

Anekant Education Society's  
**Tuljaram Chaturchand College of Arts, Science and Commerce Baramati**  
(Autonomous)  
**College Grievance Redressal Committee (CGRC)**  
**Academic Year 2023-24**  
**Annual Report**

The College Grievance Redressal Committee was formed with the goal of resolving student grievance. The cell will meet as needed and take appropriate solutions to the grievances addressed to it. All students in our college have access to the College Grievance Redressal Committee to voice their concerns about academic matters, financial matters, health services and library. The College Grievance Redressal Committee holds regular meetings with Prin. Dr. Avinash S. Jagtap in the chair, to look into the complaints filed by students.

The Grievance Redressal Committee was taken two meetings for the academic year 2023-24. The first meeting was held on 12<sup>th</sup> July 2023. In this meeting problems regarding NEP subject (OE, SEC, AEC etc) selection was resolved by communicating with respective department. Also, discussion about student representative selection and code of conduct for all students and staff members were discussed. The agenda of meeting was discussing about the suggestions received by students for previous year and discuss about the way to resolve the grievance.

The second meeting was held on 18<sup>th</sup> March 2024. In this meeting discussion was going on about some missing items of students. The parking facility, ID card compulsion, use of footpath for students were discussed with committee members. Action Taken Report on the Complaints and Grievances received during this academic year 2023-24 is attached with this report. The grievances were resolved and appropriate actions were taken as per the Principal's guidance.



  
Principal  
Tuljaram Chaturchand College  
Baramati

**Principal**

**Anekant Education Society's  
Tuljaram Chaturchand College of Arts, Science and Commerce, Baramati  
(Autonomous)  
College Grievance Redressal Committee**

**Year 2023-24**

**Action Taken Report**

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received during the year:

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received during the year:

**1. Request for starting the ST Bus Depot to College Bus Service**

Students of all the classes had requested multiple times to start a bus service from S T Bus Depot to College.

**Action Taken:**

Pursuant to request of the college, the S T Bus Depot has started the Bus service on the route. College authorities appreciated this initiative and thanks giving letter was sent to the S T Depot. (01-05/09/2023)

**2. Late submission of Exam Form**

A student has requested that due to illness he was not able to submit the exam form on time. (02-18/10/23)

**Action Taken:**

The Principal allowed the acceptance of the form with late fees.

**3. Allowing the Ph.D. students to work on Sundays**

A group of research students from the Department of Botany has requested the permission to work on Sundays in the Department and use the laboratory facilities therein. (3-21/11/2023)

**Action Taken:**

The request was approved by the Principal and the Head of the Department was instructed to make necessary arrangements and submit the report after such work is finished.

**4. About the commotion in the reading room**

A group of students had complained about the commotion in the reading room where students are speaking loudly and using mobile phones etc. (4-17/10/2023)

**Action Taken:**

The matter was taken seriously. The Librarian and the staff in the reading room were asked to take immediate action on the wrong doers and to maintain peace in the reading room.

**5. Request for separate Reading Room for girls**

A group of girl students had requested for a separate reading hall for girls. (1-15/12/2023)

**Action Taken:**

**The Principal assured that such facility is under construction and it would be made available soon. It is heartening to note that the request was accepted by the society and a separate reading room especially for girls is now functional.**

**6. Increasing the timing of Cyber Zone**

Student made a request to extend the timing of Cyber Zone from 9.00 am to 6.00 pm - free internet facility for students. (6-15/12/2023)

**Action Taken:**

The Timing for the Cyber Zone was extended till 5.00pm.

**7. Complaints about loss of ID Cards**

A number of complaints are received about the loss of ID Card and requests for Duplicate ID Cards. (7- 4 Requests)

**Action Taken:**

Considering the merit of each case, duplicate ID Cards were issued.



  
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**College Grievance Redressal Committee (CGRC)**

**Academic Year - 2022-23**

**Annual Report**

The College Grievance Redressal Committee was formed with the goal of resolving student grievance. The cell will meet as needed and take appropriate solutions to the grievances addressed to it.

All students in our college have access to the College Grievance Redressal Committee to voice their concerns about academic matters, financial matters, health services and library.

The College Grievance Redressal Committee holds regular meetings with Principal Dr. Chandrashekhar V. Murumkar in the chair, to look into the complaints filed by students.

The Grievance Redressal Committee was take two meetings for the academic year 2022-23. The first meeting was held on 15<sup>th</sup> July 2022. Some grievances were orally discussed by the Vice-Principal, all faculty Deans, and committee members about selection of subjects, book, timing of college etc. These were resolved with the guidance of the Honorable Principal, Dean and faculty members.

