

**NETAJI SUBHASH CHANDRA BOSE GOVERNMENT
GIRLS PG COLLEGE, ALIGANJ, LUCKNOW(UP)**

STUDENT GRIEVANCE REDRESSAL COMMITTEE 2020-21

Student Grievance Redressal Committee

2020-21

Composition of Committee

Dr Shweta Bhardwaj, *Incharge*



Dr Vinita Lal, *Member*

(Incharge BA I Admissions and Member of College Examination Committee)



Dr Raghvendra Pratap Narayan, *Member*

(Incharge BSc I Admissions and Member of College Examination Committee)



Dr Rashmi Agarwal, *Member*

(Incharge B Com I Admissions)





Dr Bhasker Sharma, *Member*



Mr. Amit Rajsheel, *Member*

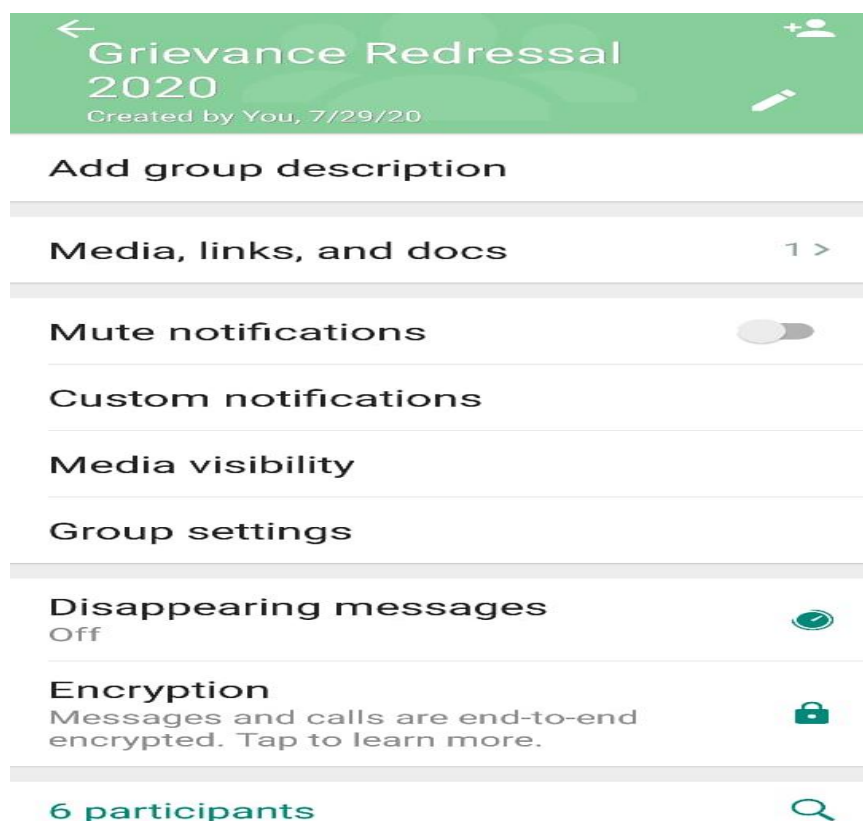



Coordinator IQAC
Netaji Subhash Chandra Bose Govt.
Girls PG College, Aliganj, Lucknow


Prof. Anuradha Tiwari
Principal
N.S.C.B. Govt. Girls P.G. College
Aliganj, Lucknow

29 July 2020

A WhatsApp group was created for grievance redressal committee 2020, after discussion in group following workplan was finalized by all committee members –





Objectives of Committee:

- To look into grievances of all students and its timely redressal.
- To formulate the policy for redressing grievances of students.
- To maintain a record of all the grievances received and redressed for AQAR.

Strategy of Grievance Redressal

- The committee shall consider grievance of specific nature raised individually by the student.


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- After receiving any application/mail regarding student grievance the committee will hold a meeting to seek further action towards its redressal.
- Students should be encouraged to email their grievances by the committee members, and if any application is received by the member, he or she share it in committees' Whats App group for further actions/
- At least three members of the committee shall be present in a meeting.
- If a member of grievance committee is found to be connected with the grievance of the aggrieved student, the concerned member of the committee shall not participate in the redressal procedures.
- If required, the grievance redressal committee may mediate between the complainant and defendant against whom the complaint has been made.
- In case of any difficulties, the committee shall have discussion with the Principal before a decision is taken.
- Any dilemma shall be resolved by the Principal.

