

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

STUDENT GRIEVANCE REDRESSAL COMMITTEE 2021-22

Student Grievance Redressal Committee

2021-22

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

24 October 2021

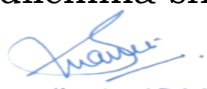
A meeting was held today to discuss workplan for grievance redressal system to be adopted in 2021-22. After discussion following workplan was finalized by all committee members –


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.
- 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.


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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.

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:


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



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20 September 2021


During UG Arts admission following students have reported with their grievances related to admission which were considered by The Committee and put forward to Principal Mam and were considered for admission in BA I year


SN	Name of Student	Grievance
1	Smita Tripathi	EWS category filled by mistake
2	Shweta Rastogi	Intermediate marks not updated in admission form due to technological reasons
3	Prachi	Marks filled incorrectly
4	Nidhi Singh	Intermediate marks not updated in admission form due to technological reasons
5	Sonam Sharma	Intermediate marks not updated in admission form due to technological reasons
6	Muskan Soni	Intermediate marks not updated in admission form due to technological reasons
7	Anchal Yadav	Intermediate marks not updated in admission form due to technological reasons
8	Roli Verma	Intermediate marks not updated in admission form due to technological reasons
9	Chandni Sahu	Intermediate marks not updated in admission form due to technological reasons
10	Shruti Pandey	Intermediate marks not updated in admission form due to technological reasons
11	Shagun Singh Chauhan	Intermediate marks not updated in admission form due to technological reasons
12	Shubhangi Pandey	Intermediate marks not updated in admission form due to technological reasons
13	Geetanjali Yadav	Intermediate marks not updated in admission form due to technological reasons

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14	Annu Mishra	Intermediate marks not updated in admission form due to technological reasons
15	Sunaina Chaudhary	Intermediate marks not updated in admission form due to technological reasons
16	Shweta Verma	Intermediate marks not updated in admission form due to technological reasons
17	Shikha Yadav	Intermediate marks not updated in admission form due to technological reasons
18	Aditi Pandey	Intermediate marks not updated in admission form due to technological reasons
19	Sonali Lodhi	Intermediate marks not updated in admission form due to technological reasons
20	Poonam Sahu	Intermediate marks not updated in admission form due to technological reasons
21	Pooja	Intermediate marks not updated in admission form due to technological reasons
22	Jyoti	Seeking TC as taken admission elsewhere
23	Sonam	Seeking TC as taken admission elsewhere
24	Laxmi Yadav	Seeking TC and returning Fees submitted as taken admission elsewhere
25	Chandni	Seeking TC as taken admission elsewhere


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11Nov 2021

Following information was pasted in campus for students

छात्रा समस्या निवारण

अगर किसी भी छात्रा को महाविद्यालय से संबंधित कोई समस्या है या कोई शिकायत है तो वे निम्न समिति सदस्यों के पास अपनी अपनी शिकायत या समस्या संबंधी Application दे सकती हैं।

डॉ श्वेता भारद्वाज - कला संकाय की छात्राओं की कक्षाओं, भौतिक संसाधनों संबंधी समस्या ।

डॉ विनीता लाल - BA प्रथम वर्ष की छात्राओं की प्रवेश संबंधी, BA व MA की परीक्षा संबंधी समस्या ।

डॉ राघवेंद्र प्रताप नारायण - BSc प्रथम वर्ष की छात्राओं की प्रवेश संबंधी, BSc, BCom व MSc की परीक्षा संबंधी समस्या ।

डॉ रश्मि अग्रवाल - BCom प्रथम वर्ष की छात्राओं की प्रवेश संबंधी, वाणिज्य संकाय की छात्राओं की कक्षाओं, भौतिक संसाधनों संबंधी समस्या ।

डॉ भास्कर शर्मा - फीस आदि से संबंधित समस्या ।

श्री अमित राजशील - तकनीकी प्रक्रिया से संबंधित समस्या ।

छात्राएं अपनी Application निम्न email id पर भी mail कर सकती हैं -

helpyou.nscb@yahoo.com

Today committee has received following grievance application from students of BA 1 Sem regarding their AIH classes.

