



Maratha Vidya Prasarak Samaj's

Institute of Management, Research and Technology (IMRT)



MVP Campus, Gangapur Road, Nashik - 422 002. Phone : 0253-2571650, 2970894

E-mail: mvpimrt@gmail.com, imrt_mba@yahoo.co.in, Web.: www.imrt.ac.in

Dr. P. B. Suryawanshi

Ph.D. (Mkt), MBA, B.Sc. (Agri),
Director

- Affiliated to Savitribai Phule Pune University & Approved by AICTE New Delhi / Govt. of Maharashtra
- NAAC Accredited 'B+' Grade

Ref. No. : IMRT ²¹²/2024 -2025

Date-05/08/2024

Internal Complaint (ICC) Committee

Sr.No.	Name of Committee Member	Profession	Associated with	Mobil .No.	email
1	Dr. Prashant Balasaheb Suryawanshi	Chairman	Director	9860280051	pbs.mgv@gmail.com
2	Ms.A.A.Patil	Member	Teaching Faculty	9822940590	apimrt.ac.in@gmail.com
3	Mr. Rohit Patil	Member	Institute Student	9329019895	rupatil25@gmail.com
4	Mr.Tejas Maval	Member	Institute Student	8208268586	tegasmawal.093@gmail.com
5	Ms.Pallavi Aher	Member	Institute Student	9975326040	paher034@gmail.com
6	Dr.D.V.Nandre	Member	Teaching Faculty	8275586244	danandre@gmail.com
7	Mr.U.B.Aher	Member	Institute OS	9763441738	ubaher@gmail.com
8	Ms.K.J.Mate	Member	Institute Administrative	9890788050	ybmate@gmail.com



[Signature]
Director
IMRT, Nashik 5/8/24



Complaint Committee Report

Date: 22/3/2025

Committee Name: Complaint Committee

Reporting Period: 2024-2025

1. Executive Summary

The **Complaint Committee Audit Report** for the period OF 2024-25 provides an independent evaluation of the committee's performance in managing, resolving, and overseeing complaints within MVP's IMRT, Nasik.

The primary objective of this audit was to assess the effectiveness, transparency, and compliance of the complaint handling process with internal policies and regulatory requirements.

A total of 3 complaints were received during the audit period, with 100% resolved within the stipulated timelines.

The most common types of complaints included workplace infrastructural issues concern with hygiene and safety.

Strengthen training programs for committee members to enhance their understanding of complaint handling procedures

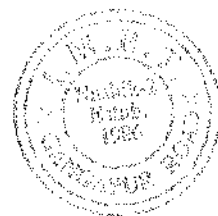
Increase awareness programs to educate employees about the complaint process, encouraging more proactive reporting.

The audit concluded that the Complaint Committee has made significant efforts in managing complaints effectively. However, there are areas for improvement, particularly in enhancing procedural consistency.

Implementing the recommendations will strengthen the committee's ability to maintain a fair, transparent, and responsive complaint management system.

2. Introduction

- **Purpose of the Report:** complaint committee report emphasizing on the annual review of various complaints and its measures during the period of 2024-25 .
- **Scope:** the compliant committee report focused on number of complaints received in concern with infrastructural hygiene and safety during the period of 2024-25 .
- **Objective:** To provide transparency, assess the effectiveness of the complaint handling process, and suggest improvements.



3. Committee Structure and Functioning

Composition: Internal Complaint (ICC) Committee

Sr.No.	Name of Committee Member	Profession	Associated with	Mobil .No.	email
1	Dr. Prashant Balasaheb Suryawanshi	Chairman	Director	9860280051	pbs.mgv@gmail.com
2	Ms.A.A.Patil	Member	Teaching Faculty	9822940590	apimrt.ac.in@gmail.com
3	Mr. Rohit Patil	Member	Institute Student	9329019895	rupatil25@gmail.com
4	Mr.Tejas Maval	Member	Institute Student	8208268586	tegasawal.093@gmail.com
5	Ms.Pallavi Aher	Member	Institute Student	9975326040	paher034@gmail.com
6	Dr.D.V.Nandre	Member	Teaching Faculty	8275586244	danandre@gmail.com
7	Mr.U.B.Aher	Member	Institute OS	9763441738	ubaher@gmail.com
8	Ms.K.J.Mate	Member	Institute Administrative	9890788050	ybmate@gmail.com