Procedure of Submitting Grievance:

- Students can email their application to helpyou.nscb@yahoo.com or they can submit their written application to the committee members.

Division of Labour Among Committee Members

Following tasks are distributed among committee members:

Dr Shweta Bhardwaj:

General grievances related to classrooms, classes, physical facilities etc. in arts faculty.


Convene meetings of the committee.


Prepare and submit report of the committee to IQAC and Principal.

Dr Vinita Lal:

Grievances related to BAI year admission and BA and MA examination related grievances.

Any grievances related to sexual harassment.


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Dr Raghvendra Pratap Narayan:

Grievances related to BSc I year admission and BSc and BCom examination related grievances.

General grievances related to classrooms, classes, physical facilities etc. in Science faculty.

Dr Rashmi Agarwal:

Grievances related to BCom I year admission.


General grievances related to classrooms, classes, physical facilities etc. in Commerce faculty.


Dr Bhasker Sharma:

Grievances related to financial matter fees etc.

Mr Amit Rajsheel:

Grievances related to technical issues like online admission/examination/scholarship form submission.



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10 October 2020

During UG Arts admission following students have not reported in online counselling on their scheduled time and seats are still vacant so their applications were considered by Principal and were considered for admission in BA I year

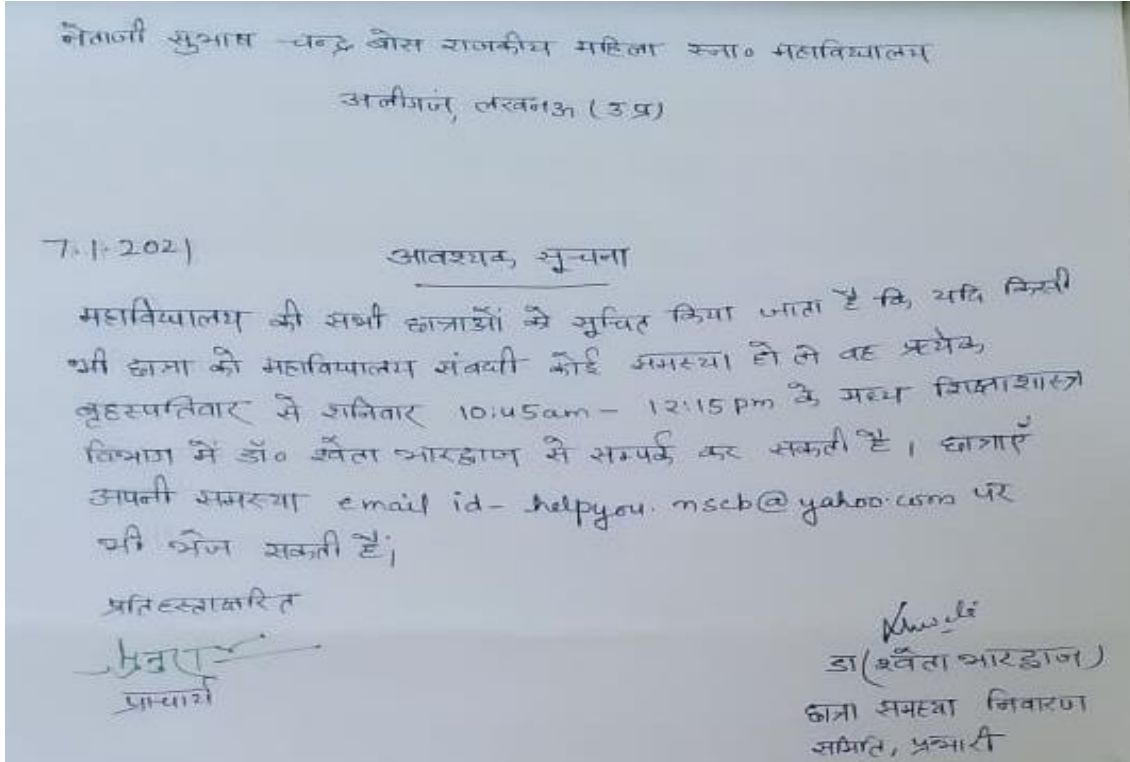
SN	Name of Student	Reason for delay
1	Ravita Verma	Marks not updated due to technical reasons
2	Komal Vishwakarma	Due to technological issues couldn't complete counselling procedure in time
3	Laxmi Yadav	Marks not updated due to technical reasons
4	Sonalika Bharti	Online fees issue
5	Anjali Singh Chauhan	Completed counselling but not submitted fees
6	Niharika Shukla	Delayed Counselling process
7	Ritika Awasthi	Delayed Counselling process
8	Jyoti Dixit	Delayed Counselling process
9	Roli Shukla	Delayed Counselling process
10	Divyanshi Gupta	Delayed Counselling process


