



FAZLANI AISHABAI & HAJI ABDUL LATIF CHARITABLE TRUST'S
AISHABAI COLLEGE OF EDUCATION

(Affiliated to S.N.D.T. Women's University)

Address: Municipal School Building, J. J Hospital Compound, Gate no. 14, Byculla, Mumbai
– 400008.

Criterion 5 - Student Support and Progression

5.1.3 The institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases such as

Minutes of the Meeting of Grievances

AISHABAI COLLEGE OF EDUCATION

A.Y. 2023- 24

NOTICE

This notice is to formally notify you of a grievance meeting to address the change in college timings. The details of the meeting are as follows:

Date: 22 /1 /2024

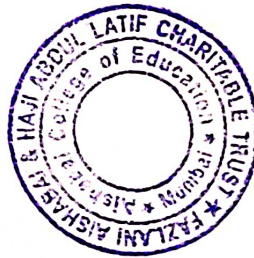
Time: 11 a.m.

Location: multipurpose hall

Attendees: Students and staff of Aishabai College of Education

Agenda:

- Surah Fatiha
- Confirmation of the minutes of the previous meeting.
- Issues of the students for extension of the final submission date of action research.
- Discussion about the change of school for an internship.
- Issues related to non-functional fans, computer facilities, and the need for podiums.
- Any other point
- Vote of thanks.



Shumail

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Aishabai College of Education, Mumbai

Action Taken

AISHABAI COLLEGE OF EDUCATION

A.Y. 2023- 24

Minutes of the Grievance Redressal Committee Meeting

Date: 23/1/2024

Time: - 11:00-12:00

A meeting was held on January 23, 2024 at 11 a.m. in the Multipurpose Hall. Dr. Shumaila Siddiqui, the principal, was the chairperson of the meeting.

The minutes of the meeting were:

- Issues of the students for extension of the final submission date of action research.
- Discussion about the change of school for an internship.
- Issues related to non-functional fans, computer facilities, and the need for podiums.




Grievance found

Students were facing issues related to non-functional fans, computer facilities, and the need for podiums. Students have requested to change schools for internships. They requested an extension of the final submission of the action research.

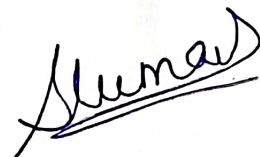
Plan of action

The committee came up with the solution that the fans have to be repaired and provide computers in their respective classes. The final submission date for the action research has been extended. The change of school for the internship was permitted.

The following members of the grievance redressal committee and faculty were present in the meeting:.

- Dr. Shumaila Siddiqui - President
- Dr. Jasvanti Adhangale - Member 
- Dr. Jyotsna Sangore - Member 
- Ms. Sakina Pardawala - Member (Student) 





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AISHABAI COLLEGE OF EDUCATION

A.Y. 2023- 24

NOTICE

This notice is to formally notify you of a grievance meeting scheduled to address the change of college timings. The details of the meeting are as follows:

Date: 4/10/2023

Time: 11 a.m.

Location: Multipurpose hall

Attendees: Students and staff of Aishabai College of Education

Agenda:

- Surah Fatiha
- Confirmation of the minutes of the previous meeting.
- Issues of the students about the college timings.
- Discussion about the change of time at the college.
- Any other point
- Vote of Thanks.

Shumail



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Action Taken

AISHABAI COLLEGE OF EDUCATION

A.Y. 2023- 24

Minutes of the Grievance Redressal Committee Meeting

Date - 5/10/2023

Time - 11:00-12:00

A meeting was held on 5th October 2023 at 11 a.m. in the Multipurpose Hall.- Dr. Shumaila Siddiqui the Principal was the chairperson of the meeting.

The following important points were discussed during the meeting:

1. Various issues of the grievances were discussed.
2. The duties of the members of the Grievance redressal committee were discussed.
3. The meeting ended with a vote of thanks.

Grievance found

Students were facing issues with the College timing. Some students took private tuition at home and some did part-time jobs. Hence students have requested to shift the College timing 7.30 am to 1.30 pm instead of 9 am to 3 pm.

Plan of action

The committee came up with the solution after taking the polls from all the students on WhatsApp regarding this time change. The final decision was taken to change the time from 7.30 am to 1.30 pm.

The following members of the Grievance redressal committee and Faculty were present in the meeting.

- Dr. Shumaila Siddiqui - President
- Dr. Jasvanti Adhangale - Member *JA*
- Dr. Jyotsna Sangore - Member *Jyotsna*
- Ms. Sakina Pardawala - Member (Student) *Sakina*

Shumaila



Jyotsna
5/10

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A.Y. 2022- 23

NOTICE

We are pleased to inform you that a meeting has been scheduled to discuss and plan the installation of a new projector. The details of the meeting are as follows:

Date: 13 /9 /2022

Time: 11 a.m.

