

**Student Grievance Redressal
Committee**

A.Y.2019-20

Maratha Vidya PrasarakSamaj's

DR. VASANTRAO PAWAR MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, NASHIK.
Vasantdada Nagar, Adgaon, Nashik-3.

Ref.No : MVPS/MC/Est/1720/ 2018-2019

Date :- 01/08/2019

CIRCULAR

Students Grievance Redressal Committee (UG+PG+Interns) for the academic year **2019-2020** is constituted as under:

Sr.No.	Name	Department	Designation
01	Dr.PatilMrunal S.	Dean	Chairman
02	Dr. Preeti Bajaj	Professor & HOD, Pathology	Member Secretary
03	Dr.SudhirBhamre	Professor & HOD, Surgery	Member
04	Dr.DhirajBalwir	Professor & HOD, Ophthalmology	Member
05	Dr.WaghmareSatish	Asst. Professor, Physiology	Member



Mrunal

Dr. Mrs.MrunalS.Patil

DEAN

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

- (1) **Member Secretary to form SOP within a week.**
- (2) **Meeting to be conducted regularly as per requirement.**
- (3) **Minutes of the meeting to be submitted to Dean Office regularly.**



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon,
Nashik -3

Standard Operating Procedure (SOP) for Students Grievance Redressal Committee

Document Version:-5.0

Effective Date:- 01/08/2019

Prepared by:-	Reviewed by:-	Approved by:-
Name :- Dr. Preeti Bajaj Member Secretary	Name:- Dr.Mrs.MrunalS.Patil Chairman	Name:- Dr.Mrs.MrunalS.Patil DEAN
Sign with Date: <i>Preeti Bajaj</i> 21/8/19	Sign with Date:- <i>Mrunal Patil</i> 21/8/19	Sign with Date:- <i>Mrunal Patil</i> 21/8/19

Sr.No.	SOP
1	Scope/Objectives: The primary objective of the Student Grievance Redressal Committee is to provide oversight for the grievance process, including review of all grievances, review of trends of both complaints and grievances (including time frames for resolution), and identification of opportunities for improvement and referral of action items to address those opportunities. The institution provides mechanism to the students for redressal of their grievances with regard to their complaints on non-academic matters. The committee will have to cater to the students of all semesters of MBBS, Interns and postgraduate residents. The students are main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages.
2	Formulation/revision of the SOP: by Member Secretary
3	Role & Responsibilities of all committee members: All committee members discuss the complaints/grievances put forth by the students and try to resolve the problem or forward the complaint/grievance to the concerned committee or to the Head of the Institute. The minutes of meeting are noted and sent to the Dean by Member Secretary.
4	Composition of committee:



Sr.No.	Name of Member	Designation & Department	Designation
01	Dr.PatilMrunal S.	Dean	Chairman
02	Dr. Preeti Bajaj	Professor & HOD, Pathology	Member Secretary
03	Dr.Sudhir Bhamre	Professor & HOD, Surgery	Member
04	Dr.Dhiraj Balwir	Professor & HOD, Ophthalmology	Member
05	Dr.Waghmare Satish	Asst. Professor, Physiology	Member

5	Tenure of membership: 1 year
6	Frequency of meeting : Twice a year and as needed during the year
7	Preparation of minutes of meeting: by Member Secretary
8	Preparation of annual report of committee: by Member Secretary
9	Annexures(s)- None



Preeti Bajaj
Dr. Preeti Bajaj

Students Grievance Redressal Committee,

Member Secretary

Dr.VPMC, Nashik

Professor & HOD
Department of Pathology
Dr. Vasant Rao Pawar Medical
College, Adgaon, Nashik

