Reg.No.E-406

Rashtriya Charitable Trust

RASHTRIYA AYURVED COLLEGE & RESEARCH INSTITUTE

Gut No.14, Jaitapur Road, Hatnoor Taluka Kannad Dist.Chhatrapati Sambhajinagar.431103

www.rashtriyaayurved.org E-Mail Id:-rashtriyacollege2009@gmail.com Contact No: - 7558588046 / 7387793067

INSTITUTE ID: - AYU0891 MUHS CODE: - 124124 COLLEGE CODE: - 03391

Notice

Rashtriya Ayurved College & Research Institute Hatnoor

Date: 18th February 2025

Subject: Installation and Management of Complaint/Suggestion Boxes

To: Members of the Grievance Redressal Cell Committee

A meeting of the Grievance Redressal Cell Committee is scheduled to discuss the installation and management of complaint/suggestion boxes.

Date: 24th February 2025,

Time: 01:00 PM to 02:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Agenda:

1. Planning for the installation of appropriately labelled complaint/suggestion boxes at key locations, including dates for next openings.
2. Guidelines for periodic opening of boxes by the committee and maintaining records of complaints/suggestions.
3. Strategies for ensuring accessibility and anonymity for users.

All committee members are requested to attend.

Rashtriya Ayurved College & Research Institute Hatnoor (M.S.) Ta.Kannad.Dist.Chh.Sambhajinagar

Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

Convened by:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil

Rashtriya Ayurved College & Research Institute
Hanbor-431103. Ta.Kannad.Dist.Chh.Sambhajinagar (M.S.)

Minutes of Meeting

Rashtriya Ayurved College & Research Institute Hatnoor

Subject: Installation and Management of Complaint/Suggestion Boxes

Date: 24th February 2025,

Time: 01:00 PM to 02:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Attendees:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Agenda:

1. Planning for the installation of appropriately labelled complaint/suggestion boxes at key locations, including dates for next openings

2. Guidelines for periodic opening of boxes by the committee and maintaining records of complaints/suggestions: Standardized opening procedures were established. Decision: Maintain digital and physical records of all complaints/suggestions, action taken, and outcomes.

3. Strategies for ensuring accessibility and anonymity for users: Emphasis on secure, anonymous submissions. Decision: Add signage promoting anonymity and accessibility for all users, including students with disabilities.

Conclusion:

- The meeting successfully concluded with all members committing to their responsibilities.
- The next meeting date will be communicated in due course.

The meeting ended on a positive note.

TRUE COPY

Rashtriya Ayurved College & Research Institute Hatnoor 431103. Ta.Kannad, Dist.Chh.Sambhajinagar (M.S.)

Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

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INSTITUTE ID: - AYU0891 MUHS CODE: - 124124 COLLEGE CODE: - 03391

Notice

Rashtriya Ayurved College & Research Institute Hatnoor

Date: 20th June 2025

Subject: Development of Grievance Redressal Policy and Functionality

To: Members of the Grievance Redressal Cell Committee

A meeting of the Grievance Redressal Cell Committee is scheduled to discuss the development of the grievance redressal policy and its functionality.

Date: 26th June 2025,

Time: 03:00 PM to 04:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Agenda:

1. Drafting the institute's policy for the constitution of the Grievance Redressal Cell Committee, including membership criteria and tenure.
2. Defining the committee's functionality, such as complaint resolution timelines, escalation procedures, and reporting mechanisms.
3. Integration with existing institute policies and alignment with regulatory standards.

Rashtriya Ayurved College & Research Institute Hatnoor Tq.Kannad,Dist.Chh.Sambhajinagar (M.S.)

Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

Convened by:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Minutes of Meeting

Rashtriya Ayurved College & Research Institute Hatnoor

Subject: Development of Grievance Redressal Policy and Functionality

Date: 26th June 2025,

Time: 03:00 PM to 04:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Attendees:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Agenda:

1. Drafting the institute's policy for the constitution of the Grievance Redressal Cell Committee, including membership criteria and tenure: A draft policy was reviewed, outlining membership and year tenure. Decision: Finalize and approve the policy.

2. Defining the committee's functionality, such as complaint resolution timelines, escalation procedures, and reporting mechanisms: Timelines and escalation to higher authorities were defined. Decision: Implement a quarterly reporting mechanism to the Principal.

