



TRCAC/Admin/DC/30/2019-2020

Date - 23/03/2020

### **Grievance Redressal Committee Annual Report A.Y. 2019-2020**

The Grievance Redressal Committee serves as a critical component of the institution's commitment to transparency, fairness, and accountability. Comprising members from various departments, the committee is tasked with addressing grievances promptly and impartially. The following are the members of the Grievance Redressal Committee for the Academic year 2019-2020.

<b>Grievance Redressal Committee</b>
Dr. G. D. Giri - Chairperson
Dr. Mukul Bhatt -Co-Chairperson
Ms. Aparna Kulkarni - Member
Ms. Gayatri Bhatkiyani - Member

### **Initiatives and Programs**

- 1) **Awareness Campaigns** - Conducted bi-annual awareness campaigns to educate stakeholders on the grievance redressal process, emphasizing the importance of timely reporting.
- 2) **Training for Committee Members** - Organized training sessions for committee members to enhance their skills in handling grievances, ensuring consistency and fairness in the resolution process.
- 3) **Streamlined Complaint Registration** - Implemented an online portal for lodging complaints, providing a user-friendly platform for students, faculty, and staff to submit their grievances.
- 4) **Collaborative Approach** - Collaborated with other committees and departments to address systemic issues identified through grievances, fostering a holistic approach to problem-solving.



*Thakur Educational Trust's (Regd.)*

**THAKUR RAMNARAYAN  
COLLEGE OF ARTS & COMMERCE**

ISO 9001:2015 Certified



**Conclusion** - No grievance of serious matters was reported from any stakeholders during A.Y. 2019-2020 due to the bi-annual awareness campaigns to educate stakeholders.



  
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