The second meeting was held on 11<sup>th</sup> march 2023. In this meeting discussion was done about the effectiveness of CGRC awareness among the Students and review on the issues received by the students. The committee members discussed the effectiveness of the awareness programs about the College Grievance Redressal Committee (CGRC) among the students. Distributed work about CGRC were reviewed by the chairperson.

The complaint boxes are opened as per the schedule. Action Taken Report on the Complaints and Grievances received during this academic year 2022-23 is attached with this report. The grievances were resolved and appropriate actions were taken as per the Principal's guidance.



**Principal**

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College Grievance Redressal Committee**

**Year 2022-23**

**Action Taken Report**

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received during the year:

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received during the year:

**1. Allowing PG/PPG students to sit in the Periodical Section**

Students of PG/PPG classes had requested that they should be allowed to sit and access the Periodicals in the specified section.

(1-23/07/2022)

**Action Taken:**

It is well known that we have open access library right from Junior College students. Though the students can borrow periodicals but they were not allowed to sit in the periodicals section. Hence, it was decided that PG and PPG Students or research scholars should be allowed to sit in this section.

**2. Request for separate Reading Room for girls**

A group of girl students had requested for a separate reading hall for girls. (1-24/10/2022)

**Action Taken:**

The Principal assured that such facility would be made available in course of time. The request will be put before the Society. It is heartening to note that the request was accepted and a separate reading room especially for girls is now functional.

**3. Extending the reading room hours during exam times**

A group of students had requested to extend the reading room hours during exam times on 24 November, 2022. (3-24/11/2022)

**Action Taken:**

The request was approved on the same day and a notice to this effect was issued immediately. The reading room hours were increased from 6.00 pm to 9.00pm(Notice Attached) .

#### **4. Loss of books by students**

A student has requested to pay the penalty for a book lost by him. (4A & 4B -16/11/2022)

##### **Action Taken:**

The request was accepted and the library authorities were asked to recover the penalty.

#### **5. About the commotion in the reading room**

A group of students had complained about the commotion in the reading room where students are speaking loudly and using mobile phones etc. (5-13/12/2022)

##### **Action Taken:**

The matter was taken seriously. The Discipline Committee chairman, Vice Principal Sir and Librarian were asked to take immediate action on the wrong doers and to maintain peace in the reading room.

#### **6. Increasing the timing of Cyber Zone**

Student made a request to extend the timing of Cyber Zone- free internet facility for students. (6-15/12/2022)

##### **Action Taken:**

The Timing for the Cyber Zone was extended.

#### **7. Regarding ST Pass**

Generally ST Passes are not issued in the month of May. But due extension of the semester schedule the students has requested for extension of ST Passes.

##### **Action Taken:**

A letter was sent to Deport Manager requesting him to extend the ST Passes till 12 May as per examination schedule. (Copy of the letter attached) (7-17/04/2023)



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Anekant Education Society's  
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**College Grievance Redressal Committee (CGRC)**  
**Annual Report 2021-22**

There is a committee for Grievance Redressal to solve the issues of the Girl-students and the staff (Teaching and Non-teaching). To collect the complaints of them the complaint boxes are made available all time. Students and the staff are notified about the boxes. The boxes are opened once in a term of three months (Other than vacation period). Oral complaints about the sanitation, water supply, cleanliness of the classrooms are solved orally at the same time. Sweeper is made available every day for the sanitation.

The first meeting was held on 13<sup>th</sup> July 2021. Many faculty members orally requested to the Principal to plan for National Service Scheme (NSS) activities like planting tree to promote social awareness among students. It was decided to plan and implement NSS activities to develop social awareness in students. The facility of Gym, Water purifier, is provided to the students and staff. Frequently students' oral complaint is about travelling inconvenience. More than 65% students are from different villages of Baramati Taluka and they stay at home. There is correspondence with the ST Bus Depot Manager. But during the academic year 2021-22 there was strike of ST Bus-workers. It was very much inconvenient to the students to travel for college.

The second meeting was held on 12<sup>th</sup> March 2022. Various activities were planned to enhance students' mental and intellectual awareness, and discussed about discipline related to the college.

The complaint boxes are opened as per the schedule. Action Taken Report on the Complaints and Grievances received during this academic year 2021-22 is attached with this report. The grievances were resolved and appropriate actions were taken as per the Principal's guidance.