3. Integration with existing institute policies and alignment with regulatory standards: The policy was aligned with guidelines.

Conclusion:

- The meeting successfully concluded with all members committing to their responsibilities.
- The next meeting date will be communicated in due course.

The meeting ended on a positive note.

TRUE COPY

Rashtriya Ayurved College & Research Institute Hatnoor Ta.Kannad Dist.Chh.Sambhajinagar (M.S.) 431103

Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

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INSTITUTE ID: - AYU0891 MUHS CODE: - 124124 COLLEGE CODE: - 03391

Notice

Rashtriya Ayurved College & Research Institute Hatnoor

Date: 23rd September 2025

Subject: Handling and Resolution of Complaints

To: Members of the Grievance Redressal Cell Committee

A meeting of the Grievance Redressal Cell Committee is scheduled to discuss the handling and resolution of complaints.

Date: 30th September 2025,

Time: 02:00 PM to 03:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnur

Agenda:

1. Review of complaints collected from boxes or direct submissions.
2. Procedures for action taken reports, outcomes, and follow-up with complainants.
3. Training for committee members on confidential handling and fair resolution processes.

All committee members are requested to attend.

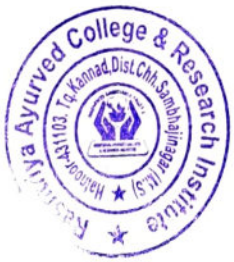
Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

Convened by:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Minutes of Meeting

Rashtriya Ayurved College & Research Institute Hatnoor

Subject: Handling and Resolution of Complaints

Date: 30th September 2025,

Time: 02:00 PM to 03:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Attendees:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Agenda:

1. Review of complaints collected from boxes or direct submissions, including categorization (e.g., academic, administrative, or personal): Five complaints were reviewed. Decision: Categorize all future complaints similarly for efficient handling.

2. Procedures for action taken reports, outcomes, and follow-up with complainants: Standardized report templates were adopted. Decision: Ensure follow-up and maintain confidentiality.

3. Training for committee members on confidential handling and fair resolution processes: Training needs was identified. Decision: Schedule a workshop.

Conclusion:

- The meeting successfully concluded with all members committing to their responsibilities.
- The next meeting date will be communicated in due course.

The meeting ended on a positive note.

TRUE COPY



Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

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INSTITUTE ID: - AYU0891 MUHS CODE: - 124124 COLLEGE CODE: - 03391

Notice

Rashtriya Ayurved College & Research Institute Hatnoor

Date: 17th December 2025

Subject: Annual Review and Improvement of Grievance Processes

To: Members of the Grievance Redressal Cell Committee

A meeting of the Grievance Redressal Cell Committee is scheduled to discuss the annual review and improvement of grievance processes.

Date: 22nd December 2025,

Time: 04:00 PM to 05:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnur

Agenda:

1. Evaluation of the year's grievance redressal activities, including box openings, complaint resolutions, and policy effectiveness.
2. Analysis of trends in complaints/suggestions and recommendations for improvements.
3. Planning for the next year, including updates to boxes, records, and committee training.

All committee members are requested to attend.

Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

Convened by:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil





Minutes of Meeting

Rashtriya Ayurved College & Research Institute Hatnoor

Subject: Annual Review and Improvement of Grievance Processes

Date: 22nd December 2025,

Time: 04:00 PM to 05:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Attendees:

Sr No	Designation	Name
1	Chairman	Dr. Vidya Shete
2	Member	Dr. Priyanka Bhosale
3	Member	Dr. Vishal Wankhede
4	Member	Dr. Indrakumar Jagadale
5	Member	Dr. Yogesh Patil



Agenda:

1. Evaluation of the year's grievance redressal activities, including box openings, complaint resolutions, and policy effectiveness: Activities were reviewed. Decision: Policy is effective but needs minor tweaks for faster responses.

2. Analysis of trends in complaints/suggestions and recommendations for improvements: Trends showed administrative issues as common. Decision: Introduce online submission options and increase awareness campaigns.

3. Planning for the next year, including updates to boxes, records, and committee training: Updates were planned. Decision: Schedule training and box maintenance.

