

# NETAJI SUBHASH CHANDRA BOSE GOVERNMENT GIRLS PG COLLEGE ALIGANJ, LUCKNOW, UP



## COMMITTEE MEMBERS

Dr Shweta Bhardwaj  
Prof. Vinita Lal  
Dr. Rashmi Agrawal  
Dr Bhasker Sharma  
Mr Amit Rajsheel

**STUDENT GRIEVANCE  
REDRESSAL AND  
ANTI-RAGGING COMMITTEE  
2022-23**

Email:

[helpyounscb@gmail.com](mailto:helpyounscb@gmail.com)

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

**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 Rashmi Agarwal, *Member*

(Incharge B Com I Admissions)



Dr Bhasker Sharma, *Member*



Mr. Amit Rajsheel, *Member*





19 September 2022

A meeting was held today to discuss workplan for grievance redressal system to be adopted in 2022-23. 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 committee's Whats App group for further actions/
- At least two out of three faculty 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@gmail.com](mailto:helpyou.nscb@gmail.com) or they can submit their written application to the committee members.
- Students can drop their application in Grievance/Suggestion Box kept in the campus.

### **Division of Labour Among Committee Members**

Following tasks are distributed among committee members:

#### **Dr Shweta Bhardwaj:**

General grievances related to BA admission, 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 Arts Faculty and examination related grievances.

Any grievances related to sexual harassment.

#### **Dr Rashmi Agarwal:**

Grievances related to BCom and BSc 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.

22 September 2022

Today a meeting of student grievance redressal and anti-ragging committee was held.

**Agenda:**

To create awareness about the committee and workout a strategy to maintain anti ragging campus.

**Minutes:** After pondering over the agenda of meeting consensus has been made:

- On 27 September 23 Orientation programme is scheduled in which all the newly admitted students will be made aware about the committee, its objectives and strategy.
- Students will be made aware that Ragging is strictly prohibited in the campus and if any student observe this malpractice in campus she can immediately contact to any committee member so that proper action can take place.
- Details of committee members will be displayed on a banner.
- Students will be made aware about the complaint/ suggestion box kept in the campus to drop in there complaints or suggestions.

Following members were present in the meeting

Dr Shweta Bhardwaj, *Incharge*

Dr Vinita Lal, *Member*

Dr Rashmi Agarwal, *Member*

Dr Bhasker Sharma, *Member*

*Shweta*  
*del.*  
*Rashmi*  
*del.*

Mr. Amit Rajsheel, Member

Harshita Tiwari, BCom 3 Sem, Student Member Harshita

Shailja Tiwari, BCom 3 Sem Shailja

Anchal Singh, BCom 5 Sem Anchal

Nishi Shukla MA Sociology 3 Sem Nishi

Ankita Chaudhary, 5 Sem

Ankita



## ACTION TAKEN REPORT

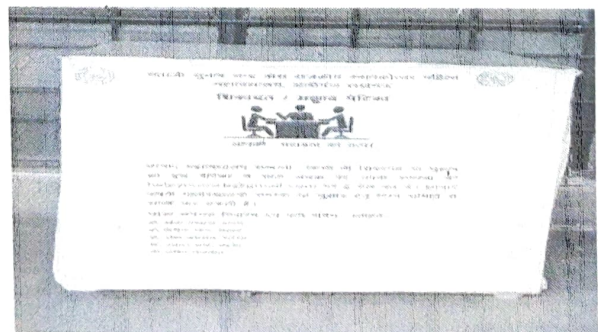
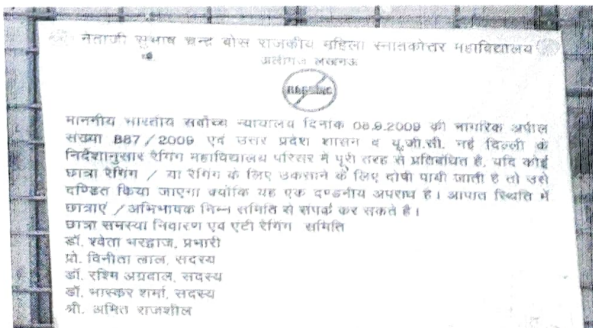
Today on 27 September Orientation Programme was held for all UG newly admitted students in college hall. In this programme students got an opportunity to know all the faculty members and different committees. In this series students were made aware about the Student Grievance redressal and Antiragging committee and all the committee members were introduced to students. Students were told about the complaint box, email id regarding registering their grievance if any. They were also told that ragging is prohibited in the campus. Notice has been displayed regarding all the committee members.



आने वाला समय बेटियों का : अनुराधा तिवारी

स्नातक प्रथम वर्ष की छात्राओं का परिचय सत्र स्वागत  
लखनऊ। नेशनल स्तर पर 100 से अधिक महिला छात्राओं का स्वागत के  
क्रम में। अखिल भारतीय महिला विश्वविद्यालय के स्नातक प्रथम वर्ष की छात्राओं का स्वागत  
सत्र में स्वागत किया। इस दौरान प्रमुख ने छात्राओं का स्वागत किया। उन्होंने कहा कि  
यहां स्वागत करने का है। छात्राओं का स्वागत करने का है। छात्राओं का स्वागत करने का है।  
छात्राओं का स्वागत करने का है। छात्राओं का स्वागत करने का है। छात्राओं का स्वागत करने का है।  
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23 Nov 22

Today on 23 November 23 a notice was circulated for students to submit their grievances or suggestion in education department on first and second Wednesday of every month.