Location: Multipurpose hall

Attendees: Students and staff of Aishabai College of Education

Agenda:

1. Surah Fatiha
2. Overview of the projector installation process
3. Identification of any necessary preparations or adjustments
4. Assignment of roles and responsibilities
5. Q & A and any additional concerns
6. Vote of Thanks



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Action Taken

AISHABAI COLLEGE OF EDUCATION

A.Y. 2022- 23

Minutes of the Grievance Redressal Committee Meeting

Date- 14 /09 /2022

Time- 11:00-12:00

The Grievance Redressal Committee Meeting was held on September 14, 2022, at 11 a.m. in the Multipurpose Hall under the chairperson, Dr. Harsha Merchant – the Principal.

The minutes of the meeting were:

- Overview of the smart board installation process
- Identification of any necessary preparations or adjustments
- Assignment of roles and responsibilities
- The meeting ended with a vote of thanks.

The following grievance was discussed:

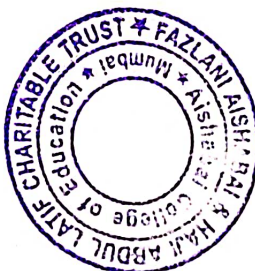
Students were facing issues with the advancement in technology. To meet the expectations of NEP 2020 students were asking about the demand for projector facilities in the Seminar hall and Method 1 and 2 classrooms for a better teaching-learning process.

Plan of action:

The committee decided to arrange the projector facility in the Multipurpose hall, seminar hall as well as Method 1 and 2 classrooms. In the future, it can be thought of as a projector facility. The following members of the Grievance redressal committee and Faculty were present in the meeting.

- Dr. Harsha Merchant - President
- Dr. Jyotsna Sangore - Member
- Ms. Sofia Edroos - Member
- Ms. Rubina Hans - Member
- Kashaf Irfan Sayyed - Student member

Harsha



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A.Y. 2021- 22

NOTICE

The purpose of this meeting is to address the ongoing issues affecting the quality of the internet service and to work towards a satisfactory resolution. Your prompt attention to this matter is highly appreciated as it directly impacts the ability to effectively participate in online classes and complete academic requirements.

Date: 18 /8 /2022

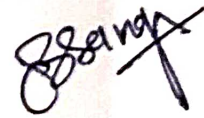
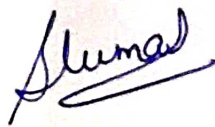
Time: 11 a.m.

Location: Google Meet

Attendees: Students and staff of Aishabai College of Education

Agenda:

- **Overview of the Issue:** Presentation of the complaint regarding low internet speeds and their impact on online class participation.
- **Review of Speed Test Results:** Discussion of documented speed test results and connectivity issues experienced.
- **Technical Support and Troubleshooting:** Examination of any technical support or troubleshooting steps taken to date.
- **Resolution and Action Plan:** Exploration of potential solutions, including service improvements or plan adjustments.
- **Compensation Discussion:** Consideration of any compensation or adjustments to account for service disruptions.



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AISHABAI COLLEGE OF EDUCATION
A.Y. 2021- 22

Minutes of the Grievance Redressal Committee Meeting

Date- 19 /8 /2021

Time- 11:00-12

An online meeting was held on 19th August 2021 at 11 a.m. through Google Meet where Dr. Harsha Merchant – the Principal was the chairperson of the meeting.

The following important points were discussed during the meeting:

1. Presentation of the complaint regarding low internet speeds and their impact on online class participation.
2. Discussion of documented speed test results and connectivity issues experienced.
3. Examination of any technical support or troubleshooting steps taken to date.
4. Exploration of potential solutions, including service improvements or plan adjustments.
5. Consideration of any compensation or adjustments to account for service disruptions.

Plan of action

To address the complaint regarding the low speed of the internet affecting online class attendance, a comprehensive plan of action has been developed. First, detailed documentation of the issue will be gathered, including specific instances of slow speeds and connectivity problems, supported by speed test results and screenshots. A formal complaint letter will be prepared and submitted to the Internet Service Provider (ISP), clearly outlining the problem and its impact on online classes. A meeting with the ISP will be scheduled to discuss the complaint in detail, explore potential solutions such as service upgrades or technical support, and negotiate possible compensation.

The following members of the Grievance redressal committee and Faculty were present in the meeting.