Conclusion:

- The meeting successfully concluded with all members committing to their responsibilities.
- The next meeting date will be communicated in due course.

The meeting ended on a positive note.

TRUE COPY



Dr. Vidya Shete

Principal

Rashtriya Ayurved College & Research Institute Hatnoor

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INSTITUTE ID: - AYU0891 MUHS CODE: - 124124 COLLEGE CODE: - 03391

Notice

Rashtriya Ayurved College & Research Institute, Hatnoor

Date: 30th January 2026

Subject: Installation and Management of Complaint/Suggestion Boxes

To: Members of the Grievance Redressal Cell Committee

A meeting of the committee is scheduled to discuss the strategic installation and systematic management of complaint and suggestion boxes within the institute premises.

Date: 4th February 2026

Time: 11:00 AM to 12:00 PM

Venue: Rashtriya Ayurved College & Research Institute, Hatnoor

Agenda:

1. Physical Installation: Finalizing the number and exact locations of complaint/suggestion boxes (Hostels, Hospital Reception, and College Entrance).
2. Procedural Guidelines: Establishing a standardized "Standard Operating Procedure" (SOP) for the periodic opening of boxes and digital record-keeping.
3. Action Taking Mechanism: Defining the workflow for how urgent grievances are escalated to the Principal's office for immediate resolution.
4. Awareness Campaign: Planning a brief orientation for students and staff to encourage the use of these boxes as a constructive tool for institutional growth.
5. Maintenance & Audit: Assigning responsibility for the physical upkeep of the boxes and scheduling a quarterly audit of the grievance records.

All committee members are requested to attend.

Dr. Deodatta Bhadlikar

Principal

Rashtriya Ayurved College & Research Institute, Hatnoor

Convened by:

Sr No	Designation	Name
1	Chairman	Dr. Deodatta Bhadlikar
2	Member	Dr. Pankaj Doshi
3	Member	Dr. Sujata Kotwal
4	Member	Dr. Snehal Kumbhar
5	Member	Dr. Sonal Bhosale



Minutes of Meeting

Rashtriya Ayurved College & Research Institute Hatnoor

Subject: Installation and Management of Complaint/Suggestion Boxes

Date: 4th February 2026,

Time: 11:00 AM to 12:00 PM

Venue: Rashtriya Ayurved College & Research Institute Hatnoor

Attendees:

Sr No	Designation	Name
1	Chairman	Dr. Deodatta Bhadlikar
2	Member	Dr. Pankaj Doshi
3	Member	Dr. Sujata Kotwal
4	Member	Dr. Snehal Kumbhar
5	Member	Dr. sonal Bhosale

Rashtriya Ayurved College & Research Institute Hatnoor 431103. Ta.Kannad,Dist.Chh.Sambhajinagar(M.S.)

Agenda & Discussions:

1. Physical Installation & Mapping The committee identified three primary locations for the boxes: the Main Administrative Block, the Hospital OPD/Reception, and the Girls' & Boys' Hostels. Decision: Total of four boxes will be installed by the end of this week.

2. Procedural Guidelines (SOP) A Standard Operating Procedure was drafted. Boxes will be opened on the 1st and 15th of every month in the presence of at least two committee members. Decision: A dedicated register will be maintained to log the date of opening and the number of slips found.

3. Action-Taking Mechanism The committee discussed how to categorize complaints into "Academic," "Administrative," and "Facility-related." Decision: Urgent grievances related to student safety or hospital emergencies will be escalated to the Principal's office within 24 hours.

4. Awareness Campaign To encourage constructive feedback, it was suggested that class representatives be informed about the purpose of these boxes.

Decision: Notice to be circulated across all departments regarding the "Your Feedback Helps Us Grow" initiative.

5. Maintenance & Audit Decision: Dr. Snehal Kumbhar will oversee the physical upkeep of the boxes, ensuring they are locked and labeled properly at all times.

Conclusion: The meeting concluded with the Chairman thanking the members for their proactive suggestions. The next review meeting is scheduled for the first week of March to assess the initial feedback received.

The meeting ended on a positive note.

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Dr. Deodatta Bhadlikar

Principal

Rashtriya Ayurved College & Research Institute Hatnoor