

Students Grievance Redressal Cell Report

Session 2022-23

Date of Meeting	No.of Complaints Received	Status
27-08-2022	No Complaints Received	-
21-09-2022	9	Resolved within 02-05 days
29-10-2022	8	Resolved within 02 days
05-11-2022	No Complaints Received	
12-11-2022	5	Resolved within 02 days
19-11-2022	5	Resolved within 04 days
26-11-2022	3	Resolved within 04 days
02-12-2022	5	Resolved within 03-05 days
09-12-2022	No Complaints Received	-
19-12-2022	No Complaints Received	-
07-01-2023	1	Resolved same day
20-01-2023	No Complaints Received	-
27-01-2023	No Complaints Received	-
06-02-2023	3	Resolved within 03-05 days
15-02-2023	No Complaints Received	-
24-02-2023	No Complaints Received	-
08-03-2023	No Complaints Received	-
15-03-2023	No Complaints Received	-
27-03-2023	No Complaints Received	-
10-04-2023	No Complaints Received	-
17-04-2023	No Complaints Received	-

Session 2022-23

27th August 2022

Students Grievance Redressal Cell meeting was held on 27th August 2022. The meeting was chaired by the Principal.

Both the complain boxes - one in the canteen and another in front of Library were opened. No complain was found in either of them.

Members present :-

Principal, Dr Seema Agrawal (Chairperson) - Seema

Cominor, Dr Savika Kaul - Savika
27/8/2022

Dr. Aparna B. Rathore - Aparna
27/8/22

Dr. Priyanka Khurana - Priyanka
27/8/22

Dr. Sudety Mathur - Sudety

21-9-2022

Student Grievance Redressal Cell meeting was held on 21st September 2022. The meeting was chaired by the Principal.

Both the complain boxes - one in the canteen and another in front of the library were opened.

* Canteen Box - only one complain found.

* There are complains regarding -

1. Teachers leave to be informed in advance (one day before)
2. Projectors are not working properly.
3. Teachers are mostly speaking in English and students are not able to understand.

* Library Box - Total 8 complains found.

- 1) Please change the time of 8:00 AM class.
- 2) Condition of toilets - They are not clean & need freshner.
- 3) B.Com Part II - Humble request for organizing Fresher's for Part II students
- 4) B.A. Part III - On behalf of B.A. Part III students of SOCIOLOGY, I want to state that our syllabus of Sociology Paper - 2

unit - I has been finished in only 1 week. We students were not able to understand the topic due to lack of explanation & study material.

5). B.Sc. Part III (Bio) students - Complain for the changing the C.R. of the class. - Mahima Dhinwa.

Reasons - As Mahima's ~~has~~ behaviour is not good with classmate and does not provide correct information.

6). B.A. Part III - Complain regarding giving facility for printout from phone or computer for students.

7). B.Sc. Part I (Bio) - The whole section B wants timing changed due to many problems faced by them - like travelling, coaching.

8). B.Sc. Part I (Maths & Physics & Chemistry) - Complain regarding the english medium used by the teachers for teaching which hindi medium students cannot understand.

* Total Complain = 1 + 8 = 9 Complain

* No e-mails received.

ACTION TAKEN / SUMMARY REPORT

* Infrastructure Related complain.

- Canteen Box -

⊙ Projectors not working properly

- Library box

Complain no. 2 - Toilets not washed regularly and need freshners.

Complain no. 6 - Print facility from phone / computer required.

Infrastructure related complain forwarded to by Principal to Vice Principal, College Development, on 21st September 2022.

* Library Box.

CULTURAL

✓ Complain no. ③ - Complain regarding Fresher's day for Part II students - Resolved - Fresher's day organized on 19th September 2022.

* H.R.

- Canteen Box-

- Teacher's leave to be informed one day in advance - Suggestion forwarded to Principal Madam for necessary action.

Library Box

- Canteen Box. (Complain No. 1).
- Teacher's teach in English medium to Hindi Medium Student also.

- Library Box
Complain no. ⑧ — B.Sc Part I (Maths, Physics & Chemistry) students also complain that teaching medium of the teachers is English even for the Hindi medium students.

- Complain no. ④ B.A. Part III Sociology. The syllabus of Paper - 2 unit 1 was completed in 1 week and students could not understand due to lack of explanation and study material.

* STUDENTS

Complain No. ⑤

- Library Box — Complain to change the C.R. of B.Sc. Part III Bio — Mahima Dhinwa because of her misbehaviour and does not give correct information.

* ADMINISTRATION

2 Complain regarding change in timing —

LIBRARY Box

✓ Complain No. 1 — 8:00 AM slot to be removed.

* This is not possible — RESOLVED. As College runs from 8:00 AM to 5:00 PM.