CC to:-(1) The Dean
(2) The Medical Superintendent



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik -3

COMPLAINTS

Sr.No.	Year 2019-20	Name of Student	Written Record	Complaint to whom	Action Taken	Outcome
1	Regarding ATM machine in campus	Students of 2018 batch	14/8/19	Respected Dean, Dr VPMC, Nashik	Request letter to Dean	ATM machine was installed
2	R/O plant not working in boys Hostel	Students of 2017 batch	2/9/2019	Warden, Boys Hostel	Letter to hostel committee	R/O plant was repaired
3	Tube light not working	Boys Hostel C wing room no 208	15/9/2019	Warden, Boys Hostel	Letter to hostel committee	Tube light was repaired
4	Switch board not working	Boys Hostel A wing room no 302	19/1/2020	Warden, Boys Hostel	Letter to hostel committee	Switch board repaired
5	Regarding availability of Green Gym.	Students of 2018 batch	14/2/2020	Sports incharge	Request letter to Respected Dean	Green Gym was made available

M. Patil

CC to:-(1) The Dean

Dr. V. Vasant Rao Pawar
Hospital & Research Centre, Nashik

Prachi Bhatnagar
Member Secretary
Students Grievance Redressal Committee.
Dr.VPMC, Nashik

Professor & HOD
Department of Pathology
Dr. Vasant Rao Pawar Medical
College, Adgaon, Nashik



**Student Grievance Redressal
Committee**

A.Y.2018-19

**Maratha Vidya PrasarakSamaj's
DR.VASANTRAO PAWAR MEDICAL COLLEGE, HOSPITAL & RESEARCH
CENTRE, NASHIK.**

Vasantdada Nagar, Adgaon, Nashik-5.
Ref.No : MVPS/MC/Est/1617/ 2018-2019
Date: - 01/08/2018

CIRCULAR

**Students Grievance Redressal Committee (UG+PG+Interns) for the
academic year 2018-2019 is constituted as under:**

Sr.No.	Name	Department	Designation
01	Dr.SudhirBhamre	Professor & HOD, Surgery	Chairman
02	Dr. Preeti Bajaj	Professor & HOD, Pathology	Member Secretary
03	Dr.Kirankumar Burse	Professor & HOD, E.N.T	Member
04	Dr.MansiKathaley	Professor, Obst&Gynaec	Member
05	Dr.AshokVankudre	Associate Professor, PSM	Member
06	Dr.ManishaRajale	Asst.Professor, Anatomy	Member



M. Patil
Dr. Mrs.MrunalS.Patil
DEAN

DEAN
Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

- (1) Member Secretary to form SOP within a week.
- (2) Meeting to be conducted regularly as per requirement.
- (3) Minutes of the meeting to be submitted to Dean Office regularly.



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon,
Nashik -3

Standard Operating Procedure (SOP) for Students Grievance Redressal Committee

Document Version:-4.0

Effective Date:- 01/08/2018

Prepared by:-	Reviewed by:-	Approved by:-
Name :- Dr. Preeti Bajaj Member Secretary	Name:- Dr. SudhirBhamre Chairman	Name:- Dr.Mrs.MrunalS.Patil DEAN
Sign with Date:- <i>Preeti Bajaj</i> 11/8/18	Sign with Date:- <i>Jhannu</i> 11/8/18	Sign with Date:- <i>M.Patil</i> 11/8/18

Sr.No.	SOP
1	Scope/Objectives: The primary objective of the Student Grievance Redressal Committee is to provide oversight for the grievance process, including review of all grievances, review of trends of both complaints and grievances (including time frames for resolution), and identification of opportunities for improvement and referral of action items to address those opportunities. The institution provides mechanism to the students for redressal of their grievances with regard to their complaints on non-academic matters. The committee will have to cater to the students of all semesters of MBBS, Interns and postgraduate residents. The students are main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages.
2	Formulation/revision of the SOP: by Member Secretary
3	Role & Responsibilities of all committee members: All committee members discuss the complaints/grievances put forth by the students and try to resolve the problem or forward the complaint/grievance to the concerned committee or to the Head of the Institute. The minutes of meeting are noted and sent to the Dean by Member Secretary.
4	Composition of committee:



Sr.No.	Name of Member	Designation & Department	Designation
01	Dr.SudhirBhamre	Professor & HOD, Surgery	Chairman
02	Dr. Preeti Bajaj	Professor & HOD, Pathology	Member Secretary
03	Dr.Kirankumar Burse	Professor & HOD, E.N.T	Member
04	Dr.MansiKathaley	Professor, Obst&Gynaec	Member
05	Dr.AshokVankudre	Associate Professor, PSM	Member
06	Dr.ManishaRajale	Asst.Professor, Anatomy	Member

