



Pimpri Chinchwad Education Trust's
S. B. PATIL INSTITUTE OF MANAGEMENT

AICTE Approved | Permanently Affiliated to SPPU, Pune

NBA Accredited | NAAC Accredited |

Sector No. 26, Pradhikaran, Nigdi, Pune - 411 044.

Phone: 020-27656900 / 87960 76060 / 78875 70600

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26th April 2023

Annual Report for Grievance Redressal (2022-23)

SBPIM has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. The Grievance Committee conducts meeting twice an Academic year. This year the meetings were conducted on 12th July 2022 and 11th January 2023.

- The first Grievance Redressal committee meeting for Staff and Students was held on 12th July 2022. Grievance regarding dust in classrooms and corridors due to construction work in campus, which was taken care for with cleaning work increased twice a day and further infrastructural development planned.
- The Second Grievance Redressal committee meeting was held on 11th January 2023. Grievance regarding sanitary pad vending machine availability was received and was resolved by installing Sanitary Pad vending machine and an Incinerator too. Also Grievance related to interactive boards was resolved by installing Interactive boards on second floor. Grievance received regarding dust accumulation was also resolved by installing window panes on the floor.

The grievances received during the previous year were discussed and were resolved by the committee with the director's intervention as and when needed.

Director

Dr.Kirti Dharwadkar





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19th April 2022

Annual Report for Grievance Redressal (2021-22)

SBPIM has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. The Grievance Committee conducts meeting twice an Academic year. This year the meetings were conducted on 25th October 2021 and 6th May 2022

- The first Grievance Redressal committee meeting for Staff and Students was held on 25th October 2021. The agenda of the meeting was to discuss about any grievances/ suggestions received and too discuss about the procedure to resolve the Grievance. Grievance received was about students asking for paid internship (post pandemic), which was timely looked into with the highest internship opportunity bagged by student of Rs. 30,000/-
- The Second Grievance Redressal committee meeting was held on 6th May 2022, in which Grievance raised was regarding arranging Industrial visit and Purchase of book for preparation of competitive exam. This was addressed by arranging Industrial visits and purchase of books for preparation of competitive exam.

Before being settled, the grievance committee discussed and kept track of every complaint that was received.


Dr. Kirti Dharwadkar
Director





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13th April 2021

Annual Report for Grievance Redressal (2020-21)

SBPIM has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students established as per AICTE norms. The Grievance Committee conducts meeting twice an Academic year. This year the meetings were conducted on 6th July 2020 and 8th February 2021

- The first Grievance Redressal committee meeting for Staff and Students was held on 6th July 2020. The agenda of the meeting was to discuss about any grievances/ suggestions received and too discuss about the procedure to resolve the Grievance. No grievance was received during the last semester. Only discussion regarding conduction of placement drives at the campus was discussed, which was not possible if the openings in any single organization were limited it was demanded off campus. Due to Covid-19 impact companies were freeze there hiring processes.
- The Second Grievance Redressal committee meeting was held on 8th February 2021, No grievance was received for the said period.

All grievance received were discussed and monitored till by the grievance committee before getting resolved.

Director

Dr.Kirti Dharwadkar





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16th April 2020

Annual Report for Grievance Redressal (2019-20)

SBPIM has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. The Grievance Committee conducts meeting twice an Academic year. This year the meetings were conducted on 5th July 2019 and 8th January 2020

- The first Grievance Redressal committee meeting for Staff and Students was held on 5th July 2019. The agenda of the meeting was to discuss about any grievances/ suggestions received and too discuss about the procedure to resolve the Grievance. Discussions related to staff asking for software for secondary data should be made available at the institute. No grievances were from the student's side.
- The Second Grievance Redressal committee meeting was held on 8th January 2020. Grievance received for that period was about students asking for conducting more placement drives at campus than visiting companies. This was discussed with placement officer.

Grievance received during the previous year are compiled and action taken reports are also discussed which ensures each grievance is addressed and resolved..

Dr.Kirti Dharwadkar (I/C)

Director





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Date: 13th April 2019

Annual Report for Grievance Redressal (2018-19)

SBPIM has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Cell for Staff and Students. The Grievance Committee conducts meeting twice an Academic year. This year the meetings were conducted on 25th June 2018 and 29th December 2018.

- The first Grievance Redressal committee meeting for Staff and Students was held on 25th June 2018 at 1.30pm. Agenda of the meeting was to discuss about any grievances/ suggestions received and too discuss about the procedure to resolve the Grievance. A discussion on arranging of some training for process of disposal of sanitary napkin to be planned was done. No other Grievance was received.
- Action taken was an extra cleaning staff was appointed to address the concern regarding cleanliness of washrooms.
- An Awareness programme on Disposal of Sanitary waste was organized in association with Rotaract Club of Shivajinagar on 16th October 2018.
- Second Grievance Redressal committee meeting for Staff and Students was held on 29th Decemeber 2018, no grievances were received during that period.

All grievance received were discussed and properly scrutinized by the grievance committee in order to resolve the grievances.


Dr. Daniel Penkar

Director

