



MAHILA VIKAS SANSTHA, WARDHA

**INDRAPRASTHA NEW ARTS, COMMERCE AND SCIENCE
COLLEGE WARDHA DIST 442001(M.S)**

*(Affiliated to RTM Nagpur University)
www.nacscwardha.org*

5.1.4

**The Institution has a
transparent mechanism
for timely redressal of
student grievances**



Mahila Vikas Sanstha's

**INDRAPRASTHA NEW ARTS
COMMERCE & SCIENCE
COLLEGE,** AT POST NALWADI, DIST. WARDHA (M.S.)

Accredited 'B' by NAAC

— Approved by government
of Maharashtra

— Affiliated to Rashtrasant Tukadoji
Maharaj Nagpur University, Nagpur

— Recognised by U.G.C New Delhi
under section 2 (f) & 12 (b) of
UGC act 1956

Date:19/04/2024

DECLARATION

This is to declare that the information, reports, true copies and numerical data etc. furnished in this file as supporting documents is verified by IQAC and found correct. Hence this certificate.

IQAC

S. S. Patil
Coordinator

Internal Quality Assurance Cell
Indraprastha New Arts Commerce
and Science College, Wardha



[Signature]
Principal

PRINCIPAL
Indraprastha New Arts, Commerce
& Science College, WARDHA.

5.1.4

**Proof related to
mechanisms for
submission of
online/offline
students grievances.
A.Y. 2018-23**



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Batchelor Road, Nalwadi Wardha - 442 001. (Maharashtra)
☎ : (07152) - 253093,240152, Fax : 07152-240152

Proof related to Mechanisms for submission of online /offline students' grievances Proof related online /offline students' grievances.

1) Complaints received by (Class) : B.sc (Biotech) – II year

Issue: Request for activating vending machine of sanitary pad in girls washroom

Action taken Date: 26/09/2018

Action: Decided to placed vending machine in girls washroom

2) Complaints Received by (Class) : M.sc I year

Issue: Request letter for safe drinking water

Action taken date: 26/02/2019

Action: Providing the facility of water filter.

1) Complaints received by (class) : B.Com II year

Issue: Request to maintain cleanliness

Action taken date: 26/02/2019

Action: Decided to place dustbins in each classroom.



S.P. S.S. Petase
Coordinator
Internal Quality Assurance Cell
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Student Grievances Redressal Cell

(2019-20)

1) Complaint received by (class) : MA (3rd Sem.)

Issue: Regarding shortage of benches in the classroom. In MA class room

Action Taken Date: 04/02/2019

Action: Informed to the management about an issue & made proper arrangement in classroom. Required number of benches were arrange in the classroom.

2) Complaint received by (class) : B.sc II year (Biotech)

Issue: Fan is not working properly in II year class

Action Taken (Date) : 04/02/2019

Action: called upon an electrician to look into the working condition of the fan and rectified.

3) Complaint received by (class) : B.sc I year (Biotech)

Issue: Lights in class B.sc (Biotech) I year was not working properly.

Action Taken (Date) : 04/02/2020

Action: called upon an electrician to resolve the issue and solved.



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Complaint: 1

Complaints received by (Class): MCA-I Year

Issue: Network problem during classes

Action taken (date): 19/04/2022

Action: Informed the Management about a issue & made Necessary arrangement for the same

Complaint: 2

Complaint receive by (Class) : B.sc. III Year

Issue: To upload study material & question bank for examination purpose.

Action taken date: 19/04/2022

Action taken: Chairman decided & recommended all subject incharge to upload study material and question bank for the preparation of semester examination.



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Date of Meeting	Student's Grievance	Action Taken
10/04/2023	To Replace buckets and mugs in girls washroom restroom.	Recommended to replace damaged buckets and mugs in girls restroom.
10/04/2023	To extend two wheeler parking space for convenient parking.	Committee chairman decided & recommended to extend the parking space for two-wheelers with sunshade facility
10/04/2023	To replace damaged tap of water purifier.	Decided to install new tap of water purifier.



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