



## **Grievance Redressal Cell**

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box.

### **Functions**

- **To listen, record and scrutinize the grievances submitted to them by Students.**
- **To take necessary steps immediately.**
- **To attend to the grievances based on the authenticity and gravity of the criticisms made.**

### **Objectives**

- **The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among students in order to maintain a harmonious educational atmosphere in the Institute.**
- **To redress the complaints made by the girl students.**
- **The students can write their complaints or suggestions and put them in the suggestion box or can send them through mail to the teachers in charge of the Grievance Redressal Cell. The members of the committee visit the Grievance & Redressal Cell from time to time.**
- **To maintain a pleasant academic environment in the college.**
- **To give proper shape to student-student and student-teacher relationship.**
- **To encourage girl students to present their problems without any fear.**

  
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## Working

The work of the Grievance Redressal Cell is to redress the complaints made by the students. The students can write their complaints or suggestions and put them in the suggestion box placed in front of commerce department (ground floor) and in front of library. The members of the committee open the suggestion box from time to time and note complaints of the students. The best possible efforts are made to find a solution to the problems within the given time period by bringing it to the knowledge of the Principal.

### Name of teacher phone number

- |                        |              |
|------------------------|--------------|
| 1. Dr SudhaTripathi    | 9752 775832  |
| 2. Dr ShikhaMandloi    | 9406 523570  |
| 3. Dr Perna Srivastava | 9893 217 917 |

*S. Tripathi*  
*Shikha*  
*Perna*

*Rm*  
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## **Grievance Redressal Cell (GRC)**

### **Minutes- 2018-19**

#### **April 2018**

**A meeting of the Grievance Redressal Cell was held without on 5th April 2018 at 11:00.**

1. The student suggestion were opened in front of all the members present and the complaints and suggestions received were read one by one.

2. Total four complaints received regarding suggestion.

In three complaints received, girl students have demanded to come in coloured dress once in a week.

4. In one complaint, Moumita Sikander, a B.Sc. first year student, has demanded installation of CCTV cameras in the college and counseling sessions and moral science classes in the college.

The committee members discussed all these complaints and brought them to the notice of the Principal. The following members were present in this meeting.

**A meeting of the Grievance Redressal Cell was held on 6 April 2018 at 11:00.**

1. The complaints and suggestions received in the meeting held on 5th April 2018 were placed before the Principal and the present members. All the present members read and discussed the suggestions.

2 Principal sir directed that in the college assembly, the mothers of the students should be asked whether they want to come to the college in color dress once a week or not.

3 Principal directed Mrs. Abhilasha Kumar, Head of Department, Computer Department, to make arrangements to install CCTV cameras as per requirement wherever CCTV cameras are not installed in the college.

4 Dr. Neena Arora, Head of the Department of Chemistry informed that like every year, this year also a spiritual camp will be organized in the college in the month of November in which spiritual and moral lectures will be organized.



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5. Dr. Renu Srivastava, Thursday Lecture In-charge informed that moral and spiritual lectures and hymns are being given continuously in the college every Thursday.

6. Principal directed Dr. Prerna Srivastava, Asst. Professor, B.Ed Department, to inform the students in the college assembly that they should contact her for counseling and solution to any problem.

Finally the meeting ended with thanks

**The following members were present in this meeting.**

1. Dr. Sudha Pathak	Principal	<i>Sudha</i>
2. Dr. Neena Arora	Special Invitee Member	<i>Neena</i>
3. Mrs. Abhilash Kumar	Special Invitee Member	
4. Dr. Renu Srivastava	Special Invitee Member	<i>Renu</i>
5. Dr. Sudha Tripathi	committee in-charge	<i>S. Tripathi</i>
6. Dr. Shikha Mandloi	Member	<i>Shikha</i>
7. Dr. Prerna Srivastava	Member	<i>Prerna</i>

### July 2018

A meeting of the Grievance Redressal Cell was held on 10 July 2018 at 11:00 am.

1. The suggestion box was opened in front of the present members of the committee.
2. Four complaints were received in the suggestion box from first year students in which they have demanded a bigger classroom for themselves.

The committee members discussed the complaints received and decided to bring them to the notice of the Principal.

Received on 11 July 2018 at 11:00 a meeting of the Grievance Redressal Cell was held.

- 1 The complaint received in the meeting held on 10th July 2018 at 11:00 am was placed before the Principal and the members present.
2. Regarding the demand of common room by the girl students, the Principal directed that there is a provision for the girl students to sit in the “ Rajat Mandap “ in the college. The girl students can go and sit there in their free time.

Finally the meeting ended with thanks.



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### **Meeting of the Grievance Redressal Cell on 8.10.18**

A meeting of the Grievance Redressal Cell was held on 8.10.18 at 11:00.

