MAHARSHI KARVE STREE SHIKSHAN SAMSTHA'S
AFFILIATED TO UNIVERSITY OF PUNE, AFFILIATION NO.:PU/PN/ARCH/109/94
UNAI:MEMBER UNITED NATIONS ACADEMIC IMPACT

DR. BHANUBEN NANAVATI
COLLEGE OF ARCHITECTURE
FOR WOMEN
BNCA New Campus, Karve Nagar, Pune 411052
www.bnca.ac.in, mail@bnca.ac.in
Ph.+91 20 25474062, 25474437

Minutes of Grievance Cell Meeting
MKSSS's DR.B.N.COLLEGE OF ARCHITECTURE FOR WOMEN -BNCA
Year: 2019

Date: 15th November 2019
Time: 10:00 AM - 11:30 AM
Venue: BNCA Conference Room
Attendees:

Sr. no.	Name of the members		Contact no.
1	Dr. Anurag Kashyap	Head	9822014323
2	Ar.Asmita Joshi	Member and Operation head	9881134313
3	Ar. Shubhada Kamlapurkar	Member	9850958250
4	Ar. Shruti Joshi	Member	9604554611
5	Ar. Kavita Murugkar	Member	9767439947
6	Ms. Sujata Kodag	NGO Rep.	9822290761
7	Mrs. Sangita Mohokar	Member	9552690206

Agenda:

1. Review of existing grievance redressal mechanisms.
2. Proposal for online grievance submission system.
3. Addressing student concerns on current processes.
4. Action plan for creating awareness about the grievance redressal system.

Discussion Points:

1. **Current System Review:**
   - Grievances are submitted through a physical complaint box located near the admin office.
   - The process is time-consuming and lacks transparency.
   - Limited student participation due to fear of lack of confidentiality.

2. **Proposal for Online System:**
   - Development of an online portal for grievance submissions.
   - Features to include anonymity, tracking system, and notifications to complainants on resolution status.
   - IT department to collaborate with the grievance cell for portal development.
3. **Offline Submissions:**
   - Retention of the physical complaint box for offline users.
   - Regular checks and digitization of offline submissions to be incorporated into the online system.
4. **Awareness Campaign:**
   - Workshops and posters to educate students about the new system.
   - Designating faculty coordinators to assist students in submitting grievances.
5. **Timeline:**
   - Draft portal by December 2019.
   - Pilot testing with select departments in July 2019.
   - Full implementation by August 2019.

Action Points:

1. IT department to submit a proposal for the online system by 1st Jan 2020
2. Grievance cell to finalize portal features and functionalities by 15th March 2020.
3. Schedule the next meeting for 10th May 2020 to review progress.

Meeting Adjourned at: 11:30 AM

Prof. Dr. Anurag Kashyap

Principal & Founder, BNCA