



**DR. ARVIND B. TELANG INSTITUTE OF HOTEL MANAGEMENT**

(Recognized by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)

NAAC Accredited with 'B' Grade CGPA 2.40 (2018) & ISO 9001: 2015 Certified Institute

**Shri. W. D. Sancheti**  
Chairman

**Shri. B. V. Jawalekar**  
Hon. Secretary

**Dr. Ajaykumar M. Rai**  
Principal

## **Student Grievance Redressal Cell (SGRC)**

As per the rules and regulations addressed by the UGC / SPPU for student or other stake holders in a Higher Education "Student Grievance Redressal Cell" of Camp Education Society's Dr. Arvind B. Telang Institute of Hotel Management, Chinchwad, Pune, has been constituted with Institute Staff in different positions to enquire the nature and extent of grievance.

### **SGRC means a cell constituted under these regulations:**

Higher Educational Institution means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of subsection (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956.

### **Objectives**

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the complaint.

Date: 10/07/2017  
Place: Pune



**Prin.(Dr.) Ajaykumar M. Rai**  
Principal

Camp Education Society's  
Dr. Arvind B. Telang Institute of Hotel Management  
G/P-159, 'G' Block, M.I.D.C., Chinchwad, Pune-19

Plot No. G/P 159, "G" Block- MIDC Chinchwad, Sambhajnagar, Pune - 411 019.

E-mail : principal.abtelangihm@gmail.com / bschs1@gmail.com

Website : www.cesihm.com

Ph.No. : 020- 7276063833 / 27371635 / 27371037

Member - Poona Hoteliers Association, Pune & Hotel And Restaurant Association (Western India) Mumbai.



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Principal

**Meeting no. 1 AY 2022-23 held on 09/09/2022**

Meeting of Grievance Redressal Cell held on 09/09/2022 (Friday) at 3:30 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. Ajaykumar M. Rai as per the agenda.

Following members was present for meeting.

Sr. No	Name	Designation	Sign.
1	Dr. Ajaykumar M. Rai	Chairman	
2	Prof. Sourabh S. Jadhav	Teacher Representative	
3	Mr. Rajesh S. Kadam	Non-Teaching Representative	
4	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
5	Ms. Swarali D. Pawar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01	To read out the minutes of the previous meeting	a) Faculties are instructed to help the students to provide PPT's and syllabus notes to those who were not able to attend regular classes. b) Arranged extra Bakery Practical's c) Paying fees in Instalments.
02	Students were demanding for More visits in different organisation related to their syllabus.	Subject faculties are instructed to search and arranged Study tour for the Students especially for TYBScHS Students.
03	Students demand to access more time in Computer lab.	Computer lab attendant instructed to give more time to access to students.
04	Use of Mobile phone during the Lectures	Students were warned to not use mobile phones during the lectures.
05	Problem related to Security misbehaviour with the students	Guard's behaviour with the students to be look in to.
06	Discussion on Ragging	No case registered

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Principal

**Meeting no. 2 AY 2022-23 held on 06/12/2022**

Meeting of Grievance Redressal Cell held on 06/12/2022 (Tuesday) at 3:00 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. Ajaykumar M. Rai as per the agenda.

Following members was present for meeting.

Sr. No	Name	Designation	Sign.
1	Dr. Ajaykumar M. Rai	Chairman	
2	Prof. Sourabh S. Jadhav	Teacher Representative	
3	Mr. Rajesh S. Kadam	Non-Teaching Representative	
4	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
5	Ms. Swarali D. Pawar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01	To read out the minutes of the previous meeting	a) Subject faculties are instructed to search and arranged Study tour for the Students especially for TYBScHS Students. b) Computer lab attendant instructed to give more time to access to students. c) Students were warned to not use mobile phones during the lectures. d) Guard's behaviour with the students to be look in to
02	Request for more frequent cleaning of water coolers	One Bai was deputed to cleaning of water coolers twice in a week.
03	Request for easy access to sanitary napkins for girl students when needed.	Machine of Sanitary napkin was installed in Girls changing Room.
04	Maintenance of class room infrastructure such as fan regulators, sufficient lighting	Office superintendent instructed to look in to the maintenance of class rooms on each floor.
05	Discussion on Ragging	No case registered

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### Meeting No. 01 AY 2021-22 Held on 13/09/2021

Meeting of the Grievance Redressal Cell held on 13/09/2021(Monday) at 3:00 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. AjayKumar M. Rai as per the agenda.