1. All suggestion boxes were opened in front of all the members present.
2. No complaints received in suggestion boxes

### **February 2019**

Received on 13 2 2019 at 11:00 a meeting of the Grievance Redressal Cell was held.

1. Suggestion boxes were opened in front of all the members.
2. No complaints received in suggestion boxes

### **March 2019**

A meeting of Grievance Redressal Cell was organized on 11. 3. 2019. Suggestion boxes were opened in front of all the members.

Any complaint in suggestion boxes not received All boxes were empty.

### **April 2019**

A meeting of Grievance Redressal Cell was organized on 8. 4. 2019 in which the following members were present.

1. Suggestion boxes were opened in front of all the members.
2. No complaints received in suggestion boxes

A meeting of the Grievance Redressal Cell was held on 1 5.

1. Suggestion boxes were opened in front of all the members.
2. All suggestion boxes were found empty. No complaints were found.

College Council meeting was organized on 2nd July 2019. As per the instructions of the Principal, the in-charge members of Grievance & Redressal cell will be present in this meeting as follows.



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## **July 2019**

1. The committee member decided to give orientation to the Grievance and Redressal cell in the prayer meeting of the college on 26 July 2019.
2. Students will be informed about the appointed members of Grievance & Redressal cell.
3. Students will be informed about the complaint boxes installed in the college.

### Orientation Program 2019

On 26th July at 11:00 am, the orientation program of the Grievance Redressal Cell was organized in the prayer meeting of the college. Under this, the girl students were given information about the Grievance Redressal Cell. The students were told that this year Dr. Seema Soni Commerce and Dr. Prerna Srivastava Psychology this year. is a member appointed for a year

The students were also told that there are two complaint boxes in the college, one outside the commerce department and one outside the library.

Students can put their complaints or suggestions in these boxes and if they do not want to give their name then do not write their name.

Efforts will be made to resolve their complaints as much as possible. Students and professors from all the faculties were present in this program.

## **August 2019.**

Suggestion complaint box was opened in front of all the members.

Complaint letters were received in the complaint box, its main points were as follows

- college lunch time should be extended
- Hygiene should be maintained in the canteen
- Prayer time in college should be from 9:00
- Students should be allowed to go home after class ends
- Washroom room can be arranged in the second floor.
- Let the girl students come in colorful dress once a week be taken on a picnic
- Second Saturday should be kept as holiday.

The committee members discussed all these complaints and decided to bring them to the notice of the Principal.



## August 2019

A meeting of the Grievance Redressal Cell was held on 6.8. 2019 at 11:00 am.

1. The complaint received in the meeting held on 5 8 2019 was placed before the Principal.
2. As per the quantity and instructions of the Vice Principal, it was decided to resolve the complaints received as follows:

The lunch time of the college cannot be increased because it would have to change the entire time table and at present, apart from this, the girl students also get one or two free period gap time every day.

Instructions have been given to increase the hygiene level in the canteen.

College timings vary as per the instructions of higher education as per the instructions of the college. After the completion of their classes, the girl students can go home after getting the signature of their teacher and the principal.

Girl students are not allowed to come in colorful dress once a week. Anyway, in the college, students can come in colorful dress in tradition festival, annual festival, fresher's party, farewell party etc.

treasure is possible

Every year students are taken for department wise picnic area, Brahmin Putapati Yatra etc.

## October 2019

A meeting of the Grievance Redressal Committee was held on 12 10 2019 at 11:00 am.

- 1 All suggestion boxes were opened before all the members present.
2. No complaints received in suggestion papers

A meeting of the Grievance Redressal Committee was held on 21 12 2019. On this occasion, no complaints were received in the suggestion boxes opened before the members of the committee.

**The following members were present on this occasion.**

**1 Dr. Sudha Tripathi**

committee in-charge *S. Tripathi*

**2. Dr. Shikha Mandloi**

Member *Shikha*

**3. Dr. Perna Srivastava**

Member *Perna*

*R. S.*  
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## Grievance Redressal Cell Report

**2020-21**

- Complaint Boxes have been placed in front of Commerce Department and Library. Timely Boxes are opened and (Grievances) are collected and answered by committee members. Students are advised in personal or in college assembly as per the grievances recorded.
- Also, advisor-advisee system is followed in the college, where on every third Thursday of the month students join a meeting with teachers & share their problems with them (due to Covid-19 this could not be followed this year).
- Also, college has a Sexual harassment committee that time to time conducts offline & online counselling sessions for students.
- College has Zero tolerance policy for ragging. For this strict warning has been clearly mention in college prospectus and an Anti-ragging Committee is also functional in the college.