5	Tenure of membership: 1 year
6	Frequency of meeting : Twice a year and as needed during the year
7	Preparation of minutes of meeting: by Member Secretary
8	Preparation of annual report of committee: by Member Secretary
9	Annexures(s)- None



Preeti Bajaj
Dr. Preeti Bajaj

Students Grievance Redressal Committee,

Member Secretary

Dr.VPMC, Nashik

Professor & HOD
Department of Pathology
Dr. Vasant Rao Pawar Medical
College, Adgaon, Nashik

CC to:-(1) The Dean
(2) The Medical Superintendent



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik -3

Sr.No.	Year 2018-19	Name of Student	Written Record	Complaint to whom	Action Taken	Outcome
1	Regarding coffee machine in library	Students of 2017 batch	9/10/18	Respected Dean VPMC, Nashik.	Letter sent to Library Committee	Coffee Machine was installed
2	Regarding renovation of Gymnasium	Students of 2017 batch	17/9/2018	Sports In charge	Request letter to Respected Dean	Renovation of Gymnasium was made
3	Fan regulator not working	Boys Hostel C wing room no 19	14/12/2018	Warden Boys Hostel	Letter to Hostel Committee	Fan was repaired
4	Solar water tap not working	A wing room no 15	10/1/2019	Warden Boys Hostel	Letter to Hostel Committee	Solar water tap was repairing
65	Availability of treadmill cycle	Students of 2016 batch	6/2/2019	Sports Incharge	Request letter to Respected Dean	Treadmill cycle was made available.

M. Patil

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

CC to:-(1) The Dean
(2) The Medical Superintendent



Preeti Bajaj

Member Secretary
Students Grievance Redressal Committee,
Dr. VPMC, Nashik

Professor & HOD
Department of Pathology
Dr. Vasant Rao Pawar Medical
College, Adgaon, Nashik

**Student Grievance Redressal
Committee**

A.Y.2017-18

Maratha VidyaPrasarakSamaj's

DR. VASANTRAO PAWAR MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, NASHIK.
Vasantdada Nagar, Adgaon, Nashik-3

Ref.No : MVPS/MC/Est/1921/ 2017-2018

Date :- 21/08/2017

CIRCULAR

Students Grievance Redressal Committee (UG+PG+Interns) for the academic year **2017-2018** is constituted as under:

Sr.No.	Name	Department	Designation
01	Dr. Kirankumar Burse	Professor & HOD, ENT	Chairman
02	Dr. Prakash Ghadi	Professor, Pathology	Member Secretary
03	Dr. Ganesh Ghuge	Professor & HOD, Biochemistry	Member
04	Dr. Hemant Borse	Professor, General Surgery	Member



M. Patil
Dr. Mrs. Mrunal S. Patil

DEAN
DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

- (1) Member Secretary to form SOP within a week.
- (2) Meeting to be conducted regularly as per requirement.
- (3) Minutes of the meeting to be submitted to Dean Office regularly.



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon,
Nashik -3

Standard Operating Procedure (SOP) for Students Grievance Redressal Committee

Document Version:-3.0

Effective Date:- 21/08/2017

Prepared by:-	Reviewed by:-	Approved by:-
Name :- Dr. GhadiPrakash Member Secretary	Name:- Dr.BurseKirankumar Chairman	Name:- Dr.Mrs.MrunalS.Patil DEAN
Sign with Date:- <i>[Signature]</i> 21/08/2017	Sign with Date:- <i>[Signature]</i> 21/8/17	Sign with Date:- <i>[Signature]</i> 21/8/17