नेताजी सुभाष चन्द्र बोस राजकीय महिला स्नातक महाविद्यालय  
अलीगंज, जयपुर 30, 30 प्र०

23.11.23

### आवश्यक सूचना

महाविद्यालय की समस्त छात्राओं को सूचित किया जाता है कि यदि किसी भी छात्रा को महाविद्यालय सम्बन्धी कोई समस्या / शिकायत / सुझाव देना हो तो प्रत्येक माह के प्रथम व द्वितीय बुधवार को शिक्षाशास्त्र विभाग में अपराह्न 2:30 से 3:30 बजे के मध्य आकर दे सकती है अथवा महाविद्यालय प्रवेश में स्थापित शिकायत/सुझाव पेटिका में डाल सकती हैं या [helpyou.nscb@gmail.com](mailto:helpyou.nscb@gmail.com) पर e-mail भी कर सकती हैं,

*Khushi*

डॉ० (बिनेता भारद्वाज)  
शिकायत निवारण व स्त्री संपादन  
समिति प्रभारी



During UG admission and Examination form submission following students have reported their grievances to the committee.

| SN | Name of Student           | Grievance  | Date of Application | Status of Grievance                 |
|----|---------------------------|--|---------------------|-------------------------------------|
| 1  | Sadhana Yadav             | Missed the counseling schedule for admission to BCom 1 Sem due to BEEd Exam                  | 6 Sep 23            | Admitted<br>Grievance Resolved      |
| 2  | Samriddhi Mishra          | Want to Cancel admission in BCom 1 Sem and asking for fees refund                            | 13 Sep 23           | Fees Refunded<br>Grievance Resolved |
| 3  | Archana Rawat, BA 4 Sem   | Correction of Vocational Subject as Neetikaushalam in Examination Form of BA 4 Sem           | 2 Jul 23            | Grievance Resolved                  |
| 4  | Neha, BA 4 Sem            | Correction of Vocational Subject as Basics of Indian Economy in Examination Form of BA 4 Sem | 2 Jul 23            | Grievance Resolved                  |
| 5  | Arti Gautam               | Correction of Vocational Subject as Entrepreneurship in Examination Form of BA 4 Sem         | 3 Jul 23            | Grievance Resolved                  |
| 6  | Chandani Sahu             | Correction of Vocational Subject as Basics of Indian Economy in Examination Form of BA 4 Sem | 3 Jul 23            | Grievance Resolved                  |
| 7  | Sayyada Khatoon, BA 4 Sem | Correction of Vocational Subject as Operational Management in Examination Form of BA 4 Sem   | 5 Jul 23            | Grievance Resolved                  |

|    |                              |  |          |                    |
|----|------------------------------|--|----------|--------------------|
| 8  | Priya Saini, BSc 4 Sem       | Correction of name in examination form of 4 Sem  | 5 Jul 23 | Grievance Resolved |
| 9  | Aradhana Mishra , BCom 4 Sem | Correction of name in examination form of 4 Sem  | 5 Jul 23 | Grievance Resolved |
| 10 | Sadaf, BA 4 Sem              | Correction of Vocational Subject as Enhancing Communication Skill in Examination Form of BA 4 Sem        | 5 Jul 23 | Grievance Resolved |
| 11 | Arti Yadav                   | Correction of Vocational Subject as Basics of Indian Economy in Examination Form of BA 4 Sem             | 5 Jul 23 | Grievance Resolved |
| 12 | Sadaf, BA 4 Sem              | Correction of Vocational Subject as Enhancing Communication Skill in Examination Form of BA 4 Sem        | 5 Jul 23 | Grievance Resolved |
| 13 | Akriki Kumari, BA 4 Sem      | Correction of name in examination form of 4 Sem  | 5 Jul 23 | Grievance Resolved |
| 14 | Deeksha Pathak, BA 4 Sem     | Correction of Vocational Subject as Enhancing Communication Skill in Examination Form of BA 4 Sem        | 5 Jul 23 | Grievance Resolved |
| 15 | Afsana BA 4 Sem              | Correction of Vocational Subject as Basics of Indian Economy in Examination Form of BA 4 Sem             | 5 Jul 23 | Grievance Resolved |
| 16 | Ruby, BA 4 Sem               | Correction of Vocational Subject as Legislative Practices and Procedures in Examination Form of BA 4 Sem | 3 Jul 23 | Grievance Resolved |
|    |                              |  |          |                    |



# STUDENT GRIEVANCE REDRESSAL COMMITTEE SUMMARY FOR SESSION 2022-23

| TOTAL MEETINGS HELD | NATURE OF GRIEVANCE REPORTED TO COMMITTEE | NUMBER OF APPLICATION RECIEVED | ACTION TAKEN TO RESOLVE PROBLEM   | AVERAGE TIME TAKEN | OTHER REMARK |
|---------------------|---|--------------------------------|---|--------------------|--------------|
| 01                  | ADMISSION RELATED                         | 02                             | Student was given admission as she missed the counseling due to some exam.<br><br>Student's fees was refunded as she want to cancel the admission | 04                 |              |
|                     | EXAMINATION RELATED                       | 14                             | Students have made some mistakes regarding their vocational subject which needs to be rectified at college level. All the corrections were made.  | 02                 |              |

HEW

Khule