**Principal**



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**College Grievance Redressal Committee**

**Year 2021-22**

**Action Taken Report**

**1. Changes in the spellings of names and other details such as name of mother, date of birth, caste in the college records, eligibility forms**

(1A-03/06/21 and 1B-11/08/2021 and others)

**Action Taken:**

As decided in the previous year, after receiving such request, the same should be sent to the Vice Principal who then verifies it with the previous mark-sheets, or with the SSC or HSC or Transfer Certificates and approves the change.

**2. Request to re-join college after a Gap**

College receives requests from students to re-join after a gap of one or two years. (2-02/08/2021)

**Action Taken:**

After verifying whether it is possible to allow the student to re-join considering the pattern of the syllabus and credit structure, such request is approved by the Vice Principal.

**3. Refund of Examination Fees**

Sometimes the students mistakenly make payment of fees for two times and request refund of the same. The college has received such request(3-22/10/21).

**Action Taken:**

On receipt of such request, the Vice Principal should get the bank transaction details cross checked from the concerned non-teaching staff and if it is validated, then allow for a refund.

**4. Request for Wi-Fi and Plagiarism Software Facility**

The research students from Botany Department have requested for Wifi Facility and also complained about non-availability of Plagiarism Software. (4-12/11/2021)

**Action Taken:**

The request for Wifi Facility was approved immediately and Head of the Department was instructed to allow such access to Ph.D. Scholars. Regarding the Plagiarism Software, the Librarian of the college was instructed to look into the matter.

**5. Opening of Material Science Lab earlier than usual**

A Group of students has requested that they should be allowed to use Material Science Lab early in the morning and the Lab should be opened at 7.30 am as during the day time the lab is under use by students of the various classes. (5-12/01/2022)

**Action Taken:**

The Heads of the Departments were instructed to allow such request after considering the merit of the request of the each case. However, the Heads were also instructed to ensure proper safety of the Labs, instructing responsible non-teaching staff to open the lab promptly.



**6. Request for use of Muffle Furnace from Physics Lab**

A group of students from Microbiology have requested for permission to use Muffle Furnace Facility for their dissertation work under the guidance of Dr. Dhawal Doshi. (6-11/03/2022)

**Action Taken:**

The matter was discussed and the Head of the Department of Physics was directed to allow the students to use the facility.

**7. Resumption of Bus Service from Baramati- Aasu Pawarwadi**

College authorities have got multiple oral requests from student for resumption of Bus Service from Baramati-Aasu Pawarwadi (Phaltan Taluka).

**Action Taken:**

Considering the importance of the matter, a request letter was sent to Depot Manager, MSRTC, Baramati by the Principal to resume the bus service. (7- 18/03/2022)(Copy of the Letter attached)

**8. Request for re-conducting of the unit tests, practical and term end examinations**

A number of students have requested on multiple occasions to reschedule the internal unit tests, practical's and even term end examinations due to their appearing for some Competitive Examinations or Sports Events Such as Khelo India or Sports Training Camps or NCC or NSS Camps (08-01 to 08-11)

**Action Taken:**

After deliberating on the issue at the onset of the year it was decided that such arrangements should be allowed on the merit of each case. For rescheduling the internal examinations and practical examination, the Head of the Department were instructed accordingly. Similarly, a notice was also issued for conductin a separate term end examination for the students who could not attend the same previously due to any of the reason mentioned above. (8-12-02/07/2022 Notice Number 117).

**9. Request to extend Reading Room facility for girls beyond 6pm during exam times**

A group of students has requested to extend the Reading Room facility hours for girls beyond 6pm to 9pm as the girls are studying for various competitive examinations. (9-21/04/22)

**Action Taken:**

The Librarian was suggested to allow such request after ensuring that sufficient number of Non Teaching Staff is deployed till the closure of the reading room. Similarly, the security officials were instructed to ensure the safety of the girls leaving the reading room after closure.

**10. Request for Repair of Research Instruments:**

A group of students have requested for urgent repair of the Atomic Absorption Spectrophotometer in the Central Facility Centre (CFC) Lab and other instruments. (10-02/05/22)

**Action Taken:**

Such repairs were immediately allowed and CFC Lab in charge Dr. Madhuri Patil was instructed to get the repairs done immediately.



**Principal**

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**College Grievance Redressal Committee**  
**Academic Year 2020-21**  
**Annual Report**

The college has established a committee for Grievance Redressal during the academic year 2020-21 under the chairmanship of the principal Dr. Chanrashekhar V. Murumkar. The committee works towards ensuring the safety of the students and the staff (Teaching and Non-teaching) in the college by addressing complaints. The committee organizes different programs.