- Complain No. 7 - Change the timing of B.Sc. Part I Section B students - due to problems faced

Dr. Sweety

like transportation and coaching.

All the complains have been forwarded by Principal Madam to the respected departments for necessary action.

Members Present :-

Principal, Dr Seema Agrawal
(Chairperson)

Comptroller, Dr Sarika Kaul

Dr Aparna B Rathore

Dr Priyanka Khurana

Dr Suresh Mathur

Seema

Sarika 21/9/22
Aparna 21/9/22
Priyanka 21/9/22
Suresh 21/9/22

29-10-2022

Student Grievance Redressal Cell meeting was held on 29th October 2022. The meeting was chaired by the Principal.

Both the Complain Boxes - one in the canteen and another in front of the library were opened.

*LIBRARY Box -

Complain received - 4

- 1) Infrastructure requirement by students of Music Department. → Curtains, mattresses and extra room for practising music.
- 2) Complain regarding maintaining silence and discipline in the library.
- 3) Complain regarding irregular classes by of BBA Part I Sec. B. and providing proper time-table.
- 4) Financial assistance for Educational Tour by Muskan Verma (BA. Part III)

*CANTEEN Box -

Complain received - 4

- 1) Complain regarding rude behaviour of canteen staff.
- 2) Complain - expecting teachers to be present at least 5 days a week. & leave to be informed 1 day in advance.

Dr. Aparna B. Kathore
Dr. Srishty A. Kharana
Dr. Srishty A. Kharana

3). Infrastructural requirement of a separate reading room so that students can take their own books inside.

4). During tournament - Complain received for providing refreshment on time.

* Total Complain received = $4+4 = 8$

* No e-mail received (Time - 2:06 PM).

All the Complain have been forwarded by Principal Madam to the respected departments for necessary action.

Members Present :-

Principal, Dr Seema Agrawal
(Chairperson)

Deans

Convener, Dr Saeika Kaul

Dr Aparna B Rathore

Dr Priyanka Khurana

Dr Suresh Mathur

- Sanika 29/10/22
Aparna 29/10/22
Priyanka 29/10/22
Suresh 29/10/22

During to non-working days from 1st to 5th October '22 and diwali breaks from 19th to 26th October 2022 the Complaint boxes were opened on 29.10.2022

5.11.2022 ~~5/11/2022~~

Student Grievance Redressal cell meeting was held on 5th November 2022. The meeting was chaired by Principal.

Both complaint boxes - one in canteen and another in front of library were opened.

* Canteen Box -
No complaint received

* Library Box
No complaint received.

Members Present :-

Principal, Dr Seema Agrawal ~~Seema~~
(Chairperson)

Convener, Dr Sarika Kaul ~~Sarika~~ 5/11/2022

Dr Aparna B Rathore ~~Aparna~~ 5/11/22

Dr Priyanka Khurana ~~Priyanka~~ 5/11/22

Dr. Sweety Mathur ~~Sweety~~ 5/11/22

12.11.2022.

Student Grievance Redressal Cell Meeting was held on 12th November 2022. The meeting was chaired by Principal. Both complaint boxes - one in canteen and another in front of library were opened.

* Canteen Box - No complaint received

* Library Box -
No. of Complaints = 5.

- 1). Complaint regarding - Improper flush in toilets and no water in flush toilet.
- 2). Complaint regarding rude behaviour of Canteen staff. Food item written on menu are not available.
- 3). Complain regarding rude behaviour of Canteen staff.
- 4). Complaint regarding slow service of Canteen staff and do not return money.
- 5). Canteen regarding slow and rude behaviour of canteen staff.

All complaints have been forwarded by Principal madam to respected departments for necessary action.

Total number of complaints = 5.
No e-mail complaint received

Members Present

Principal, Dr Seema Agrawal Seema
(Chairperson)

Convener, Dr Sarika Kaul Sarika
Dr Aparna B Rathore Aparna 12/11/22
Dr Priyanka Khurana Priyanka
Dr Sweety Mathur Sweety 12/11/22

19.11.22

Student Grievance Redressal Cell meeting was held on 19th November 2022. The meeting was chaired by Principal. Both complaint boxes - one in Canteen and another in front of library were opened.

* Canteen Box - No complaint received

* Library Box - 5 complaints received.

1). Complain regarding 8:00 AM time slot to shift to 8:50 AM.

2) 8:00 AM time slot to be removed

3). Complaint by Psychology students - Regarding changing their batch to Ayushi & Mahima Mam Batch.

4). Complaint by B.Com Part I students Regarding a request to change Accountancy teacher as syllabus is running slow.

5). Complaint by B.A (Hon) Part I students Regarding a request to change their Political Science teacher from Nehal Mam to Palu mam' as Nehal mam' teaches only in English.