Sr.No.	SOP
1	Scope/Objectives: The primary objective of the Student Grievance Redressal Committee is to provide oversight for the grievance process, including review of all grievances, review of trends of both complaints and grievances (including time frames for resolution), and identification of opportunities for improvement and referral of action items to address those opportunities. The institution provides mechanism to the students for redressal of their grievances with regard to their complaints on non-academic matters. The committee will have to cater to the students of all semesters of MBBS, Interns and postgraduate residents. The students are main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages.
2	Formulation/revision of the SOP: by Member Secretary
3	Role & Responsibilities of all committee members: All committee members discuss the complaints/grievances put forth by the students and try to resolve the problem or forward the complaint/grievance to the concerned committee or to the Head of the Institute. The minutes of meeting are noted and sent to the Dean by Member Secretary.
4	Composition of committee:



Sr.No.	Name of Member	Designation & Department	Designation
01	Dr.BurseKirankumar	Professor & HOD, ENT	Chairman
02	Dr.GhadiPrakash	Professor Department of Pathology	Member Secretary
03	Dr.Ghuge Ganesh	Professor & HOD, Department of Biochemistry	Member
04	Dr.BorseHemant	Professor Department of Surgery	Member

5	Tenure of membership: 1 year
6	Frequency of meeting : Twice a year and as needed during the year
7	Preparation of minutes of meeting: by Member Secretary
8	Preparation of annual report of committee: by Member Secretary
9	Annexures(s)- None



(Handwritten signature)

Dr. GhadiPrakash

,Member Secretary

Students Grievance Redressal Committee

Dr.VPMC, Nashik

Professor
DEPARTMENT OF PATHOLOGY
NDMVPS Medical College, Nashik

CC to:-

- (1) The Dean
- (2) The Medical Superintendent



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik -3

Sr.No.	Year 2017-18	Name of Student	Written Record	Complaint to whom	Action Taken	Outcome
1	About morning lectures of 8:00 am	Students of 2015 batch	10/10/2017	The Dean Dr.VPMC, Nashik	Letter to Academic Board	Morning lectures could not be cancelled
2	Hostel passages not cleaned.	Students of 2016 batch	13/9/2017	Warden girls hostel	Letter sent to Hostel Committee	All the hostel passages cleaned
3	Electric switch board not working	Boys hostel D wing room no 7	13/10/2017	Warden Boys Hostel	Letter sent to Hostel Committee	Repairing was done
4	Tube light not working	Girls hostel A wing room no 10	2/11/2017	Warden Boys Hostel	Letter sent to Hostel Committee	Repairing was done
5	Regarding the availability of Volleyball court	Students of 2016 batch	8/2/2018	Sports Incharge	Request Letter to Hon.Dean	Volleyball court was made
6	Availability of T.T.Table	2015 batch	18/1/2018	Sports Incharge	Request Letter to Hon.Dean	T.T. Table was made available.



CC to:-(1) The Dean

Maty
DEAN
Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

Sail
Member Secretary
Students Grievance Redressal Committee
Dr.VPMC, Nashik

DEPARTMENT OF PATHOLOGY
NDMVPS Medical College, Nashik

**Student Grievance Redressal
Committee**

A.Y.2016-17

Maratha VidyaPrasarakSamaj's

DR.VASANTRAO PAWAR MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, NASHIK
Vasantdada Nagar, Adgaon, Nashik-3.

Ref.No : MVPS/MC/Est/1561/ 2016-2017

Date :- 11/08/2016

CIRCULAR

Students Grievance Redressal Committee (UG+PG+Interns) for the academic year **2016-2017** is constituted as under:

Sr.No.	Name of Member	Designation & Department	Committee Designation
01	Dr.BurseKirankumar	Professor & HOD, ENT	Chairman
02	Dr.GhadiPrakash	Professor Department of Pathology	Member Secretary
03	Dr.Ghuge Ganesh	Professor & HOD, Department of Biochemistry	Member
04	Dr.BorseHemant	Professor Department of Surgery	Member



M. Patil

Dr. Mrs.MrunalS.Patil
DEAN

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

- (1) Member Secretary to form SOP within a week.
- (2) Meeting to be conducted regularly as per requirement.
- (3) Minutes of the meeting to be submitted to Dean Office regularly.



