



SINHGAD TECHNICAL EDUCATION SOCIETY'S®

## S. K. N. SINHGAD SCHOOL OF BUSINESS MANAGEMENT

(Approved by AICTE, Recognised by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)

S. No. 10/1, Ambegaon (Bk.), Pune - 411041. Phone : +91 20 2435 4036

Telefax: +91 20 2435 4036 Email : director\_sknbsm@sinhgad.edu

**Prof. M. N. Navale**  
M.E. (Elect.) MIE, MBA  
Founder President

**Dr. (Mrs.) Sunanda M. Navale**  
B.A., M.P.M., Ph.D.  
Founder Secretary

**Dr. Prachi Pargaonkar**  
M.Com., Ph.D., FCA  
Director

### Mission Statement of Institute:

"Holistic development of students and teachers is what we believe in and work for. We strive to achieve this by imbuing a unique value system, transparent work culture, excellent academic and physical environment conducive to learning, creativity and technology transfer. Our mandate is to generate, preserve and share knowledge for developing a vibrant society."

### Vision Statement of Institute:

To be renowned management institute of excellence and responsible leadership, that is Indian in character and global in relevance.

### Student Grievance Redressal Policy

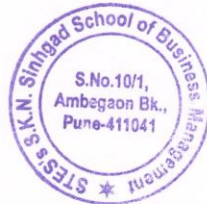
SKNSSBM has a Student Grievance Redressal Cell comprising of Director, Faculty members, Non-teaching members and student representatives. This cell maintains gender equality while selecting committee members. SKNSSBM has created a mechanism for redressal of student's grievances related to academic and non-academic matters. The Committee members meet twice in a semester to address all grievances related to the students. The Grievance Redressal Cell is also inbuilt with a mechanism where suggestions for improvement of teaching-learning and other related matters of the College directly or indirectly evolve.

### Objectives of Grievance Redressal Committee:

1. Encouraging the Students to discuss their grievances or problems freely without any fear of being victimized.
2. Actively looks for a solution that will satisfy the students without bias.
3. Provide easy accessibility to students for Grievance redressal.
4. Takes necessary action to solve the issues if required.
5. Committee should ensure speedy action and protection of the student.

### Process to raise the grievances :

1. Students can contact to committee members directly.
2. Students can raise the Grievance by writing complaints.
3. Students can write mail to Grievance committee members.
4. Students can raise the Grievance through phone to authorized person .





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### Process to solve the grievances:

The process to solves the complaint is given beloved

**Step 1: Complaint received-** Grievance Redressal committee receiving the complaint through various mode of complaints mentioned above.

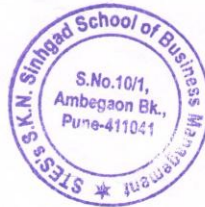
**Step 2: Scrutiny of complaint:** if any complaint received, is first verified for the genuineness of its origin.

**Step 3: Action: Committee** is taking action according to require for the presence situation to solve the issues mentioned in complaint.

**Step 4: Complaint resolves-** Committee members are taking action to solve the issue raised by applicant and providing proper solution to satisfy the applicant.

**Dr. Prachi Pargaonkar**  
Director

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S.K.N. Sinhgad School of Business Management  
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Director

STES/SKNSSBM/2023-24/171-F

Date: 04/10/2023

### Grievance Redressal committee

The following committee is formed for Student, Faculty & Staff members for the year 2023-24 from immediate effect. ((As per All India Council for Technical Education (Redressal of Grievance of Faculty/ Staff Member) Regulations, 2021 vide F. No.1- 103/ AICTE/PGRC/Regulation/2021 dated 25.03.2021.