All complaints have been forwarded by Principal Madam to respected departments for necessary action.

No. of complaints received = 5.
No e-mail complaints received.

Members Present :-

Principal, Dr Seema Agrawal *Seema*
(Chairperson)

Convener, Dr Sarika Kaul *Sarika* 19/11/22

Dr Aparna B Rathore *Aparna* 19/11/22

Dr Priyanka Khurana *Priyanka*

Dr Sweety Mathur *Sweety* 19/11/22

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26.11.2022

Student Grievance Redressal Cell meeting was held on 26.11.2022.

The meeting was chaired by Principal. Both complaint boxes - one in canteen and another in front of library were opened.

- * Canteen Box - 1 Complaint received
- * Library Box - 2 Complaint received

→ ① Canteen Box -

Complaint regarding shifting of class from Room no. 5 to Room no. 6. on 21st Nov '22

Resolution - Because of NAAC Presentation Room was shifted only for 1 class as informed by the administration. It is ensured that it will not be repeated for further classes.

→ ② Library Box

1] Complaint regarding change in time ~~from~~ of 8 AM classes.

2] Complaint regarding rude behaviour of Canteen staff.

Number of complaints received = 1+2 = 3.
No e-mail complaint received.

All complaints have been forwarded.

By Principal Madam to respected
departments for necessary action.

Members present :-

Principal, Dr Seema Agrawal Seema
(Chairperson)

Convener, Dr Sarika Kaul Sarika
26/11/2022

Dr. Aparna B Rathore Aparna
26/11/22

Dr Priyanka Khurana Priyanka
26/11/22

Dr Sireety Mathur Sireety
26/11/22

(2)
2.12.2022

Student Grievance Redressal Cell meeting was held on 2nd December '22. The meeting was chaired by Principal. Both complaint boxes - one in canteen and another in front of library were opened.

- * Canteen box - 1 Complaint
- * Library box - 4 Complaints

→ Canteen box

Complaint received regarding Canteen by Shivani Mittal, BCom Part III, Sec-C.
- regarding lack of variety of food in canteen.

→ Library box

①² Complaint regarding - Dr Arti Mishra
She only provides You-Tube link and does not teach Organic Chemistry.
By - BSc Part I Sec-A.
(2 complaints for same teacher)

③¹ Complain against Anita Kataria Mam. -
Teaches development Biology of Zoology. Does not teach well & explain well. by BSc I A.
- Demanding change of Teacher.
(2 Complaint for same teacher)

Number of complaints received = 1 + 4 = 5.
No email complaints received.

All complaints have been forwarded by Principal Madam to Respected departments for necessary action.

Members Present:-

Principal, Dr Seema Agrawal
(Chairperson)

Seema
21/12/2022

Convener, Dr Sarika Kaul

Sarika
21/12/2022

Dr Aparna B Rathore

Aparna
21/12/22

Dr. Prayanka Khurana

Prayanka
21/12/22

Dr Sireety Mathur

Sireety
21/12/22

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09.12.2022

Student Grievance meeting was held on 9th December 2022. The meeting was chaired by Principal. Both complaint boxes - one in canteen and another in front of library were opened.

* Canteen Box - Nil
No complaint received

* Library Box - Nil
No complaint received

* No email complaints received.

Members Present:-

Principal, Dr Seema Agrawal
(Chairperson)

Seema
9/12/2022

Convener, Dr Sarika Kaul

Sarika

Dr Aparna B Rathore

Aparna
9/12/22 9/12/2022

Dr Priyanka Khurana

Priyanka
9/12/22

Dr Sweety Mathur

Sweety
9/12/22

19.12.2022

Student Grievance Redressal Cell meeting was held on 19th December 2022. The meeting was chaired by Principal. Both complaint boxes - one in Canteen and another in front of library were opened.

* Canteen Box - Nil
No complaint received.

* Library Box - Nil
No complaint received.

* No email complaint received.

Members Present :-

- Principal, Dr Seema Agrawal *Seema*
(Chairperson) *19/12/2022*
- Convener, Dr Saurika Kaul *Saurika*
- Dr Aparna B Rathore *Aparna*
19/12/22
- Dr Priyanka Khurana *Priyanka*
19/12/22
- Dr. Swelty Mathur *Swelty*
19/12/22

Student Grievance Redressal Cell meeting was held on 7th January 2023. The meeting was chaired by Principal. Both Complaint boxes - one in Canteen and another in front of library were opened.

* Canteen box - Nil
No complaint received.

* Library box - 1
1 Complaint received
→ The complaint was regarding changing the 8 AM class time schedule.

* No email Complaint received.
* Total number of complaint received = 1.

