



Mahatma Jyotiba Phule Education Trust's
S.N.G. INSTITUTE OF MANAGEMENT AND RESEARCH

(Approved by AICTE - New Delhi; Recognized by Govt. of Maharashtra and Affiliated to University of Pune)

A/P-Jaldwadi, Pune-Nashik Highway, Rajgurunagar, Tal./Dist. Pune-410 512 (Maharashtra)
Tel. 02133-272213/14 Fax. 02133-272214 E-mail: sngmra@gmail.com, Web-www.sngimr.in



MAHATMA JYOTIBA PHULE
EDUCATION TRUST RAJGURUNAGAR

Date- 12-03-2026

Student Grievance Redressal Committee

Notice

All members are hereby inform that meeting of Student Grievance Redressal Committees is schedule on 11/03/2026 at 11:00 a.m. in boardroom of the institute

All members are requested to present for the meeting on schedule date and time.

1. Dr. M.M. Shetiya (Director)
2. Dr. Sachin Bidave (coordinator)
3. Dr. Swapnil Shah (Teaching Representative)
4. Prof. Amol Dhobale (Teaching Representative)
5. Mrs. S.A. Wavhal (Office Superintendent)
6. Mr. Abhishek Bhaskar (Non-Teaching Representative)
7. Mr. Kharmare Pratik (Student Representative)
8. Mr. Rupesh Tope (Student Representative)

Agenda for the meeting is as follow:

- ✓ Approved the previous meeting minutes
- ✓ Redressal of grievance received
- ✓ Review of the mechanism of redressal of grievance
- ✓ Any other with permissions of chairperson



Minutes of Meeting


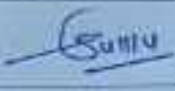

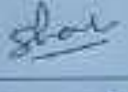

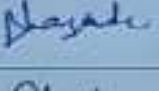
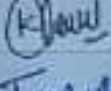

Place- Board Room

Date- 12-03-2026

Time-11.00 am

Main Agenda- Student Grievance Redressal.

Members Attended- 08

Sr. No.	Name of the Member	Designation	Signature
1	Dr. M.M. Shetiya	Director	
2	Dr. Sachin Bidave	coordinator	
3	Prof Amol Dhobale	Teaching Representative	
4	Dr. Swapnil Shah	Teaching Representative	
5	Mrs. S.A. Wavhal	Office Superintendent	
6	Mr. Sitram Bhagade	Office Superintendent	
7	Mr. Kharmare Pratik	(Student Representative)	
8	Mr. Rupesh Tope	(Student Representative)	



Discussion-

The Director of the committee **Dr MLM Shetiya** called the meetings to order at and **Dr. Sachin Bidave** recorded the meeting. Quorum of committee members was present, and the meeting having been duly convened was ready to proceed as per the agenda.

Agenda I-

Approved the previous meeting minutes-

Dr. Sachin Bidave presented to the committee the minutes of meeting of previous meeting **25/09/2025**. Meeting of the committee for approval where upon motion duly made, seconded and unanimously adopted, the minutes were approved as presented.

Motion- The minutes of previous meeting should be approved

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Dr. Sachin Bidave

Resolution- the minutes of previous meetings are approved unanimously.

Agenda II-

Redressal of a grievance received (If any)-

The Students Grievance Redressal Committee is committed to ensuring a student-friendly and responsive environment by adopting a systematic and technology-driven approach. The committee has implemented an online grievance submission system, allowing students to register complaints conveniently and track their status in real time. This digital initiative has improved transparency, reduced delays, and ensured proper documentation of all cases. The committee also ensures that grievances are categorized based on priority and addressed within a stipulated timeframe, thereby enhancing the overall efficiency of the redressal process.

Motion- The motion is approved.

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Dr. Sachin Bidave

Resolution- motion is approved on unanimously.



Agenda III-

Review of the mechanism of Redressal of grievances-

In addition, the committee focuses on maintaining confidentiality and sensitivity while handling student grievances. Special attention is given to cases involving personal, emotional, or academic stress, ensuring that students feel safe and supported throughout the process. Counseling support and guidance are provided whenever required, in coordination with mentors and faculty advisors. This empathetic approach has helped in building trust among students and has encouraged more students to come forward and share their concerns without hesitation.

The committee also undertakes periodic feedback surveys to assess the effectiveness of the grievance redressal system. The feedback collected from students is analyzed to identify gaps and areas for improvement. Based on the findings, necessary modifications are made in policies and procedures to ensure continuous enhancement of the system. This feedback-driven approach helps the institution remain aligned with student expectations and promotes a culture of accountability and continuous improvement.

Motion- The motion is approved.