Following Members was present for meeting:

Sr. No	Name	Designation	Sign.
01	Dr. AjayKumar M. Rai	Chairman	
02	Prof. Sourabh S. Jadhav	Teacher Representative	
03	Mr. Rajesh B. Kadam	Non-Teaching Representative	
04	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
05	Mr. Sahil S. Inamdar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01	To read out the minutes of the previous meeting	Follow up action for the following were discussed. A. Given all instructions to Students about MCQ pattern according to S.P. Pune University Guidelines. B. University link for online payment & the procedure on You Tube share with all the Students. C. Provision of paying fees in instalments D. Discussion on Ragging
02	Difficulties to join the classes to some of the Students after covid	Faculties are instructed to help the students to provide PPT's & syllabus notes to those who are not able to attend regular classes.
03	TY students demand for more Bakery Practical's	Arranged extra bakery practical's
04	Financial difficulties in paying fees at one time	Provision of paying fees in instalments
05	Discussion on Ragging	No case registered

*(Signature)*  
Principal

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**Meeting No. 02 AY 2021-22 Held on 16/12/2021**

Meeting of the Grievance Redressal Cell held on 16/12/2021 (Thursday) at 4:00 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. AjayKumar M. Rai as per the agenda.

Following Members was present for meeting:

Sr. No	Name	Designation	Sign.
01	Dr. AjayKumar M. Rai	Chairman	
02	Prof. Sourabh S. Jadhav	Teacher Representative	
03	Mr. Rajesh B. Kadam	Non-Teaching Representative	
04	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
05	Mr. Sahil S. Inamdar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01	To read out the minutes of the previous meeting	Follow up action for the following were discussed. A. Faculties are instructed to help the students to provide PPT's & syllabus notes to those who are not able to attend regular classes. B. Arranged extra bakery practical's C. Provision of paying fees in instalments D. Discussion on Ragging
02	Demand for change in Library timing	Instruction to librarian increase in Timing of Library.
03	Facing problem in Journal Completion	Provided extra time to complete Journals.
04	Demand for Breakfast Facility in Campus	Arranged Breakfast Facility in the Premises
05	Required to increase in quantity of Food during Lunch	Instructions are given to service facility to fix the portion size of the food
06	Students facing problem in Registration of Passport	Instruction are given to Training & Placement co-ordinator to help the Students in registration of Passport

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### Meeting No. 01 2020/21 Held on 08/09/2020

Meeting of the Grievance Redressal Cell held on 08/09/2020(Tuesday) at 4.00 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. AjayKumar M. Rai as per the agenda.

Following Members was present for meeting:

Sr. No	Name	Designation	Sign.
01	Dr. AjayKumar M. Rai	Chairman	
02	Prof. Sourabh S. Jadhav	Teacher Representative	
03	Mr. Rajesh B. Kadam	Non- Teaching Representative	
04	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
05	Mr. Sahil S. Inamdar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01.	To read out the minutes of the previous meeting	Follow up action for the following were discussed. A. Pending results of the students collected from the university & distributed. B. Internship of the SY BScHS students is in process as per demand of the students.
02.	Difficulties to join the online classes & missed it because of network issues	Instructed all faculty members to focus on take extra online classes & revision for the students who missed the classes
03.	PPT presentation of particular subject was not clear	All the Notes and PPT sent to Students mail account.
04.	Facing problems in filling Scholarship Forms	Arranged a setup in Institute Computer lab to fill the scholarship forms of the students.
05.	Discussion on Ragging	No case registered.
06.	Sexual harassment & responsibilities of ICC (Internal Complaint Committee).	Discussion on Sexual harassment & responsibilities of ICC (No Case Registered)





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### Meeting No. 2 2020/21 Held on 17/12/2020

Meeting of the Grievance Redressal Cell held on 17/12/2020(Thursday) at 2.00 pm at meeting room to review & take necessary decisions on agenda. The meeting was conducted under the Chairmanship of Dr. AjayKumar M. Rai as per the agenda.

Following Members was present for meeting:

Sr. No	Name	Designation	Sign.
01	Dr. AjayKumar M. Rai	Chairman	
02	Prof. Sourabh S. Jadhav	Teacher Representative	
03	Mr. Rajesh B. Kadam	Non- Teaching Representative	
04	Prof. Ruchita S. Chaudhari	Presiding Officer of ICC	
05	Mr. Sahil S. Inamdar	General Secretary Student Council	

Sr. No	Agenda	Resolution
01.	To read out the minutes of the previous meeting	Follow up action for the following were discussed. A. Discussion on responsibilities of ICC B. Instructed all faculty members to focus on take extra online classes & revision for the students who missed the classes. C. All the Notes and PPT's sent to Students mail account. D. Arranged a setup in Institute Computer lab to fill the scholarship forms of the students.
02.	Facing Problem in MCQ pattern	Given all instructions to Students about MCQ pattern according to S.P. Pune University Guidelines
03.	Facing problem in paying online Exam fees	University link for Online payment & the procedure on YouTube Share with all the students.
04.	Financial difficulty in paying fees at one time	Provision of paying fees in installments
05.	Discussion on Ragging	No Case Registered