**Standard Operating Procedure (SOP) for Students Grievance Redressal
Committee**

Document Version:-2.0

Effective Date:- 11/08/2016

Prepared by:-	Reviewed by:-	Approved by:-
Name :- Dr. GhadiPrakash Member Secretary	Name:- Dr.BurseKirankumar Chairman	Name:- Dr.Mrs.MrunalS.Patil DEAN
Sign with Date:- <i>[Signature]</i> 11/07/2016	Sign with Date:- <i>[Signature]</i> 11/07/16	Sign with Date:- <i>[Signature]</i> 11/08/16

Sr.No.	SOP
1	Scope/Objectives: The primary objective of the Student Grievance Redressal Committee is to provide oversight for the grievance process, including review of all grievances, review of trends of both complaints and grievances (including time frames for resolution), and identification of opportunities for improvement and referral of action items to address those opportunities. The institution provides mechanism to the students for redressal of their grievances with regard to their complaints on non-academic matters. The committee will have to cater to the students of all semesters of MBBS, Interns and postgraduate residents. The students are main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages.
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02	Dr.Ghadi Prakash	Professor Department of Pathology	Member Secretary
03	Dr.Ghugre Ganesh	Professor & HOD, Department of Biochemistry	Member
04	Dr.Borse Hemant	Professor Department of Surgery	Member

5	Tenure of membership: 1 year
6	Frequency of meeting : Twice a year and as needed during the year
7	Preparation of minutes of meeting: by Member Secretary
8	Preparation of annual report of committee: by Member Secretary
9	Annexures(s)- None



Dr. Ghadi Prakash

Dr. Ghadi Prakash

Students Grievance Redressal Committee,

Member Secretary

Dr.VPMC, Nashik

Professor

DEPARTMENT OF PATHOLOGY
NDMVPS Medical College, Nashik

CC to:-(1) The Dean
(2) The Medical Superintendent

M. Patil

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik



M. V. P. Samaj's
r. Vasantao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik – 3

Ref : MVPS/Dr. VPMCH/37A/ 2016-17

Date :- 16/12/2016

To
The Internship Incharge
Dr.VPMCH&RC, Nashik

The Students Grievance Redressal Committee has received complaint from Interns regarding non-availability of vehicle for going to UHC, Gangapur Road and PHC, Grievance. They have to go by their own vehicle or use public means of transport. This is causing them a lot of inconvenience.

Kindly make veluenlar arrangement for transportation of the interns from the college to their respective postings at UHC & PHC.

Dr. Prakash Ghadi

Member Secretary

Students Grievance Redressal Committee

Dr.VPMC, Nashik

Professor
DEPARTMENT OF PATHOLOGY
NDMVPS Medical College, Nashik



CC to:-

- (1) **The Dean**
- (2) **The Medical Superitendent**



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik -3

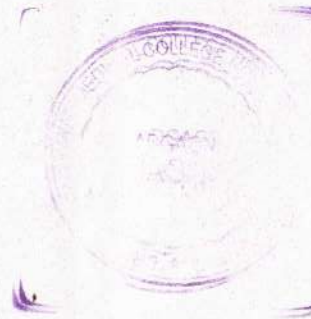
Sr.No.	Year 2016-17	Name of Student	Written Record	Complaint to whom	Action Taken	Outcome
1	Regarding 24 hours library and non-working of the street light from hostel to library.	Students of 2015 batch	10/8/16	Dean Dr.VPMC&RC,Nashik	letter to maintenancecommittee	Library could not be open for 24 hours. Streets light repaired
2	Tap water in bathroom not working	Boys hostel C wing room no 8	22/8/2016	Warden Boys Hostel	Letter sent to Hostel committee	Repairing was done
3	Non-availability of transport to U.H.C. and P.H.C.	Interns of 2012 batch	22/11/2016	Dean Dr.VPMC&RC,Nashik	Letter written to internship In charge	Vehicle made available for interns
4	Repairing of doors and windows of room no 10 in boys hostel.	Boys hostel D-wing room no 10	30/1/2017	Warden Boys Hostel	Letter to hostel committee	Doors and windows repaired
5	Regarding availability of Running Tract	Students of 2015 batch	9/2/17	Sports in charge	Request Letter to Hon.Dean	Running tract prepared
6	Regarding availability of Kho-Kho ground	Students of 2015 batch	2/3/2017	Sports incharge	Request Letter to Hon.Dean	Kho-kho ground made available

