resolutions will be conducted by Mr. Raymond Paul, and a report will be submitted by the next meeting.

3. Online Grievance Portal Update

- Mr. Raymond Paul provided an update on the development of the online grievance portal. The portal has been fully developed and tested, with a pilot launch scheduled for March 1, 2023. The committee welcomed this development, expecting it to streamline the grievance submission process and tracking.
- Action: A formal launch and demonstration of the portal will be conducted for all staff and students on March 5, 2023.

4. Awareness Program Feedback

- The awareness programs held in October 2022 were successful, with a good turnout from both students and staff. The feedback received highlighted the need for continuous engagement to ensure grievances are handled efficiently.
- Action: Dr. Nagesh Sawant and Ms. Shital Solanki will continue to organize periodic refresher sessions, with the next set of programs scheduled for April 2023.

5. Any Other Business

- Dr. R Gopal proposed establishing a grievance resolution timeline to ensure that grievances are addressed within a fixed time period. The committee discussed and agreed to adopt a 30-day resolution timeline, with provisions for exceptional cases requiring extended time.



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- Action: The new timeline policy will be incorporated into the grievance redressal process, and Mr. Raymond Paul will ensure its implementation through the online portal.

The next meeting will be held on August 20, 2023.

RV Paul

Registrar