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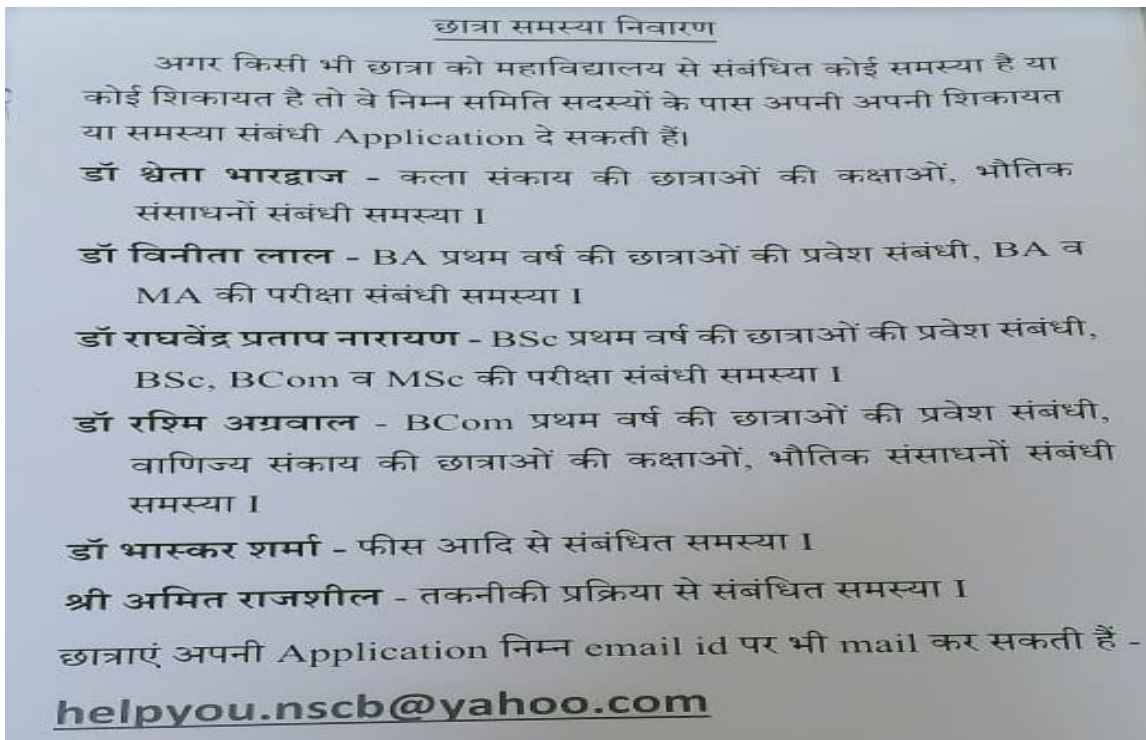

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7 Jan 2020

Following notice was circulated for students regarding redressal of their grievances if any.