- **Meetings Held:** Number of meetings- 4

Meeting 1- 22/8/2024

Meeting 2- 5/10/2024

Meeting 3- 18/01/2025

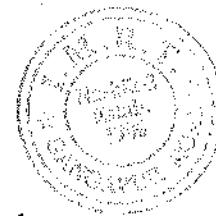
Meeting 4- 15/3/2025

4. Types of Complaints Received

- **Categories of Complaints:** infrastructural hygiene and safety
- **Summary of Complaints:**
- Total number of complaint received-3
- Resolved-3
- Pending- 0

5. Complaint Handling Process

- **Procedure Followed:**
- Institute has a proper mechanism for complaint resolutions . students brought complaint in return format and communicate it to complaint committee .



- The committee within a stipulative period of time (2 weeks) suggest and implement the measures against complaint . all complaint committee members along with HOD and programme co Ordinator engage in the process

6. Analysis of Complaints

A total of 3 complaints were received during the audit period, with 100% resolved within the stipulated timelines.

The most common types of complaints included workplace infrastructural issues concern with hygiene and safety.

7. Recommendations

Strengthen training programs for committee members to enhance their understanding of complaint handling procedures

Increase awareness programs to educate employees about the complaint process, encouraging more proactive reporting.

8. Conclusion

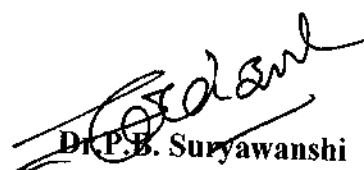
The audit concluded that the Complaint Committee has made significant efforts in managing complaints effectively. However, there are areas for improvement, particularly in enhancing procedural consistency.

Implementing the recommendations will strengthen the committee's ability to maintain a fair, transparent, and responsive complaint management system

9. Appendices

- Annexure 1: Notice
- Annexure 2: Meeting Minutes




Dr. P. B. Suryawanshi

Director

MVP'S IMRT Nashik

Director
I.M.R.T., Nashik-2.

ICC Committee



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Dr. P. B. Suryawanshi
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Ref. No. : IMRT/212/2024/2025 Date-05/08/2024

Internal Complaint (ICC) Committee

Sr.No.	Name of Committee Member	Profession	Associated with	Mobil.No.	email
1	Dr. Prashant Balasaheb Suryawanshi	Chairman	Director	9860280051	pbs.mgv@gmail.com
2	Ms.A.A.Patil	Member	Teaching Faculty	9822940590	apimrt.ac.in@gmail.com
3	Mr. Rohit Patil	Member	Institute Student	9329019895	rupatil25@gmail.com
4	Mr.Tejas Maval	Member	Institute Student	8208268586	tejasmaawal093@gmail.com
5	Ms.Pallavi Aher	Member	Institute Student	9975326040	paher034@gmail.com
6	Dr.D.V.Nandre	Member	Teaching Faculty	8275586244	danandre@gmail.com
7	Mr.U.B.Aher	Member	Institute OS	9763441738	ubaher@gmail.com
8	Ms.K.J.Mate	Member	Institute Administrative	9890788050	ybmate@gmail.com

About Committees

Antiragging Committee

Grievance Committee

IQAC Committee

SC/ST Committee

ICC Committee

About

- About Mvp
- Institute At A Glance
- Governing Body
- Hon. Sarchitnis Message
- Hon. Director Desk
- Vision And Mission
- Committees



Our Recruiters



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Notice

Date-17/08/2024

Institute has scheduled internal complaint committee meeting on 22 August 2024 at 3 pm to discuss following agenda.

- 1) To discuss role of internal complaint committee.
- 2) To discuss training session to be conducted on policy for employee.
- 3) To discuss procedure of resolving complaints.
- 4) Any other issue with permission of chair person.



[Signature]
Dr. P.B. Suryawanshi
Director

MVP'S IMRT Nashik

Director

IMRT, Nashik-2.

