



Thakur Educational Trust's (Regd.)

**THAKUR RAMNARAYAN
COLLEGE OF ARTS & COMMERCE**

ISO 21001:2018 Certified

Thakur Ramnarayan Educational Campus, S. V. Road,
Dahisar (East), Mumbai - 400 068
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TRCAC/Admin/DC/30/2020-2021

Date - 23/03/2021

Grievance Redressal Committee Annual Report A.Y. 2020-21

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 2020-21

Grievance Redressal Committee
Dr. Mukul Bhatt - Chairperson
Mr. Jayantilal Suthar - Co-Chairperson
Mr. Sumeet Rathod - Member
Ms. Ranjani Shukla - 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.



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Conclusion - No grievance of serious matters was reported from any stakeholders during A.Y. 2020-21 due to the bi-annual awareness campaigns to educate stakeholders.

Dr. Ravish R. Singh
Principal