Motion made by- Dr. Sachin Bidave

Motion Seconded by- Dr. Swapnil Shah

Resolution- motion is approved on unanimously.


Adjournment-

There being no further subject come before the meeting the meeting was adsorb on 2.00 pm

Prof. Amol Dhobale proposed vote of thanks.



Dr. Sachin Bidave
Cordinator



Dr. Mahavir Shetiya
Director

S.M.G. Institute of Management & Research
Rajgurunagar, Pune. 410512



Mahatma Jyotiba Phule Education Trust's
S.N.G. INSTITUTE OF MANAGEMENT AND RESEARCH

(Approved by AICTE - New Delhi, Recognized by Govt. of Maharashtra and Affiliated to University of Pune)

A/P-Jaidwadi, Pune-Nashik Highway, Rajgurunagar, Tal. Khedi, Dist. Pune-410 812 (Maharashtra)
Tel: 02133-272213/14 Fax: 02133-272214 E-mail: angmba@gmail.com, Web: www.angimr.in



MAHATMA JYOTIBA PHULE
EDUCATION TRUST, RAJGURUNAGAR

Date- 25-09-2025

Student Grievance Redressal Committee

Notice

All members are hereby inform that meeting of Student Grievance Redressal Committees is schedule on 24/09/2025 at 11:00 a.m. in boardroom of the institute

All members are requested to present for the meeting on schedule date and time.

1. Dr. M.M. Shetiya (Director)
2. Dr. Sachin Bldave (coordinator)
3. Dr. Swapnil Shah (Teaching Representative)
4. Prof. Amol Dhobale (Teaching Representative)
5. Mrs. S.A. Wavhal (Office Superintendent)
6. Mr. Abhishek Bhaskar (Non-Teaching Representative)
7. Mr. Yogesh Ubale (Student Representative)
8. Mr. Afiab Pathan (Student Representative)

Agenda for the meeting is as follow:

- ✓ Approved the previous meeting minutes
- ✓ Redressal of grievance received
- ✓ Review of the mechanism of redressal of grievance
- ✓ Any other with permissions of chairperson



Minutes of Meeting




Place- Board Room

Date- 25-09-2025

Time-11.00 am

Main Agenda- Student Grievance Redressal.

Members Attended- 08

Sr. No.	Name of the Member	Designation	Signature
1	Dr. M.M. Shetiya	Director	
2	Dr. Sachin Bidave	coordinator	
3	Prof Amol Dhobale	Teaching Representative	
4	Dr. Swapnil Shah	Teaching Representative	
5	Mrs. S.A. Wavhal	Office Superintendent	
6	Mr. Sitram Bhagade	Office Superintendent	
7	Mr. Yogesh Ubale	(Student Representative)	
8	Mr. Aftab Pathan	(Student Representative)	



Discussion-

The Director of the committee **Dr M.M Shettya** called the meetings to order at and **Dr. Sachin Bidave** recorded the meeting. Quorum of committee members was present, and the meeting having been duly convened was ready to proceed as per the agenda.

Agenda I-

Approved the previous meeting minutes-

Dr. Sachin Bidave presented to the committee the minutes of meeting of previous meeting 12/03/2025. Meeting of the committee for approval where upon motion duly made, seconded and unanimously adopted, the minutes were approved as presented.

Motion- The minutes of previous meeting should be approved

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Dr. Sachin Bidave

Resolution- the minutes of previous meetings are approved unanimously.

Agenda II-

Redressal of a grievance received (If any)-

The Students Grievance Redressal Committee plays a vital role in maintaining discipline, harmony, and a positive academic environment within the institute. The committee actively works towards safeguarding the rights and dignity of students by ensuring that their concerns are addressed impartially. Regular meetings are conducted to review pending cases and to monitor the implementation of decisions taken. The committee also coordinates with faculty members, administrative staff, and other institutional bodies to ensure that grievances are resolved holistically. Awareness programs and orientations are conducted to inform students about the grievance redressal process, encouraging them to utilize the system effectively.

Motion- The motion is approved.

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Dr. Sachin Bidave

Resolution- motion is approved on unanimously.



Agenda III-

Review of the mechanism of Redressal of grievances-

Furthermore, the committee emphasizes preventive measures to minimize the occurrence of grievances in the future. By analyzing the nature and frequency of complaints, the committee identifies root causes and suggests policy-level improvements to the management. Efforts are made to promote open communication between students and the institution, thereby reducing misunderstandings and conflicts. The committee also ensures compliance with regulatory guidelines and maintains proper documentation of all grievances and their resolutions. This proactive approach not only strengthens trust among students but also contributes to the overall development and reputation of the institute.