In context of this application concerned teacher has given a copy of this grievance with instruction from Principal Mam to submit report on this issues. Students

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have been advised to report daily regarding conduction of classes of concerned teacher in future.

8 July 2022

A grievance application has been received from students regarding water cooler not functioning. The matter has been put in front of Principal Mam and Plumber has been called to fix the problem. On 10 July the water cooler started working properly.

Sub - water - cooler not working .

Respected Ma'am -

This is to inform you that the water-cooler of our college is not working due to which many students are facing many issue. we request you to kindly look for this .

Yours obediently -

B.A - 2nd year.

Sukhmeet Wadhwa

Babha Dixit

उद्देश्य: शिक्षा और
अभिवृद्धि
एन।


8-7-2022


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STUDENT GRIEVANCE REDRESSAL COMMITTEE SUMMARY FOR SESSION 2021-22

TOTAL MEETINGS HELD	NATURE OF GRIEVANCE REPORTED TO COMMITTEE	NUMBER OF APPLICATION RECIEVED	ACTION TAKEN TO RESOLVE PROBLEM	AVERAGE TIME TAKEN	OTHER REMARK
10-23 SEP 2021	ADMISSION RELATED	25	MOST STUDENTS HAVE NOT UPDATED THEIR MARKS IN SCHEDULED TIME DUE TO SOME TECHNICAL PROBLEMS THEY WERE GIVEN ANOTHER CHANCE AS SEATS WERE VACANT	02	
12 FEB 22	CLASS	01	MATTER IS COMMUNICATED TO CONCERNED TEACHER AND STUDENTS HAVE BEEN ASKED TO GIVE REPORT OF CLASS IN FUTURE	07	
08 JULY 22	WATER COOLER	01	WATER COOLER WAS NOT WORKING PLUMBER HAS BEEN CALLED TO FIX THE PROBLEM	02	


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ANTI RAGGING COMMITTEE

2020-21

Dr Meenakshi Shukla In charge

Dr Rashmi Agarwal Member

Dr Parul Mishra Member

दिनांक 25.9.2021 को अंटी वैरिंग सन्निधि के सभी सदस्यों ने वीरिंग कर एक सामान्य नोटिस निकाले जाने के लंदन में सहायि जहाई। तथा कार्गो में अस्सय कुछ महत्वपूर्ण नि-डुओं पर चर्चा कर नोटिस निकाली गई।

प्रभारी जीनाक्षी

डा० जीनाक्षी शुक्ला

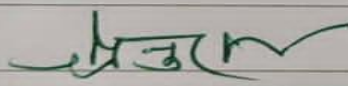
सदस्य Rashmi Aggarwal
25.9.2021

डा० रश्मि अग्रवाल

डा० पावल मिश्रा

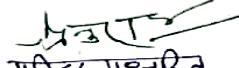
प्रभु
25.9.2021

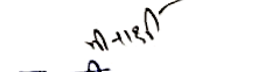
दिनांक 25.9.2021 को जवागत स्वागत एवं अभिविद्या कार्यक्रम के अन्तर्गत, नवप्रवर्द्धित छात्राओं को रैंजिंग के लिये ले जाया गया। उन्हें समझाया गया कि यदि किसी छात्रा को उसके रंग-रूप, वैश्वरूपा, जातीयता, क्षेत्रीयता भाषा आदिमें वैषम्य इत्यादि के आधार पर महाविद्यालय की कोई छात्रा अशुद्ध या व्यवहार्य, हिप्पणी करती है या किसी अन्य प्रकार का शोषण करती है तो दोषी छात्रा के विरुद्ध दंडात्मक कार्रवाई की जायेगी। छात्राओं को अवगत कराया गया कि किसी प्रकार की रैंजिंग संबंधी शिकायत होते वे डॉ० मीनाक्षी शुक्ला, डॉ० रश्मि अग्रवाल अथवा डॉ० पारुल मिश्रा में ले किसी एक ले मिलकर समस्या का समाधान कर सकती हैं।


25.9.2021

ACTION TAKEN REPORT OF COMMITTEE

No cases of ragging have been reported so no action is taken by this committee.


उपिहस्ताक्षरित
अचार्य


अचार्य
डॉ० मीनाक्षी कुमारी