Sr. No.	Name of the Committee Member	Profession
1	Dr. Prachi Pargaonkar	Director / Chairperson
2	Prof. Yatin Bokil	Senior Faculty Member – Teaching
3	Dr. Shalaka Sakhrekar	Senior Faculty Member Female – Teaching
4	Dr. Sangita Gorde	Senior Faculty Member Female – Teaching
5	Mr. Mahesh Shinde	Member Secretary Administrative Officer

  
**Dr. Prachi Pargaonkar**  
Director A/C





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Director

STES/SKNSSBM/2023-24/171-G

Date: 04/10/2023

### Students Grievance Redressal Committee

The following committee is formed for Student, Faculty & Staff members for the year 2023-24 from immediate effect. ((As per All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 vide F.No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019)

Sr. No.	Name of the Committee Member	Profession
1	Dr. Prachi Pargaonkar	Chairperson
2	Dr. Yatin Bokil	Senior Faculty Member – Teaching
3	Dr. Shalaka Sakhrekar	Senior Faculty Member – Teaching
4	Dr. Sadhana Ogale	Senior Faculty Member – Teaching
5	Student	Special Invitee

  
**Dr. Prachi Pargaonkar**  
Director A/C



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**CA Dr. Priya Agashe**  
 M.Com., Ph.D., FCA  
 Director

**Mechanism to redress the student grievances at SKNSSBM for the year 2023-24**

SKN Sinhgad School of Business Management has a Student Grievance Redressal Cell comprising of Director, Faculty members, Non-teaching members and student representatives. This cell maintains gender equality while selecting committee members. The Committee members meet twice in a semester to address all grievances related to the students. The Grievance Redressal Cell is also inbuilt with a mechanism where suggestions for improvement of teaching-learning and other related matters of the College directly or indirectly evolve.

The Students' Grievance Redressal Cell for the academic year 2023 -24 comprises of the following members:

1	Chairman	Dr. Priya Agashe	Director, SKNSSBM
2	Core Members	1.Dr.Yatin Bokil 2.Dr..Shalaka Sakhrekar 4.Dr.Sadhana Ogale	Teaching Staff
3		Mr. Mahesh Shinde	
4	Students	1.Shreyas Joshi 2. Mukta Kenger	Sr.Student Representatives
5.		1.Samiksha Wagh 2.Prathmesh Rathod	

*Phgash*

**Dr. Priya Agashe**  
**Director Director**

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 Sinhgad School of Business Management  
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Director

## Student Grievances Redressal Committee

Minutes of the meeting for Student Grievances Redressal Committee held on 25-04-2024

Members:

1	Chairman	Dr. Priya Agashe	Director, SKNSSBM	
2	Core Members	1. Dr. Yatin Bokil	Teaching Staff	
		2. Dr. Shalaka Sakhrekar		
		3. Dr. Sadhana Ogale		
		1. Mr. Mahesh Shinde	Non-Teaching Staff	
3	Students	1. Shreyash Joshi	Sr.-Student	
		2. Mukta Kenger	Representatives	
		1. Samiksha Wagh	Jr.-Student	
		2. Prathmesh Rathod	Representatives	

### Points discussed:

1. Regular meeting was held in order to assess if there are any issues.
2. There were some drinking water cooling issues that were reported by student class representative.
3. As Chairman promised to do the necessary arrangements, students were happy with this.
4. There were no big issues recorded related to student activities. Students were very happy with the other things.





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Director

### Student Grievances Redressal Committee

Minutes of the meeting for Student Grievances Redressal Committee held on 12-02-2024

Members:

1	Chairman	Dr. Prachi Pargaonkar	Director, SKNSSBM	
2	Core Members	1. Dr. Yatin Bokil	Teaching Staff	
		2. Dr. Shalaka Sakhrekar		
		3. Dr. Sadhana Ogale		
		1. Mr. Mahesh Shinde	Non-Teaching Staff	
3	Students	1. Shreyash Joshi	Sr.-Student	
		2. Mukta Kenger	Representatives	
		1. Samiksha Wagh	Jr.-Student	
		2. Prathmesh Rathod	Representatives	

Points discussed:

1. Regular meeting was held in order to assess if there are any issues.
2. Student representative members also expressed that there are no such issues and there is enough support from the management and staff members.