M. Patil

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

CC to :-(1) The Dean
(2) The Medical Superintendent



[Signature]

Member Secretary
Students Grievance Redressal Committee,
Dr.VPMC, Nashik

Professor
DEPARTMENT OF PATHOLOGY
NDMVPS Medical College, Nashik

**Student Grievance Redressal
Committee**

A.Y.2015-16



महाराष्ट्र आरोग्य विज्ञान विद्यापीठ, नाशिक
MAHARASHTRA UNIVERSITY OF HEALTH SCIENCES, NASHIK
(An ISO 9001:2008 Certified University)

दिंडोरी रोड, म्हसर्गळ, नाशिक - ४२२००४ Dindori Road, Mhasrul, Nashik - 422004

Tel : (0253) 2539199, Fax : (0253) 2539200

Website : http://www.muhs.ac.in, E-mail : academicpg@muhs.ac.in

डॉ. काशिनाथ दा. गर्कळ

पीएच.डी.

कुलसचिव

Dr. Kashinath D. Garkal

Ph.D.

Registrar

मआवि/पीजी-ईओ/३६०५ / २०१५

दिनांक : ०९ ऑक्टोबर, २०१५

परीपत्रक क्र. १०/२०१५

प्रति,

सर्व संलग्नीत पदवी व
पदव्युत्तर महाविद्यालये / परीसंस्था,
महाराष्ट्र आरोग्य विज्ञान विद्यापीठ

विषय:- विद्यापीठाशी संलग्नीत पदवी व पदव्युत्तर अभ्यासक्रमाचे विद्यार्थ्यांच्या तक्रारीचे निरसन करणेकरीता विद्यापीठात विद्यार्थ्यांकरीता "गाऱ्हाणी निवारण समितीचे" (Grievances Redressal Committee) गठण केल्याची माहिती महाविद्यालयातील सर्व विद्यार्थ्यांच्या निदर्शनास आणून देणेबाबत...

संदर्भ :- दिनांक १०/०३/२०१५ रोजीच्या अधिसभेत पारित ठराव क्र. ४१/२०१५

महोदय/ महोदया,

उपरोक्त विषयांन्वये सर्व संलग्नीत महाविद्यालयांचे अधिष्ठाता / प्राचार्य / शिक्षक तसेच पदवी व पदव्युत्तर अभ्यासक्रमास प्रवेशित सर्व विद्यार्थी यांना या परीपत्रकान्वये कळविण्यात येते की, विद्यापीठाशी संलग्नीत महाविद्यालयात प्रवेशित पदवी व पदव्युत्तर विद्यार्थ्यांकडून अशैक्षणिक व वैयक्तिक स्वरूपाचे कामकाज करवून घेत असल्याबाबत, तसेच विविध कामांकरीता अनेकदा विद्यार्थ्यांची अडवणूक करण्यात येत असल्याबाबतच्या तक्रारी विद्यापीठास वारंवार प्राप्त होत आहेत. त्याअनुषंगाने सदर विद्यार्थ्यांना विद्यापीठाकडे गोपनीयरीत्या तक्रार करता यावी व त्यांच्या तक्रारीचे योग्य प्रकारे व योग्य वेळेत निवारण व्हावे यामाठी विद्यार्थ्यांकरीता गाऱ्हाणी निवारण समिती (Grievances Redressal Committee) स्थापन करणेबाबतचा ठराव अधिसभेच्या बैठकीत मंजूर करण्यात आलेला आहे.

