



Audyogik Shikshan Mandal's
(Society Regd. No. Maharashtra/1330/Pune 83; Public Trust No. F-2451/Pune 83)
INSTITUTE OF PROFESSIONAL STUDIES (IPS)

(Approved by AICTE, Govt. of India & affiliated to University of Pune)
AICTE CODE : 1-4240185 DTE CODE : MB6166 AISHE CODE : C-46639

Academic Year 2022-23

Notification

Date: 11/12/2023

This is to inform all committee members about an upcoming committee meeting scheduled for 19/12/2023 at 2:30 p.m. The meeting will take place in the Board Room, and your attendance is requested.

The agenda for the meeting is as follows:

Date: 11/12/2023

Time: 2:30pm

Location: Board Room ASMIPS

AGENDA

Item 1: Review of Previous Meeting Minutes

Item 2: Review of the current grievance handling procedure, Discussion on streamline and expediting the grievance resolution process and consideration of alternative dispute resolution mechanism.

Item 3: Ensure that all grievances and their resolution are properly documented and to discuss the digitization of grievance records for easy access and reporting.

Item 4: Develop strategies for creating awareness among students and staff about the grievance redressal process and also review communication methods for reporting grievances and updates on their status.

Item 5: Plan and schedule training sessions for committee members on grievance handling and conflict Resolution and to consider inviting external experts for specialized training.

Item 6: Any additional matters or concerns not covered by the agenda.

Attendees:

SR. No.	Name	Designation
1	Dr.S.J.Bokephode, Director ASM's IPS	Chairman
2	Dr.Radha Mahatme Senior Faculty Member	Member
3	Dr.Vikas Barbate Senior Faculty Member	Member
4	Dr. Balkrishnan V Sanvikar, Professor, Department of Management Sciences (PUMBA – SPPU)	Member
5	Mr. Shrikant N Patil Advocate	Ombudsman Appointed By SPPU

Date: 11/12/2023

Place: Pune



Chairman



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GRIEVANCE REDRESSAL COMMITTEE

Academic Year 2022-23

MINUTES OF THE MEETING

Date: 19/12/2023

Time: 02:30pm

Location: Board Room ASM's IPS

Attendees.

Sr No	Name	Designation
1	Dr.S.J.Bokephode Director ASM's IPS	Chairman
2	Dr.Radha Mahatme Senior Faculty Member	Member
3	Dr.Vikas Barbate Senior Faculty Member	Member
4	Dr.Balkrishan V Sanvikar, Professor, Department of Management Sciences (PUMBA – SPPU)	Member
5	Mr. Shrikant N Patil Advocate	Ombudsman Appointed by SPPU.

The Grievance Redressal Committee Convened on 19/12/2023 at 2:30 P.M. under the leadership of

Dr. S.J.Bokephode, the Director. The following agenda items were discussed and resolved during the meeting

Item 1: Review of previous Meeting Minutes

The Minutes were reviewed and the minutes were unanimously approved.

Proposed by: Dr.S.J .Bokephode

Seconded by: Dr.Radha Mahatme

Item 2: Review of grievance handling procedure

Under this item, the committee discussed the current grievance handling procedure Dr.Radha Mahatme

Presented an overview of the existing process and highlighted areas where streamlining and expediting

Grievance resolution could be improved. The committee also considered alternative dispute resolution mechanism, including mediation and arbitration, to resolve grievances more efficiently

Proposed by: Dr.Vikas Barbate

Seconded by: Dr.S.J.Bokephode

Item 3: Documentation and record keeping

The committee emphasized the importance of documenting all grievances and their resolutions accurately.

Dr.Vikas barbate shared insights on enhancing the record keeping practices.additionally Dr.Radha Mahatme proposed the digitization of grievance record to facilitate easy access and reporting. The committee agreed to explore digital solutions for record keeping.

Proposed by: Dr. Vikas Barbate

Seconded by: Dr. Radha Mahatme

Item 4: Awareness Strategies and communication

The committee discussed strategies for creating awareness among students and staff about the grievance

Redressal Process Dr. Vikas Barbate suggested organizing workshops and awareness campaign and proposed

Reviewing communication methods to ensure the reporting grievances and updates on their status are clear

And accessible. The committee agreed to develop a comprehensive awareness plan and enhance communication channel.

Proposed by: Dr.Vikas Barbate

Seconded by: Dr S J Bokephode

Item 5: Training sessions and external experts.

The committee discussed plans to provide training sessions for committee members on grievance handling And conflicts resolution. Dr.Radha Mahatme suggested considering inviting external experts for specialized Training to enhance the committee's expertise. The proposal was well- received and committee decided to Explore potential trainer.

Proposed by: Dr Radha Mahatme

Seconded by: Dr S J Bokephode

Item 6: Any Additional Matters

The chairperson invited attendees to raise any additional matters or concerns not covered by the agenda. Mr.Shrikant Patil raised a concern regarding the timeline for grievance resolution and requested clarification On the escalation process. The committee noted this concern and agreed to address it in future meetings. There being no further business to discuss, the meeting was adjourned.

Proposed by: Mr. Shrikant Patil

Seconded by: Dr Vikas Barbate

Sr No	Name	Designation
1	Dr.S.J.Bokephode Director ASM's IPS	Chairman
2	Dr.Radha Mahatme Senior Faculty Member	Member
3	Dr.Vikas Barbate Senior Faculty Member	Member
4	Dr.Balkrishan V Sanvikar, Professor, Department of Management Sciences (PUMBA – SPPU)	Member
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Director