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Director

### Student Grievances Redressal Committee

Minutes of the meeting for Student Grievances Redressal Committee held on 29-11-2023

Members:

1	Chairman	Dr. Prachi Pargaonkar	Director, SKNSSBM	
2	Core Members	1. Dr. Yatin Bokil	Teaching Staff	
		2. Dr. Shalaka Sakhrekar		
		3. Dr. Sadhana Ogale		
		1. Mr. Mahesh Shinde	Non-Teaching Staff	
3	Students	1. Shreyash Joshi	Sr.-Student	
		2. Mukta Kenger	Representatives	
		1. Samiksha Wagh	Jr.-Student	
		2. Prathmesh Rathod	Representatives	

Points discussed:

1. Regular meeting was held in order to assess if there are any issues.
2. There were some issues related to classroom fan's regulator reported by student class representatives and they requested to do the arrangements.
3. As Chairman promised to do the necessary arrangements, students were happy with this.
4. There were no big issues recorded related to student activities. Students were very happy with the other things.





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Business Management  
1. 10, Sinhgad Rd, Ambegaon  
Budruk, Pune, Maharashtra.  
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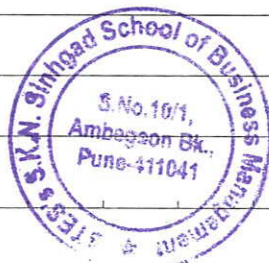
Subject :- Request for Repair of Classroom Fan  
Regulator

Respected Mam

I hope this message finds you well. I am writing to bring to your attention an issue concerning the malfunctioning fan regulator in classroom's. Over the past month, the fan regulator has exhibited irregularities, causing disruptions to the learning environment. This issue is particularly concerning as it directly affects the comfort and concentration of both students and faculty during lectures and class activities.

Thank you for your attention to this request.

Sincerely  
MBA - I



*Bankar*  
*Pl. look into it*  
*W.D.*  
*28/11/23*

Director

Date :- 23/04/24

To,

The Director  
SKN Sinhgad School of Business Management  
Ambegaon (Bk), Pune.

Subject :- An application for complaint about  
drinking water cooling issue.

Respected madam,

I want to inform you that we MBA-I student are facing the drinking water cooling issue, water is pure but cooling system is not working properly. Now summer has been starting. Access to cool drinking water is not only essential for hydration but also contributes to the overall well-being and comfort of students, faculty and staff on college.

We kindly request that immediate action be taken to address this issue and restore the functionality of the water cooling system.

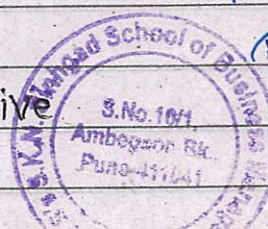
Thank you for your attention to this matter. We look forward to a prompt resolution & the continued provision of cool drinking water on college.

Sincerely,

~~Signature~~

MBA-I

Class representative



Mr. Bantar  
Resolve the issue  
Director

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## Grievance Redressal Committee Annual Report 2023-24

SKN Sinhgad institute of Business Management has a Student Grievance Redressal Cell comprising of Director, Faculty members, Non-teaching members and student representatives. This cell maintains gender equality while selecting committee members. SKNSSBM has created a mechanism for redressal of student's grievances related to academic and non-academic matters. The Committee members meet twice in a semester to address all grievances related to the students. The Grievance Redressal Cell is also inbuilt with a mechanism where suggestions for improvement of teaching-learning and other related matters of the College directly or indirectly evolve.

The objective of this committee is encouraging the Students to discuss their grievances or problems freely without any fear of being victimized.

- The first Grievance Redressal committee meeting for the academic year 2023-24 was held on 29th November 2023. The agenda of meeting was to discuss about the grievances/suggestions received by students. There were some issues related classroom fan's regulator were reported by student representative. As a chairperson Director Madam has taken initiative and instruct the technician to solve the problem.
- The second Grievance Redressal committee meeting for the academic year 2023-24 was held on 12th February 2024. There were no issues or any complaint from student representative. Students were very happy with the other things.
- The third Grievance Redressal committee meeting for the academic year 2023-24 was held on 25th April 2024.

There were some drinking water cooling system issues were reported by student representative. As a chairperson Director Madam has informed the admin section to solve the problem.

There were no big issues recorded for the academic year 2023-24 related to student activities. Students were very happy with the other things.

Dr. Priya Agashe

Director  
Director



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