Motion- The motion is approved.

Motion made by- Dr. Sachin Bidave

Motion Seconded by- Prof. Amol Dhobale

Resolution- motion is approved on unanimously.

Adjournment-

There being no further subject come before the meeting the meeting was adsorb on 2.30 pm

Dr. Swapnil Shah proposed vote of thanks.



Dr. Sachin Bidave
Cordinator



Dr. Mahavir Shetiya
Director

Director
S.N.G. Institute of Management & Research
Rajurunagar, Pune. 411012



Mahatma Jyotiba Phule Education Trust's
S.N.G. INSTITUTE OF MANAGEMENT AND RESEARCH

(Approved by AICTE - New Delhi), Recognized by Govt. of Maharashtra and Affiliated to University of Pune
AP-Jaldewadi, Pune Road, Highway, Rajgurunagar, Tal. Khed, Dist. Pune-410 513 (Maharashtra)
Tel: 02133-272213/14 Fax: 02133-272214 E-mail: sngmba@gmail.com, Web: www.sngmba.in



Date- 12-03-2025

Student Grievance Redressal Committee

Notice

All members are hereby inform that meeting of Student Grievance Redressal Committees is schedule on 11/03/2025 at 11:00 a.m. in boardroom of the institute

All members are requested to present for the meeting on schedule date and time.

1. Dr. M.M. Shetiya (Director)
2. Dr. Swapnil Shah (coordinator)
3. Prof. Sachin Bidave (Teaching Representative)
4. Prof. Amol Dhobale (Teaching Representative)
5. Mrs. S.A. Wavhal (Office Superintendent)
6. Mr. Abhishek Bhaskar (Non-Teaching Representative)
7. Mr. Abhijit Rokade (Student Representative)
8. Mr. Kisan Tavhare (Student Representative)

Agenda for the meeting is as follow:

- ✓ Approved the previous meeting minutes
- ✓ Redressal of grievance received
- ✓ Review of the mechanism of redressal of grievance
- ✓ Any other with permissions of chairperson



Minutes of Meeting









Place- Board Room

Date- 12/03/2025

Time-11.00 am

Main Agenda- Student Grievance Redressal.

Members Attended- 08

Sr. No.	Name of the Member	Designation	Signature
1	Dr. M.M. Shetiya	Director	
2	Dr. Swapnil Shah	coordinator	
3	Prof Amol Dhobale	Teaching Representative	
4	Prof. Sachin Bidave	Teaching Representative	
5	Mrs. S.A. Wavhal	Office Superintendent	
6	Mr. Abhishek Bhaskar	Office Superintendent	
7	Mr. Abhijit Rokade	(Student Representative)	
8	Mr. Kisan Tavhare	(Student Representative)	



Discussion-

The Director of the committee **Dr M.M Shetiya** called the meetings to order at and **Dr. Swapnil Shah** recorded the meeting. Quorum of committee members was present, and the meeting having been duly convened was ready to proceed as per the agenda.

Agenda I-

Approved the previous meeting minutes-

Dr. Swapnil Shah presented to the committee the minutes of meeting of previous meeting **08/09/2024**. Meeting of the committee for approval where upon motion duly made, seconded and unanimously adopted, the minutes were approved as presented.

Motion- The minutes of previous meeting should be approved

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Prof. Sachin Bidave

Resolution- the minutes of previous meetings are approved unanimously.

Agenda II-

Redressal of a grievance received (If any)-

The Students Grievance Redressal Committee of the institute functions effectively to address and resolve the concerns and complaints of students in a fair, transparent, and time-bound manner. During the reporting period, the committee ensured that all grievances received were carefully examined and appropriate actions were taken promptly. The nature of grievances mainly included academic issues, examination-related concerns, infrastructure facilities, and interpersonal matters. Each complaint was handled confidentially, and necessary corrective measures were implemented after proper discussion with the concerned departments. The committee maintained a supportive environment, encouraging students to freely express their concerns without fear, thereby ensuring that no grievance remained unresolved.

Motion- The motion is approved.

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Prof. Sachin Bidave

Resolution- motion is approved on unanimously.



Agenda III-

Review of the mechanism of Redressal of grievances-

The committee also conducted a thorough review of the grievance redressal mechanism to enhance its efficiency and accessibility. It was observed that the existing system is well-structured, with clear procedures for submission, tracking, and resolution of complaints. However, the committee recommended further improvements such as increased awareness among students about the grievance portal, faster response timelines, and periodic feedback collection from students to evaluate satisfaction levels. The use of digital platforms for lodging complaints and monitoring progress has strengthened the transparency of the process. Overall, the mechanism was found to be effective, with continuous efforts being made to improve its responsiveness and student-centric approach.