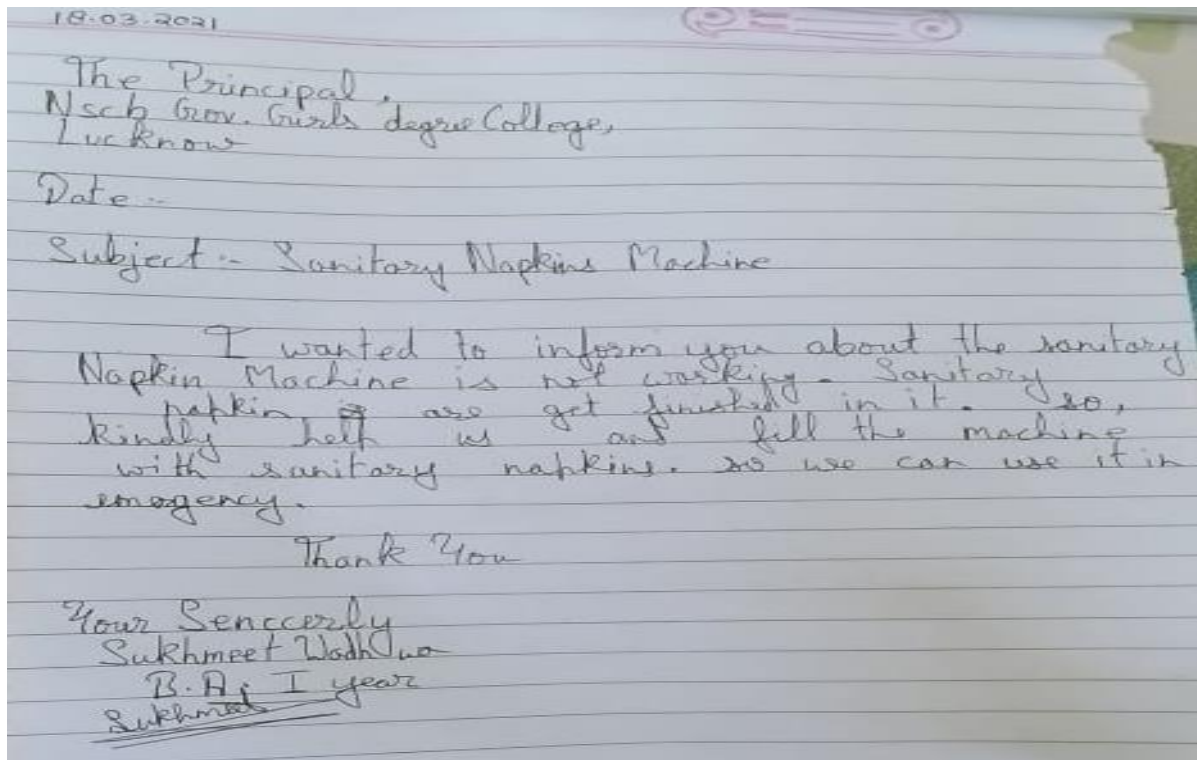


Following information was pasted in campus for students




18 March 2021


Today committee has received following student grievance application related to napkin vending machine from a student of BA I year.



In context of this application Dr Shweta Bhardwaj and Dr Rashmi Agarwal opened the machine and it was found empty, so it was decided to refill the machine with sanitary pads.




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20 March 2021

Sanitary pads have been bought and napkin vending machine was refilled.


FD-20-1950/12
GSTIN: 09AHPPR4084F1ZT
CASH MEMO
KANAK MEDICAL STORE
B1/293, SEC.-G, JANKIPURAM, LUCKNOW.
No. A- 3365
Patient Name
Doctor Name
Date 20.03.21
Mob: 988199552
8953589211


S.No	Particulars	Batch No.	Qty.	Rate	Amount
	Sanitary pads		4	25/-	100
TOTAL					100/-

Amount in Words (Rs.)
For KANAK MEDICAL STORE
Authorized Signatory

Note :
1- Prices the changing excess is refundable.
2- Goods once sold will not be taken back.






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STUDENT GRIEVANCE REDRESSAL COMMITTEE SUMMARY FOR SESSION 2020-21

TOTAL MEETINGS HELD	NATURE OF GRIEVANCE REPORTED TO COMMITTEE	NUMBER OF APPLICATION RECIEVED	ACTION TAKEN TO RESOLVE PROBLEM	AVERAGE TIME TAKEN	OTHER REMARK
29 JULY 2020 07 JAN 2021	ADMISSION RELATED	10	MOST STUDENTS HAVE MISSED THEIR SCHEDULED COUNSELLING OR DUE DATE OF FEES DEPOSITION THEY WERE GIVEN ANOTHER CHANCE AS SEATS WERE VACANT	02	
	SANITARY VENDING MACHINE RELATED	01	SANITARY PADS HAVE BEEN REFILLED IN VENDING MACHINE	07	


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