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	<i>[Signature]</i>
2	Ms. A.A.Patil	<i>[Signature]</i>
3	Mr. Rohit Patil	<i>[Signature]</i>
4	Mr.Tejas Mawal	<i>[Signature]</i>
5	Ms. Pallavi Aher	<i>[Signature]</i>
6	Dr.D.V.Nandre	<i>[Signature]</i>
7	Mr. U.B.Aher	<i>[Signature]</i>
8	Ms. K.J.Mate	<i>[Signature]</i>



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Internal complaint committee

Meeting was held in MVP IMRT's meeting hall to discuss following agenda.

- 1) To discuss role of internal complaint committee.
- 2) To discuss training session to be conducted on policy for employee.
- 3) To discuss procedure of resolving complaints.
- 4) Any other issue with permission of chair person.



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Committee member

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	
2	Ms. A.A.Patil	
3	Mr. Rohit Patil	
4	Mr. Tejas Mawal	
5	Ms. Pallavi Aher	
6	Dr.D.V.Nandre	
7	Mr. U.B.Aher	
8	Ms. K.J.Mate	

Minutes of Meeting

1) To discuss role of internal complaint committee. –

Hon. Director Dr. P.B. Suryawanshi sir instructed about the various role of internal complaints committee members. faculty members students representative and institutes administrative staff was informed about their respective role being a member of internal complaint committee

2) To discuss training session to be conducted on policy for employee. –

It was discussed during the meeting to organized training session on policy for employee. it is decided to conduct training session to be conducted in the second week of September 2024.

3) To discuss procedure of resolving complaints –

Hon. Director Dr. P.B. Suryawanshi sir instructed about the procedure of resolving complaints. It is decided to provide separate provision for return complain to be brought to the notice of administration. a suggestion box/ complaint box facility to be organized.

4) Any other issue with permission of chair person –

Dr.D.V.Nandre suggested to discuss on gender issue problems during the meeting



Director
I.M.R.T., Nashik-2.



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Notice

Date-11/10/2024

Institute has scheduled internal complaint committee meeting on 15 October 2024 at 3 pm to discuss following agenda.

- 1) To discuss the minutes of last meeting.
- 2) To Review new complaints received during the period
- 3) Discussion of preventive actions for the coming months.
- 4) Any other issue with permission of chair person.



[Signature]
Dr. P.B. Suryawanshi
Director

MVP'S IMRT Nashik

Director

Signature

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	<i>[Signature]</i>
2	Ms. A.A.Patil	<i>[Signature]</i>
3	Mr. Rohit Patil	<i>[Signature]</i>
4	Mr.Tejas Mawal	<i>[Signature]</i>
5	Ms. Pallavi Aher	<i>[Signature]</i>
6	Dr.D.V.Nandre	<i>[Signature]</i>
7	Mr. U.B.Aher	<i>[Signature]</i>
8	Ms. K.J.Mate	<i>[Signature]</i>



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Internal complaint committee

Meeting was held in MVP IMRT's meeting hall to discuss following agenda .

- 1) To discuss the minutes of last meeting.
- 2) To Review new complaints received during the period
- 3) Discussion of preventive actions for the coming months.
- 4) Any other issue with permission of chair person



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Committee member

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	
2	Ms. A.A.Patil	
3	Mr. Rohit Patil	
4	Mr. Tejas Mawal	
5	Ms. Pallavi Aher	
6	Dr.D.V.Nandre	
7	Mr. U.B.Aher	
8	Ms. K.J.Mate	

Minutes of Meeting

1) To discuss the minutes of last meeting-

Hon. Director Dr. P.B. Suryawanshi sir instructed to Prof.A.A.Patil to read the minutes of last meeting Prof.A.A.Patil discussed about various point under minutes of last meetings Hon. Dr.P.B.Suryawanshi Sir approved the minutes of last meeting.

2) To Review new complaints received during the period-

Hon. Director Dr. P.B. Suryawanshi sir instructed to Dr.D.V.Nandre Sir to review the new complaints received during the period, students have a complaint about water cooler maintenance, And maintaining sanitation.

3) Discussion of preventive actions for the coming months.

During the meeting Dr. P.B. Suryawanshi sir instructed about preventive actions to be conducted against the complaints received it was decided to take corrective action against the complaints.