<b>Date</b>	<b>No. of complaints</b>	<b>Grievance addressed</b>	<b>Remark</b>
3.02.2021	03	Time change	Resolved
6.07.2021	No Complaint was found	-	-
			Note:- due to Covid-19 pandemic no antiragging / Sexual harassment case was recorded.

### **Minutes of student’s grievance redressal committee**

It was decided in College Council meeting held in the month of August that the members will be continued as before due to Covid-19 pandemic.

### **September-2020**

- Due to Covid-19 Pandemic Online Classes are conducted during the session according to UGC and higher Education guidelines. Regarding this all the necessary instructions and directions were given to Students and their doubts about the following queries were solved:-





1. How to join with the given link for class.
  2. How to install the Google meet App.
  3. How to join Google Classroom.
  4. How to upload assignment in Google Classroom.
- All the above doubts and problems were solved and training also provide by the Committee for all class i.e. B.A., B.Sc., B.Com., Law, B.C.A., and B.Ed. etc. All the training provided an online mode.

### **February 2021**

- On 3<sup>rd</sup> February 2021 Grievance Redressed Committee's meeting was held and complaint boxes were opened in the presence of committee members. There were 3 complaints found:-
  - 1) In all three complaint letters Students requested for the timing change for classes i.e. 8Am to 11Am.
  - 2) Complaints were presented in front of the Principal Madam. After the discussion over complaints it was instructed that College timings cannot be changed because of Higher Education instructions and at present due to Covid-19 online classed are going on, so it's not possible to make changes in the time table also.

### **June 2021**

- A meeting of all the advisors and Advisees was held on 7<sup>th</sup> June 2021 at 12:00 noon, in which instructions regarding Open Book Exam were given.
- Doubts and problems of all the students were solved.
- Dr. Harsha Chaturvedi created a Google Form to solve the doubts and problems of the students, so the same were dealt by the Autonomous Cell members time to time and solved Student's problems.
- A meeting of Advisors and Advisee of 2nd Year was held on 25/06/21 at 12:30 PM. Doubts and Problems regarding Open Book Exam were solved and necessary instructions were given to the students. All the advisors were present in the meeting.





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**July 2021**

- Grievance Redressed Committee meeting was held on 6<sup>th</sup> July 2021.
- Boxes were opened in the presence of the both committee members, No complaint letter was found.

**Members Grievance Redressal Cell:**

1. Dr. Seema Soni 
2. Dr. Prerna Shrivastava 

  
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## **Grievance Redressal Cell Report**

**Session-2021-22**

### **July 2021**

- Grievances Redressed Committee meeting was held on 10 July 2022. In the meeting it was discussed that there will be a team of students to look after the complaint boxes cleanliness and to maintain it following members were present in the meeting
- Boxes were opened in the presence of the both committee members no complaint letter was found.

Date	No. of Complaints	Grievance addressed	Remarks
10.07.2021	01	Dress Code Change	Under Consideration
11.02.2022	No Complaint was found	-	-
			Note:- No antiragging /Sexual Harassment case was recorded

### **September 2021**

- Meeting of Redressed cell was held o 16<sup>th</sup> September 2022 in the meeting following members were present.
- Following points were discussed in the meeting
  - 1) Class advisors will explain the functions of grievance redressed cell in their class.
  - 2) Boxes will be opened in every 6 months to find complaints or suggestion from the Students.
  - 3) Grievance redressed cell members will provide information and knowledge about



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Grievance redressed cell

### **November 2021**

- On 10 November Grievances redressed cell meeting was held and complaint boxes were opened in the presence of committee /cell members. There was only one suggestion letter found. In which students requested to change uniform.
- Suggesting of students is under consideration and management will surely consider it and with consultative of students in majority it will be changed shortly.
- All the suggestion which students orally gave to grievance redressed committee member has been put in front of the principal; some of it are as follows.
  - 1) Lunch break should be of at least ½ hours.
  - 2) Timing of the college should be form 9 am to 2 PM.
  - 3) There will be a uniform without chunni or instead of chunni there will be a Nehru jacket.

### **February 2022**

- On 11February 2022 Grievance Redressed Committee meeting was held and complaint / Suggestion Boxes were opened in the presence of members, there were no complaints found.



### **June 2022**

- On 10 June 2022 Grievance Redressed Committee meeting was held at 12.30 PM in which instruction regarding regular class attendance and coming CCE-II examination of PG classes were given. Following members were present in the meeting from differ3ent faculties for representation of the classes.
- A meeting of advisors – advisee of all classes was held on 28<sup>th</sup> June 2022 at 12.15 PM in which doubts and problems regarding coming session have been resolved and necessary instruction were given to students. All the respective advisor were present



**Complaint box in front of commerce department and Library**

**Members Grievance Redressal Cell:**

1. Dr. Seema Soni 
2. Ms. Purnima Malviya 

  
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