सदर ठरावाच्या अनुषंगाने विद्यापीठात विद्यार्थ्यांकरीता "गाऱ्हाणी निवारण समिती" (Grievances Redressal Committee) स्थापन करण्यात आलेली असून पदवी व पदव्युत्तर अभ्यासक्रमास प्रवेशित विद्यार्थ्यांकडून वेळोवेळी प्राप्त होणाऱ्या विविध स्वरूपाच्या तक्रारीचे निवारण सदर समितीमार्फत करण्यात येईल. सदर गाऱ्हाणी निवारण समितीने (Grievances Redressal Committee) घेतलेला निर्णय सर्व संबंधितांवर बंधनकारक राहील.

सदर परीपत्रक आपल्या महाविद्यालयातील पदवी व पदव्युत्तर अभ्यासक्रमास प्रवेशित सर्व विद्यार्थ्यांच्या निदर्शनास आणून देण्यात यावे व महाविद्यालयाच्या सूचना फलकावर प्रसिध्द करून तसा अहवाल विद्यापीठास सादर करण्यात यावा.

(डॉ. काशिनाथ दा. गर्कळ)
कुलसचिव

प्रत : सर्व विभागप्रमुख, मआवि/वि मुख्यालय व विभागीय कार्यालये

Maratha VidyaPrasarakSamaj's

DR.VASANTRAO PAWAR MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE, NASHIK.
Vasantdada Nagar, Adgaon, Nashik-3.

Ref.No : MVPS/MC/Est/1510/ 2015-2016

Date :- 13/10/2015

CIRCULAR

Students Grievance Redressal Committee (UG+PG+Interns) for the academic year **2015-2016** is constituted as under:

Sr.No.	Name of Member	Designation & Department	Designation
01	Dr.Gajbhiye I.P.R	Professor & HOD Department of Physiology	Chairman
02	Dr.PatoleKiran	Professor & HOD Department of Obst&Gynaec	Member Secretary
03	Dr. Burse K.S	Professor & HOD, ENT	Member
04	Dr.Kalokhe Vikrant	Asst.Professor & HOD Department of FMT	Member
05	Dr. KastureJyoti	Asst.Professor Department of Pathology	Member



M. Patil

Dr. Mrs.MrunalS.Patil

DEAN

DEAN

**Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik**

- (1) Member Secretary to form SOP within a week.
- (2) Meeting to be conducted regularly as per requirement.
- (3) Minutes of the meeting to be submitted to Dean Office regularly.



Standard Operating Procedure (SOP) for Students Grievance Redressal Committee

Document Version:-1.0

Effective Date:- 3/08/2015

Prepared by:-	Reviewed by:-	Approved by:-
Name :- Dr. PatoleKiran Member Secretary	Name:- Dr.Gajbhiye I.P.R Chairman	Name:- Dr.Mrs.MrunalS.Patil DEAN
Sign with Date: <i>Kiran Patole</i> 3/8/2015	Sign with Date:- <i>Dr. Gajbhiye</i> 3/8/15	Sign with Date:- <i>Mrs. Mrunal S. Patil</i> 3/8/15

Sr.No.	SOP
1	Scope/Objectives: The primary objective of the Student Grievance Redressal Committee is to provide oversight for the grievance process, including review of all grievances, review of trends of both complaints and grievances (including time frames for resolution), and identification of opportunities for improvement and referral of action items to address those opportunities. The institution provides mechanism to the students for redressal of their grievances with regard to their complaints on non-academic matters. The committee will have to cater to the students of all semesters of MBBS, Interns and postgraduate residents. The students are main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages.
2	Formulation/revision of the SOP: by Member Secretary
3	Role & Responsibilities of all committee members: All committee members discuss the complaints/grievances put forth by the students and try to resolve the problem or forward the complaint/grievance to the concerned committee or to the Head of the Institute. The minutes of meeting are noted and sent to the Dean by Member Secretary.
4	Composition of committee:

Sr.No.	Name of Member	Designation & Department	Designation
01	Dr.GajbhiyeI.P.	Professor & HOD Department of	Chairman



	R	Physiology	
02	Dr.PatoleKiran	Professor & HOD Department of Obst&Gynaec.	Member Secretary
03	Dr. Burse K.S	Professor & HOD, ENT	Member
04	Dr.Kalokhe Vikrant	Asst.Professor& HOD Department of FMT	Member
05	Dr. KastureJyoti	Asst.Professor Department of Pathology	Member

