

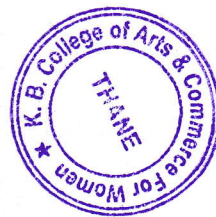
K.B. COLLEGE OF ARTS & COMMERCE FOR WOMEN-THANE

Grievance Redressal Committee-2018-19

The grievance redressal committee has been formed for the smooth running and satisfaction of students in institution. There is feedback system, suggestion Box, class teacher system through which students try to approach authorities and get their problem solved. All these systems help in creating good environment in the institution.

As a result there was no grievance reported to grievance redressal committee.


Convener




Principal
K. B. College of Arts & Comm
Kopri, Thane (E.)

K.B. COLLEGE OF ARTS & COMMERCE FOR WOMEN-THANE

Grievance Redressal Committee-2019-20

The college has been appreciated for various systems of its feedback by different bodies. The feedback system and the tutor ward system along with the system of class in charges helped in solving problems of students at the class room level.

The students are generally happy and satisfied & there was no grievance reported.

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Convener

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Principal

Principal
K. B. College of Arts & Comm
Kopri, Thane (E.)



College Grievance Redressal Cell Report 2020-21

The teaching-learning process of the academic year 2020-21 was carried out completely in online mode due to the Covid-19 pandemic lockdown. The semester-end examinations as well as backlog examinations, internal assessments, practical, projects and viva were conducted in online mode as per the directions of the parent university and lead college. The grievances faced by students in 2020-21 were as under-

- **Admission Fees:** Due to the covid-19 situation, several students were not in a position to pay the admission fees during the beginning of the academic year. These students approached the mentors/class teachers for help. The mentors/class teachers discussed the issues faced by the students.

Action taken: It was decided to allow students to pay fees in 4-5 instalments. The institute handled all the students' issues with utmost sensitivity.

- **Technical issues during online examination:** The pandemic lockdown declared by the government led to many students leaving for their native places. These students faced serious technical issues, lack of network during the backlog and semester-end examinations.

Action taken: The team of technical staff, examination committee and the class teachers patiently sorted out the issues faced by the students and successfully conducted all the examinations.

- **Students with medical issues:** Few students couldn't give examination due to medical reasons, particularly related to Covid-19. They approached the examination committee to help them.

Action taken: The issues faced by students who were unable to give examination due to Covid related medical reasons were put forth in the cluster meeting. Re-examination of these students were conducted as per the lead college guidelines.

Helpline numbers of faculty and office staff were displayed on the college website to provide assistance to students for any issues related to admission, examination or any other general queries.

Dr Renu Trivedi- Principal- Chairperson

Ms Sunanda Bhasagare- Senior Faculty

Dr Seema Jha- Senior Faculty- Member Secretary



College Grievance Redressal Cell Report 2021-22

The teaching-learning process of the academic year 2021-22 was carried out completely in hybrid mode due to the Covid-19 pandemic lockdown. The semester-end examinations barring summer examination of first year and MCom students, internal assessments, practical, projects and viva were conducted in online mode as per the directions of the parent university and lead college. The grievances faced by students in 2021-22 were as under-

- **Admission Fees:** Due to the covid-19 situation, few students were facing difficulty to pay admission fees during the beginning of the academic year. The mentors/class teachers discussed the issues faced by the students.

Action taken: Students facing financial difficulty were permitted to pay fees in instalments. The institute tried to handle all the students' issues with utmost sensitivity.

- **Technical issues during online examination:** Due to pandemic lockdown many students were in their native places. Some students faced technical issues during the online examinations.

Action taken: All technical issues were successfully sorted out by the technical staff, examination committee and the class teachers.

- **Students with medical issues:** Some students couldn't appear for semester-end examination due to medical reasons and approached the examination committee to help them.

Action taken: The examination committee was directed to take directions from the lead college and follow the university guidelines. Re-examination of these students were conducted as per the instructions received from the lead college.

The institute took utmost care to deal with all the issues sensitively.

Dr Sumati Balchandran- Principal- Chairperson

Dr Seema Jha- Senior Faculty- Member Secretary

Ms Sunanda Bhasagare- Senior Faculty



College Grievance Redressal Cell Report 2022-23

The academic year 2022-23 began in offline mode after a gap of almost two years. The college took utmost care in the campus during the admission process, lectures, examination as well as extra-curricular activities. Students facing financial difficulty in paying fees during admission were allowed to pay fees in instalments. Further, the training placement officer was directed to help students facing financial difficulty in securing jobs. Faculty were asked to guide the students on appropriate behaviour in the college campus. In order to help the weak learners, faculty was directed to conduct remedial lectures. Hygiene and quality of food in the college canteen was monitored on a regular basis. For re-examination of students who had applied to the examination section for re-examination on medical grounds, the examination section was asked to follow the university directions for the same. The college took proper care of all the activities in the campus and as such no cases of grievance were reported in the campus.

Dr Seema Jha- I/C Principal- Chairperson



Ms Sunanda Bhasagare- Senior Faculty- Member Secretary



Dr Vinayak Raje- Senior Faculty




Principal.
K. B. College of Arts & Commerce
Kopri, Thane (E.)