4) Any other issue with permission of chair person-

Assi.Prof. A.A.Patil discussed on organizing health checkup camp for female students.



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I.M.R.T., Nashik-2.



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Notice

Date-13/1/2025

Institute has scheduled internal complaint committee meeting on 18 January 2025 at 3 pm to discuss following agenda.

- 1) To discuss the minutes of last meeting.
- 2) To organize awareness about sexual harassment. Among the students through play (Pratham Purush)
- 3) Review new complaints received during the period
- 4) To discuss any challenges faced by the committee
- 5) Any other issue with permission of chair person.



[Signature]
Dr. P. B. Suryawanshi

Director

MVP'S IMRT Nashik

Director

MVP'S IMRT Nashik

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	<i>[Signature]</i>
2	Ms. A.A.Patil	<i>[Signature]</i>
3	Mr. Rohit Patil	<i>[Signature]</i>
4	Mr. Tejas Mawal	<i>[Signature]</i>
5	Ms. Pallavi Aher	<i>[Signature]</i>
6	Dr.D.V.Nandre	<i>[Signature]</i>
7	Mr. U.B.Aher	<i>[Signature]</i>
8	Ms. K.J.Mate	<i>[Signature]</i>



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Internal complaint committee

Meeting was held in MVP IMRT's meeting hall to discuss following agenda .

- 1) To discuss the minutes of last meeting.
- 2) To organize awareness about sexual harassment Among the students through play (Pratham Purush)
- 3) Review new complaints received during the period
- 4) To discuss any challenges faced by the committee
- 5) Any other issue with permission of chair person.



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Committee member

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	
2	Ms. A.A.Patil	
3	Mr. Rohit Patil	
4	Mr. Tejas Mawal	
5	Ms. Pallavi Aher	
6	Dr.D.V.Nandre	
7	Mr. U.B.Aher	
8	Ms. K.J.Mate	

Minutes of Meeting.

1) To discuss the minutes of last meeting.-

Hon. Director Dr. P.B. Suryawanshi sir instructed to Prof.A.A.Patil to read the minutes of last meeting Prof.A.A.Patil discussed about various point under minutes of last meetings Hon. Dr.P.B.Suryawanshi Sir approved the minutes of last meeting.

2) To organize awareness about sexual harassment among the students through play (Pratham Purush) --

It was decided To organize awareness about sexual harassment among the students through play (Pratham Purush) on 12th march 2025. at 3 Pm in MVP's IMRT Auditorium .

3) Review new complaints received during the period-

Hon. Director Dr. P.B. Suryawanshi sir instructed to Dr.D.V.Nandre Sir to review the new complaints received during the period. students have a complaint about maintenance and hygiene of girls common room.

4) To discuss any challenges faced by the committee-

Hon. Director Dr. P.B. Suryawanshi sir taken a feedback about challenges faced by the committee during prevention and resolving the complaints. All the committee members express their views about challenges faced to tackle with the solutions and the implementations.

5) Any other issue with permission of chair person. --

Student representative Mr. Rohit Patil and Ms. Pallavi Aher suggested to organized counselling sessions of experts on gender issues .



Dr. P.B. Suryawanshi

Director
L.M.R.T., Gangapur Road, 2.



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Notice

Date-12/3/2025

Institute has scheduled internal complaint committee meeting on 15 March 2025 at 3 pm to discuss following agenda.

- 1) To discuss the minutes of last meeting.
- 2) Review of Pending Complaints.
- 3) To discuss any recent or upcoming training/workshops.
- 4) Any other issue with permission of chair person.



[Signature]
Dr. P.B. Suryawanshi
Director
IMRT Nashik

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	<i>[Signature]</i>
2	Ms. A.A.Patil	<i>[Signature]</i>
3	Mr. Rohit Patil	<i>[Signature]</i>
4	Mr.Tejas Mawal	<i>[Signature]</i>
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Internal complaint committee

Meeting was held in MVP IMRTs meeting hall to discuss following agenda .

- 1) To discuss the minutes of last meeting.
- 2) Review of Pending Complaints.
- 3) To discuss any recent or upcoming training/workshops.
- 4) Any other issue with permission of chair person.



