



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
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Minutes of Grievance Cell Meeting
MKSSS's DR.B.N.COLLEGE OF ARCHITECTURE FOR WOMEN -BNCA
Year: 2022

Date: 20th September 2022

Time: 3:00 PM - 4:30 PM

Venue: BNCA CONFERENCE Hall

Chairperson: Dr.Anurag Kashyap, Principal BNCA

Attendees:

Sr.no	Name	
1.	Dr.Anurag Kashyap, Principal BNCA	Chairperson
2.	Prof.Asmita Joshi	Convener
3.	Prof.Dharati Sote	Faculty member
4.	Dr.Kavita Murugkar	Faculty member
5.	Ms. Saima Shaikh	Student
6.	Ms. Samikasha Chavan	Student

Agenda:

1. Review of the online grievance redressal system implemented in 2019.
2. Integration of hybrid grievance collection (online and offline)
3. Resolution of technical issues in the online portal.
4. Discussion on improving response time for grievance resolutions.

Discussion Points:

1. **System Review:**
 - o Online grievance portal functional
 - o Common complaints include technical issues and delayed responses.
2. **Offline Submissions:**
 - o Offline grievances have reduced significantly but need better integration into the system.
 - o Proposals for digitizing submissions through a scanning system for seamless tracking.
3. **System Upgrades:**
 - o Improve portal interface for ease of use and better accessibility via mobile devices.
 - o Enhance confidentiality measures to boost trust.



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4. Response Time:

- Committees to be restructured for faster grievance resolution.
- Allocate specific timelines for redressal based on grievance types.

5. Awareness Initiatives:

- Refresher workshops for faculty and students on the grievance system.
- Regular feedback collection to improve processes.

Action Points:

1. IT department to implement portal upgrades by 31st October 2022.
2. Create guidelines for grievance timelines by 15th October 2022.
3. Conduct awareness sessions in the first week of November 2022.
4. Schedule the next review meeting for December 2022.

Meeting Adjourned at: 4:30 PM



Prof. Dr. Anurag Kashyap

Principal & Founder, BNCA