

Pushpanjali College of Education
Papdy, Vasai



Grievance Redressal Cell Report

2022-23

Members of Grievance Redressal Cell for 2022-23

- 1. Chairperson:** In charge Principal Sr Delicia Fernandes
- 2. Secretary:** Dr Sheetal Chaudhari
- 3. Management Representative:** Sr Sheeba
- 4. Staff Representative:** Dr Agnes Dcosta
- 5. Staff Representatives:** Ms Sonia Bombacha and Ms Steffi Dcosta
- 6. Staff Representative:** Ms Sunita Pambujya
- 7. Student Representative:** Sara Gonsalves (Chairperson of S.Y.B.Ed Student Council)
- 8. Student Representative:** Fr Alex Simon K (Chairperson of F.Y.B.Ed Student Council)

Report of the Cell

- **Orientation to Grievance Redressal Cell:** During the orientation programme, students were oriented to the procedures to be followed in case they wished to convey their grievances.
- **Grievances received during the year were addressed as follows**
 - On 17 Dec 2022, students assigned one particular school for internship had requested for a change as the school was not easily accessible to the group members. They also had issues with the facilities available in the school. After due discussion, the students were relocated to another school for their Semester Four internship.
 - On 25 March 2023, a grievance was received regarding the college timings. Due to soaring temperatures students requested for the reporting timings to be changed from 8 am to 7.30 am. The suggestion was accepted and changes in timings made with immediate effect.
 - On 28 April 2023, a faculty member suggested that at least one of the rooms be installed with an AC to facilitate work during the hot summer months. The suggestion was duly accepted and an AC was fixed in the staff room.
 - On 3 Aug 2023, a grievance was put forward to repair the toilet flush that was not in working condition. The student also requested that the wash basins be cleaned immediately after recess. The grievance was noted and the necessary repair works were carried out.
 - On 11 Aug 2023, a student council member put forth a request that students be informed well in advance about cocurricular activities so that they can plan and prepare for the same. The decision taken in this respect was that

a detailed list of activities , along with work allotted, would be displayed on the notice board a fortnight in advance.

Action Taken Report

No	Grievance and Action taken	Date	Committee members involved in decision making
1	Grievance: Request for change in internship school due to problems faced in accessing the school easily. Action taken: Different school was allotted for subsequent internship	17 Dec 2022	Principal in charge Sr Delicia Fernandes and Internship in charge Ms Sonia Bombacha
2	Grievance: suggestion made to start college earlier during summer months so that lectures wind up by noon. Action taken: College timings were adjusted from 7.30 am to 12.30 pm	25 March 2023	Principal in charge Sr Delicia Fernandes and timetable in charge Dr Sheetal Chaudhari
3	Grievance: request to have at least one AC room as the summer temperatures were too high for effective work Action Taken: AC installed in staff room	28 April 2023	Principal in charge Sr Delicia Fernandes in consultation with management
4	Grievance: repair the toilet flush that was not in working condition. Clean the wash basins after recess Action taken: Toilets repaired Flush tanks replaced Overhead tank capacity increased. Cleaning basins after recess initiated	3 Aug 2023	Principal in charge Sr Delicia Fernandes in consultation with management
5	Grievance: announce co-curricular activity schedule in advance Action taken: decision taken to display plans 15 days in advance	11 Aug 2023	Principal in charge Sr Delicia Fernandes and cocurricular activity in charge Ms Steffi Dcosta

Sr Fernandes
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