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Committee member

Sr. No	Name of Committee member	Signature
1	Dr.P.B. Suryawanshi	
2	Ms. A.A.Patil	
3	Mr. Rohit Patil	
4	Mr. Tejas Mawal	
5	Ms. Pallavi Aher	
6	Dr.D.V.Nandre	
7	Mr. U.B.Aher	
8	Ms. K.J.Mate	

Minutes of Meeting.

1) To discuss the minutes of last meeting.

Hon. Director Dr. P.B. Suryawanshi sir instructed to Prof.A.A.Patil to read the minutes of last meeting Prof.A.A.Patil discussed about various point under minutes of last meetings Hon. Dr.P.B.Suryawanshi Sir approved the minutes of last meeting.

2) Review of Pending Complaints.-

Hon. Director Dr. P.B. Suryawanshi sir instructed to Dr.D.V.Nandre Sir to review the pending complaints received during the period. Dr.D.V.Nandre Sir informed about measures taken against complaints concern with maintenance and hygiene of girls common room.

3) To discuss any recent or upcoming training/workshops-

It was decided to organized training workshops on gender issue to be conducted in last week of march . Dr.D.V.Nandre has given the responsibility to organized training workshop.

4) Any other issue with permission of chairperson.

Student representative Ms. Pallavi Aher discussed about first aid box and medicine to be maintained.


Director
I.M.R.T., Nashik-2



INTERNAL COMMITTEE (IC) DETAILS

Sr. No.	Committee Type:	COMPLAINT COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
1	Date of Appointment:	07/01/2022	Name of the Committee Member:	Dr. Prashant Suryawanshi
	Profession:		Associated With:	Institute
	Mobile Number:	9860280051	Email Address:	pbs.mgv@gmail.com
	Designation		Gender	Female
Sr. No.	Committee Type:	COMPLAINT COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
2	Date of Appointment:	07/01/2022	Name of the Committee Member:	Ms.A.A.Patil
	Profession:		Associated With:	Institute
	Mobile Number:	9822940590	Email Address:	apimrt.ac.in@gmail.com
	Designation		Gender	Female
Sr. No.	Committee Type:	COMPLAINT COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
3	Date of Appointment:	07/01/2022	Name of the Committee Member:	Mr. Rohit Patil
	Profession:		Associated With:	Institute
	Mobile Number:	9329019895	Email Address:	rupatil25@gmail.com
	Designation		Gender	Male
Sr. No.	Committee Type:	COMPLAINT COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
4	Date of Appointment:	07/01/2022	Name of the Committee Member:	Mr.Tejas Maval
	Profession:		Associated With:	Institute
	Mobile Number:	8208268586	Email Address:	tejasmaaval093@gmail.com

Sr. No.	Designation Committee Type:	COMPLAINT COMMITTEE	Gender Appointment Order Reference Number:	Male IMRT-659/C-2024-2025
5	Date of Appointment:	07/01/2022	Name of the Committee Member:	Ms.Pallavi Aher
	Profession:		Associated With:	Institute
	Mobile Number:	9975326040	Email Address:	paher0304@gmail.com
	Designation		Gender	Female
Sr. No.	Committee Type:	INTERNAL COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
6	Date of Appointment:	07/01/2022	Name of the Committee Member:	Dr. D. V. Nandre
	Profession:		Associated With:	Institute
	Mobile Number:	9403510570	Email Address:	dnandre@gmail.com
	Designation		Gender	Male
Sr. No.	Committee Type:	INTERNAL COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
7	Date of Appointment:	07/01/2022	Name of the Committee Member:	Mr. U. B. Aher
	Profession:		Associated With:	Institute
	Mobile Number:	9763441738	Email Address:	ubaher@gmail.com
	Designation		Gender	Male
Sr. No.	Committee Type:	INTERNAL COMMITTEE	Appointment Order Reference Number:	IMRT-659/C-2024-2025
8	Date of Appointment:	07/01/2022	Name of the Committee Member:	K.J. Mate
	Profession:		Associated With:	Institute
	Mobile Number:	9890788050	Email Address:	ybmate@gmail.com
	Designation		Gender	Female