In this academic year all teaching process was in online mode due to COVID-19. The first online meeting of CGRC was held on 10<sup>th</sup> July 2020 in online mode. As COVID-19 is new disease for all people the committee discussed necessary care and precautions regarding COVID-19 to ensure campus safety.

The second meeting of CGRC was held on 10<sup>th</sup> March 2021. All government circulars related to the grievance redressal committee from each category were read and discussed in the meeting. The Senior Faculty Members reviewed the circulars to ensure compliance.

Due to COVID-19 pandemic, the most of the events were arranged in an online mode. Students seeking some problems about notes because of unavailability of books,

Action Taken Report on the Complaints and Grievances received during this academic year 2020-21 is attached with this report. The grievances were resolved and appropriate actions were taken as per the Principal's guidance.



**Principal**

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**College Grievance Redressal Committee**

**Year 2020-21**

**Action Taken Report**

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received during the year:

**1. Request for use of Central Library by outsider students**

At times college receives requests from students who are not in the list of college students. Such students are either pursuing a Ph.D. at SPPU or other universities or working on the specific topics out of interest.

**Action Taken:**

The matter was deliberated and it was decided that such requests be entertained on case to case basis and the written request be sent to Principal by the Librarian. After his approval and necessary documentation such requests should be entertained.

**2. Changes in the spellings of names and other details such as name of mother, date of birth in the college records, eligibility forms**

**Action Taken:**

As decided in the previous year, after receiving such request, the same should be sent to the Vice Principal who then verifies it with the previous mark-sheets, or with the SSC or HSC or Transfer Certificates and approves the change.



**Principal**

Anekant Education Society's  
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**College Grievance Redressal Committee (CGRC)**  
**Academic Year 2019-20**  
**Annual Report**

The college was established a Grievance Redressed Cell during the academic year 2019- 20 under the chairmanship of the Principal Dr. Chandrashekhar V. Murumkar. In this year meeting is conducted under our principal and discussed all matters related to the female issues in deeply.

This committee is worked for the students in the college by addressing grievance and complaints and preventing ragging also. The Committee is liable to the addressing any complaints related to students and know their problems and focus on solve.

The first meeting for this academic year was held on 12<sup>th</sup> July 2019. It was emphasized that students need to be notified about the availability of the complaint box for easy access. The process of collecting complaints from the students and addressing them by informing the Principal was discussed to ensure swift action.

The second meeting was held on 11<sup>th</sup> march 2020. The committee discussed the importance of communicating the grievance redressal mechanism clearly to students and staff, ensuring transparency and accessibility.

The complaint boxes are opened as per the schedule. Action Taken Report on the Complaints and Grievances received during this academic year 2021-22 is attached with this report. The grievances were resolved and appropriate actions were taken as per the Principal's guidance.



A handwritten signature in purple ink, appearing to be "D. Murumkar", written over a horizontal line.

**Principal**

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(Autonomous)  
**College Grievance Redressal Committee**  
**Year – 2019-20**

**Action Taken Report**

Committee members along with the Principal, deliberated on the following complaints/grievances/requests received on time to time basis on the issues that got raised during the year:

**1. Book Bank Scheme**

Students have requested that a Set of Textbooks be handed over to them for the use during the year under the Book Bank Scheme. Under this scheme students hailing from low income groups are provided with a set of textbook which he/she uses throughout the year and returns it at the end of the year.

**Action Taken:**

Standing instructions were given to the Librarian that on proper documentation such as request in proper Prescribed Book Bank Request Form and other necessary documents, such requests should be disposed quickly and the students should be provided with the set of books.

**2. Loss of Challan Receipts**

Number of students approach with the request about the loss of challans.

**Action Taken:**

After deliberating on the issue it was decided In Such cases it is suggested that the Librarians, Vice Principals should deal the cases on the merit of each case and get requests signed by the applicants along with the necessary proof of his/her being the bonafide students of the college.

**3. Changes in the spellings of names and other details such as name of mother, date of birth in the college records**

College receives a a number of requests from students about the change in the important details such as name, mothers name, date of birth etc.

**Action Taken:**

Regarding this it was decided that the after receiving such request, the same should be sent to the Vice Principal who then verifies it with the previous mark-sheets, or with the SSC or HSC or Transfer Certificates and approves the change.



**Principal**