Motion- The motion is approved.

Motion made by- Dr. Swapnil Shah

Motion Seconded by- Prof. Amol Dhobale

Resolution- motion is approved on unanimously.

Adjournment-

There being no further subject come before the meeting the meeting was adsorb on 2.30 pm

Prof. Sachin Bidave proposed vote of thanks.


Dr. Swapnil Shah
Cordinator




Dr. Mahavir Shetiya
Director
Director
S.N.G. Institute of Management & Research
Raigurunagar, Pune. 410512



Mahatma Jyotiba Phule Education Trust's
S.N.G. INSTITUTE OF MANAGEMENT AND RESEARCH

(Approved by AICTE - New Delhi, Recognized by Govt. of Maharashtra and Affiliated to University of Pune)
A/P-Jaldwadi, Pune Nashik Highway, Rajgurunagar, Tal. Khed, Dist. Pune-410 512 (Maharashtra)
Tel: 02133-272213/14 Fax: 02133-272214 E-mail: sngrmb@gmail.com, Web: www.sngrmb.in



Date- 08-09-2024

Student Grievance Redressal Committee

Notice

All members are hereby inform that meeting of Student Grievance Redressal Committees is schedule on 10/09/2024 at 11:00 a.m. in boardroom of the institute

All members are requested to present for the meeting on schedule date and time.

1. Dr Kishore Jagtap (Director)
2. Dr. M.M. Shetiya (coordinator)
3. Prof. Sachin Bidave (Teaching Representative)
4. Mrs. S.A. Wavhal (Office Superintendent)
5. Mr. Abhishek Bhaskar (Non Teaching Representative)

Agenda for the meeting is as follow:

- ✓ Approved the previous meeting minutes
- ✓ Redressal of grievance received
- ✓ Review of the mechanism of redressal of grievance
- ✓ Any other with permissions of chairperson



Minutes of Meeting

Place- Board Room

Date- 10/09/2024

Time-11.00 am

Main Agenda- Student Grievance Redressal.

Members Attended- 06

Sr. No.	Name of the Member	Designation	Signature
1	Dr. Kishor jagtap	Director	
2	Dr. M.M. Shetiya	coordinator	
3	Dr. Sudam Shinde	Teaching Representative	
4	Prof. Sachin Bidave	Teaching Representative	
5	Mrs. S.A. Wavhal	Office Superintendent	
6	Mr. Abhishek Bhaskar	Office Superintendent	



Discussion-

The coordinators of the committee **Dr. M.M. Shetiya** called the meetings to order at and **Dr. Sudam Shinde** recorded the meeting. Quorum of committee members was present, and the meeting having been duly convened was ready to proceed as per the agenda.

Agenda I-

Approved the previous meeting minutes-

Dr. Sudam Shinde presented to the committee the minutes of meeting of previous meeting **25/08/2024**. Meeting of the committee for approval where upon motion duly made, seconded and unanimously adopted, the minutes were approved as presented.

Motion- The minutes of previous meeting should be approved

Motion made by- Dr. Sudam Shinde

Motion Seconded by- Dr. M.M. Shetiya

Resolution- the minutes of previous meetings are approved unanimously.

Agenda II-

Redressal of a grievance received (If any)-

Students have inadequate access to counseling and mental health services so that institute expands counseling services and staff also Increase awareness of mental health resources.

Students are Concerns about the inclusivity of campus events so the institute ensures all events are accessible to everyone also Gather feedback on event inclusivity

Students face the Issues with eligibility and disbursement of financial aid so the institute provide clear information sessions on financial aid also Create a dedicated financial aid office for queries.

Motion- The motion is approved.

Motion made by- Dr. Sudam Shinde

Motion Seconded by- Dr. M.M. Shetiya

Resolution- motion is approved on unanimously.



Agenda III-

Review of the mechanism of Redressal of grievances-

Institute has increase awareness of the grievance mechanism among students. Use workshops, orientation programs, and digital platforms to inform students about how to report issues.

Institute also Provide training for committee members on effective grievance handling, communication skills, and conflict resolution techniques.

Institute also Implement regular reviews of the grievance redressal process to assess its effectiveness and make necessary adjustments based on student feedback and evolving needs.

Motion- The motion is approved.

Motion made by- Dr. Sudam Shinde

Motion Seconded by- Dr. M.M. Shetiya

Resolution- motion is approved on unanimously.

Adjournment-

There being no further subject come before the meeting the meeting was adsorb on 2.30 pm.

Dr. M.M. Shetiya proposed vote of thanks.


Dr. M.M. Shetiya
Cordinator




Dr. Kishor jagtap
Director