5	Tenure of membership: 1 year
6	Frequency of meeting : Twice a year and as needed during the year
7	Preparation of minutes of meeting: by Member Secretary
8	Preparation of annual report of committee: by Member Secretary
9	Annexures(s)- None

Dr. PatoleKiran

Dr. PatoleKiran

Students Grievance Redressal Committee,
Member Secretary

Dr.VPMC, Nashik
Professor HOD
Department of Obst. & Gynecology
M.V.P'S, Dr.V.P.Medical College,
Adgaon, Nashik.

CC to :-(1) The Dean
(2) The Medical Superintendent



M. Patil

DEAN

Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik



M. V. P. Samaj's
r. Vasanttrao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik – 3

Ref: MVPS/Dr. VPMCH/EIAGC/272/2015-16
(B)

Date: - 12 / 12 / 2015

To
The Establishment Committee,
Dr. VPMCH & RC,
Nashik

Subject-Regarding problem of solar heater...

Complaints have been received regarding hot water not available in the bathrooms as solar heater is not working.
Kindly do the needful.



Dr. Kiran Patole

Student Grievance and Redressal Committee,
Member Secretary

Professor HOD
Department of Obst. & Gynecology
M.V.P'S, Dr.V.P. Medical College,
Adgaon, Nashik.



M. V. P. Samaj's
r. Vasanttrao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik – 3

Ref : MVPS/Dr. VPMCH/SGRC/582/2015-16
(A)

Date :- 25/06/2016

To
The Mess Committee,
Dr. VPMCH & RC,
Nashik

Subject-Regarding poor quality of food in Boys Hostel mess and timing of breakfast...

Complaints have been received regarding quality of food in hostel mess. The breakfast is not ready till 8.00 am in the morning and the students go to college without having breakfast.

The morning lecture starts at 8.00 am so ensure that the breakfast is ready by 7.30 am. Also instruct your cooks to prepare food properly and of good quality.



Dr. Kiran Patole

Member Secretary

Student Redressal Grievance Committee

Professor HOD
Department of Obst. & Gynecology
M.V.P'S, Dr.V.P. Medical College,
Adgaon, Nashik.

CC to:- The Dean, Dr VPMCH & RC, Nashik.



MVP Samaj's
Dr. Vasant Rao Pawar Medical College, Hospital & Research Centre, Adgaon, Nashik -3

Sr.No.	Year 2015-16	Name of Student	Written Record	Complaint to whom	Action Taken	Outcome
1	Non-working of solar water heater in Boys Hostel	Students of 2015 batch	5/11/2015	Dean Dr.VPMC&RC,Nashik	Letter sent to the Hostel Committee	Solar heater repaired
2	Non-working of solar water heater in Boys Hostel	Students of 2014 batch	6/11/15	Dean Dr.VPMC&RC,Nashik	Letter sent to the Hostel Committee	Solar heater repaired
3	Non-working of solar water heater in Boys Hostel	Students of 2013 batch	6/11/15	Dean Dr.VPMC&RC,Nashik	Letter sent to the Hostel Committee	Solar heater repaired
4	Poor quality of food in mess and breakfast not available at 8:00am	Students of 2015 batch	14/6/16	Dean Dr.VPMC&RC,Nashik	Letter sent to Mess Committee	Quality of food improved
5	Non availability of stationary in the campus	Students of 2015 batch	4/5/16	Dean Dr.VPMC&RC,Nashik	Request Letter sent to the respected Dean	Stationary was made available in campus.

M. Patil

DEAN
Dr. Vasant Rao Pawar Medical College
Hospital & Research Centre, Nashik

CC to:-(1) The Dean
(2) The Medical Superintendent



[Signature]
Member Secretary
Students Grievance Redressal Committee,
Dr.VPMC, Nashik

Professor HOD
Department of Obst. & Gynecology
M.V.P'S, Dr. Vasant Rao Pawar Medical College,
Adgaon, Nashik.