- Dr. Harsha Merchant- President
- Dr. Jyotsna Sangore - Member *Jyotsna Sangore*
- Ms. Rubina Hans - Member *RH*
- Ms. Sofia Edroos - Member *SE*
- Ms. Faaiqa Faisal Kazi - Member (Student) *Faaiqa*



Harsha
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Jyotsna Sangore
19/8

AISHABAI COLLEGE OF EDUCATION

A.Y. 2020- 21

NOTICE

The purpose of this meeting is to address the ongoing issues affecting conducting co-curricular activities online and has presented several challenges that impact their effectiveness and student engagement. Frequent technical difficulties, such as connectivity issues and platform malfunctions, disrupt sessions and diminish the overall experience.

Date: 09 /1 /2021

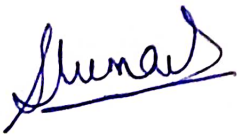
Time: 11 a.m.

Location: Google Meet

Attendees: Students and staff of Aishabai College of Education

Agenda:

- Presentation of documented issues and concerns related to online co-curricular activities
- Discussion of specific problems encountered, such as technical difficulties, scheduling conflicts, and engagement challenges
- Examination of current scheduling practices and their impact on student participation
- Consideration of adjustments to scheduling to accommodate academic commitments
- Discussion of strategies to enhance interactivity and participant involvement
- Review of current support structures and resources available for online activities
- Identification of additional support or training needed for students and facilitators
- Scheduling of follow-up meetings to review progress and effectiveness



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A.Y. 2020- 21

Minutes of the Grievance Redressal Committee Meeting

Date- 10 /1 /2021

Time- 11:00-12:00

An online meeting was held on 10th January 2021 at 11 a.m. through Google Meet where Dr. Harsha Merchant – the Principal was the chairperson of the meeting.

The following important points were discussed during the meeting:

1. Various issues of the grievances were discussed.
2. The duties of the members of the grievance redressal committee were discussed.
3. The meeting ended with a vote of thanks.

Plan of action

To address the complaints regarding the conduct of co-curricular activities online, we will implement a detailed plan of action. First, we will gather comprehensive feedback from students and facilitators to document specific issues such as technical difficulties, scheduling conflicts, and engagement challenges. We will then review the current practices, including the effectiveness of online platforms and scheduling methods. Based on this review, we will enhance technical support, adjust activity schedules to better align with academic commitments, and introduce more interactive elements to boost engagement. Regular monitoring and evaluation will follow to assess the impact of these changes, and ongoing feedback will guide further refinements. This approach aims to improve the quality and effectiveness of online co-curricular activities, ensuring they meet the needs and expectations of all participants.

The following members of the Grievance redressal committee and Faculty were present in the meeting.

- Dr. Harsha Merchant - President
- Ms. Sofia Edroos - Member *SE*
- Dr. Jyotsna Sangore - Member *Jyotsna Sangore*
- Ms. Rubina Hans - Member *RHS*
- Ms. Faaiqa Faisal Kazi - Member (Student) *Faaiqa Kazi*



Harsha Merchant
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Jyotsna Sangore

Minutes of the Grievance Redressal Committee Meeting

Date- 14 / 8 /2019

Time- 11:00-12:00

A meeting was held on 14th August 2019 at 11 a.m. in the Multipurpose Hall. Dr. Harsha Merchant – the Principal was the chairperson of the meeting.

The following important points were discussed during the meeting:

- Introduction to the Time Convenience Facility
- Overview of benefits and objectives
- Discussion of operational procedures and integration into existing systems
- Review of roles and responsibilities
- Addressing any questions or concerns
- Next steps and action items

Grievance found

Students were facing issues with time constraints. Few students were trying to give financial support to their families and for that, they were doing some extra work from home. Hence sometimes they need some concession in college hours.

Plan of action

The committee had a detailed discussion on this issue and they felt genuineness in some student's demands hence the decision was taken to give some concessions for such students.

The following members of the Grievance redressal committee and Faculty were present in the meeting.

- Dr. Harsha Merchant - President
- Ms. Sofia Edroos - Member *CS*
- Dr. Jyotsna Sangore - Member *Jyotsna*
- Ms. Nazneen Shahid Shaikh - Member (Student) *Nazneen*

Jyotsna



Harsha
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AISHABAI COLLEGE OF EDUCATION

A.Y. 2019- 20

Minutes of the Grievance Redressal Committee Meeting

Date- 14 / 8 /2019

Time- 11:00-12:00

A meeting was held on 14th August 2019 at 11 a.m. in the Multipurpose Hall. Dr. Harsha Merchant – the Principal was the chairperson of the meeting.

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- Dr. Harsha Merchant - President
- Ms. Sofia Edroos - Member *So*
- Dr. Jyotsna Sangore - Member *Jyotsna*
- Ms. Nazneen Shahid Shaikh - Member (Student) *Nazneen*

Jyotsna



[Signature]
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Fazlani Aishabai & Haji Abdul Latif Charitable Trust's
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