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Principal Incharge  
St. Mira's College for Girls, Pune.

YEAR 2021-22

Sr. no.	Name	Class	Date of Complaint	Details of Complaint	Sign.	Action Taken Date Sign.
			NO COMPLAINTS ACADEMIC YEAR	RECEIVED FOR THE 2021 - 22	S. Prando. CO-ORDINATOR GRIEVANCE REDRESSAL COMMITTEE.	
					Jyoti Principal Incharge St. Mira's College for Girls, Pune.	
YEAR	2022-23					



Principal Incharge  
St. Mira's College for Girls, Pune.

CLASSMATE

REGISTER FOR ANONYMOUS  
& INFORMAL COMPLAINTS



Principal Incharge  
St. Mira's College for Girls, Pune.

2022 - 23

classmate

Date \_\_\_\_\_  
Page \_\_\_\_\_

JULY

Made: Verbal

Subject: Canteen Hygiene

Details: Poor water drainage in the canteen; collecting on the floor + Canteen hygiene not upto the mark.

Complaint received by: Ms. Lata Chuntan

Action Taken

Ms. related the area personally

Reported to Principal incharge

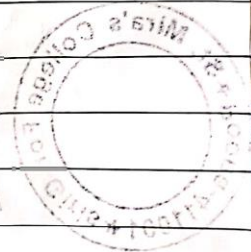
Explained the concerned authority about

hygiene

Weekly monitoring done by the students



Checked  
09/7/2022



Principal Incharge  
St. Mira's College for Girls, Pune.

**AUGUST**

Mode: Verbal

Subject: Unhygienic Students' Washroom

Details: No locks on doors,  
no dustbins in some washrooms  
and general lack of hygieneComplaint received by: ~~Komal~~ ~~Tyare~~

Complaint received from: SYBA A

**Action Taken:** The Code of Conduct committee held a session titled "Campus cleanliness and hygiene" for the entire college during the sanctuary on 28th September 2022. It was conducted by Ms. Komal Tyare.

**OCTOBER - DECEMBER**

Mode: Drop-box - Anonymous

Subject: Rudeness on the part of Admin/Office Staff

Details: An anonymous complaint by a PG student was retrieved from the Dropbox. The incident is dated as 19/10/22. Complaint has been made against Office



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Staff - Seema Thakare for shouting at the complainant for delay in her fees payment. Complainant felt insulted and marked out for her poverty. She stated that she had received permission from the COE.

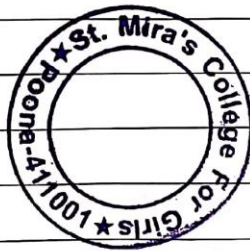
Complaint received by: Shalini Iyer  
Dr. Shalini Iyer  
24/12/22.

Complaint received from: PG student  
(Anonymous)

#### Action Taken:

Seema Thakare was called to meet Vice Principal, Dr. S. Iyer on 24-12-22. Seema was counselled and gently reprimanded. Seema apologised for the same and stated that there would be no recurrence of such behaviour.

Shalini Iyer  
24/12/22.



Grievance Redressal Records 2021-22

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Office Update To keep up to date with security updates, fixes and improvements, choose Check for Updates. Check for Updates

D2 Date of Receipt of Grievance

	B	C	D	E	F	G	H	I	J	K	L	M	N
	<b>Grievance Redressal Records 2021-22</b>												
	<b>Name of the Grievant</b>	<b>Contact details of the Grievant</b>	<b>Date of Receipt of Grievance</b>	<b>Date of Acknowledgement</b>	<b>Nature of the Grievance</b>	<b>Name of the Committee/ Faculty handling the Grievance</b>	<b>Details of Investigation and Action Taken</b>	<b>Details of Redressal</b>	<b>Names of persons present at Redressal</b>	<b>Recommendations</b>	<b>Date of Formal Intimation of Resolution</b>	<b>Resolution Accepted / Unaccepted</b>	<b>Link to report and documents</b>
1	Leoum Shetty (Student) Joshua Shetty (Parent)	joshualeenor@gmail.com / +91 7709288439	29 July 2021	5 August 2021	Difficulty with Hindi MIL	Coordinator	Grievant email shared with faculty. In-person discussion on resolution possibilities	Faculty will take additional classes for students with difficulties in understanding the language	N.A.	Faculty will reach out to concerned student; offer additional one on one classes; take up suggestions	6 August 2021	No response. Matter deemed closed on 24.09.2021	<a href="https://drive.google.com/file/d/1o8BbMn-ddl4VaEMEV_h2T-Dc0gvXF7ulaJ/view?usp=sharing">https://drive.google.com/file/d/1o8BbMn-ddl4VaEMEV_h2T-Dc0gvXF7ulaJ/view?usp=sharing</a>
2	Divya Abraham	divya.abraham.is@gmail.com	31 August 2021	1 September 2021	Problem with Admissions	CSGRC Dr. Shalini Iyer	The admissions committee looked into the problem. Located the source as incomplete form and communicated the same to the applicant via Vriddhi link	An email regarding the incomplete form was sent to the applicant via Vriddhi link	N.A.	An additional mail was sent from the Grievance Committee on behalf of Admissions Committee	3 September 2021	No response. Matter deemed closed on 31.08.2021	<a href="https://drive.google.com/drive/folders/18XcpBhBTdp6yde-B8KH4Z1UPBaiAG-cY?usp=sharing">https://drive.google.com/drive/folders/18XcpBhBTdp6yde-B8KH4Z1UPBaiAG-cY?usp=sharing</a>
3	Leoum Shetty (Student) Joshua Shetty (Parent)	joshualeenor@gmail.com / +91 7709288439	24 January 22	24 January 22	Lack of concern for student welfare on the part of faculty from the Department of Psychology	HOD Psychology Department	Grievant email shared with HOD of the Department of Psychology	The HOD will take up the matter with the concerned faculty and will have an in-person discussion on issues raised	N.A.	The HOD has taken up the matter with the concerned faculty and will speak with student, if required	N.A. - Since grievant does not request any follow up action	Matter deemed closed on 24.01.2022	<a href="https://drive.google.com/drive/folders/1Z4UpID-Bsp6pM1wUdG0gWEXLDluuGoY?usp=sharing">https://drive.google.com/drive/folders/1Z4UpID-Bsp6pM1wUdG0gWEXLDluuGoY?usp=sharing</a>
4	Aishwarya Vanarse	aaishwaryaa22@gmail.com	2 February 22	3 February 22	Problems with the BScCS Department faculty, Swatee Sarwate	Principal-in-Charge Dr. Rajagopalan	Grievant email was forwarded to the Principal in Charge	A meeting was set-up with the student who was unable to attend for personal reasons. A meeting was set up with the concerned faculty	Principal-in-charge, Dr. Ajya Rajagopalan and concerned faculty Ms			Matter has been deemed closed	<a href="https://drive.google.com/drive/folders/1Aaf4TcEb3Cq-iUnlUA_TcMPu3rtwH9V1?usp=sharing">https://drive.google.com/drive/folders/1Aaf4TcEb3Cq-iUnlUA_TcMPu3rtwH9V1?usp=sharing</a>

Sheet1

Ready Accessibility: Good to go 90%



**Principal Incharge**  
St. Mira's College for Girls, Pune.