The complaint received were forwarded by Principal Madam to the respected department for necessary action.

Members Present :-

- Principal, Dr Seema Agrawal *Seema* 7/1/2023
(Chairperson)
- Convener, Dr Sarika Kaul *Sarika*
- Dr Aparna B Rathore *Aparna* 7/1/23
- Dr Priyanka Khurana *Priyanka* 7/1/23
- Dr Sweety Mathur *Sweety* 07.1.23

20.1.2023

Student Grievance Redressal Cell meeting was held on 20th January 2023. The meeting was chaired by Principal Madam. Both complaint boxes - one in canteen and another in front of library were opened.

* Canteen box - Nil
No complaint received.

* Library box - Nil
No complaint received.

* No email Complaint received.

Members Present :-

Principal, Dr Seema Agrawal *Seema*
(Chairperson) 20/1/2023

Convener, Dr Sarika Kaul *Sarika*

Dr Aparna B Rathore *Aparna*
20/1/23

Dr Priyanka Khurana *Priyanka*
20/1/23

Dr Sukety Mathur *Sukety*
20.1.23

27-1-2023.

Students Grievance Redressal Cell meeting was held on 27th January 2023. The meeting was chaired by the Principal. Both complaint boxes - one in canteen and another in front of library were opened.

* Canteen box - Nil
No complaint received

* Library box - Nil
No complaint received

* No email complaint received.

Members Present :-

Principal, Dr Seema Agrawal *Seema*
(Chairperson) *27/1/2023*

Convener, Dr Sarika Kaul *Sarika*

Dr Aparna B. Rathore *Aparna*
27/1/23

Dr Priyanka Khurana *Priyanka*
27/1

Dr Sweety Mathur *Sweety*
27.1.23

6.2.2023

Student Grievance Redressal Cell meeting was held on 6th February 2023. The meeting was chaired by the Principal. Both complaint boxes - one in canteen and another in front of library were opened.

Total complaints = 3

- * Canteen box - 1 Complaint
- * Library box - 2 complaints
- * No email complain received

* Canteen box -

① The complaint was regarding keeping stock of Chocolates in canteen.

* Library box -

① Complaint regarding providing Online payment in canteen.

② Complaint by B.Sc. - Biotechnology students for providing placement in Biotechnology.

The complaint received were forwarded by Principal Madam to the respected departments for necessary action.

Members Present :-

Principal, Dr. Seema Agrawal
(Chairperson)

Seema
6/2/2023

Convener, Dr. Sarika Kaul

Sarika

Dr. Aparna B. Rathore

Dr. Priyanka Khurana

Dr. Suseety Mathur

Aparna
06/02/23
Suseety
06.2.23

Committee Members:
Dr. Sarika Kaul (Convener)
Dr. Aparna B. Rathore
Dr. Priyanka Khurana
Dr. Suseety Mathur

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15.2.2023

Student Grievance Redressal Cell meeting was held on 15th February 2023. The meeting was chaired by Principal Madam.

Both complaint boxes - one in canteen and one in front of library were opened.

* Canteen Box - Nil
~~Nil~~ No complaint received.

* Library Box - Nil
No complaint received.

* No email complaint received.

Members Present:

Principal, Dr Seema Agrawal *Seema*
(Chairperson) *15/2/2023*

Convener, Dr Sarika Kaul *Sarika*
Dr Aparna B. Rathore *Aparna* *15/2/23* *15/2/2023*
Dr Priyanka Khurana *Priyanka* *15/2/23*
Dr Suresh Mathur *Suresh* *15.2.23*

24.2.2023.

Student Grievance Redressal Cell meeting was held on 24th February 2023. The meeting was chaired by Principal Madam. Both complaint boxes - One in canteen and one in front of library were opened.

* Canteen Box - Nil
No complaint received

* Library Box - Nil
No complaint received.

* No email complaint received

Members present :-

Principal, Dr Seema Agrawal
(Chairperson)

Seema
24/02/2023

Convener, Dr Sarika Kaul

Sarika
24/02/2023

Dr Aparna B. Rathore

Aparna
24/2/23

Dr Priyanka Khurana

Priyanka
24/2/23

Dr Sweetsy Mathur

Sweetsy
24/2/23

8.3.2023

Student Grievance Redressal Cell meeting was held on 8th March 2023. The meeting was chaired by Principal Madam.

Both complaint boxes - One in canteen and one in front of library were opened.

* Canteen box - Nil
No complaint received

* Library box - Nil
No complaint received

* No email complaint received.

Members Present :-

Principal, Dr Seema Agrawal
(Chairperson)

Convenor, Dr Sarika Kaul

Dr Aparna B Rathore

Dr Priyanka Khurana

Dr Suseety Mathur

Seema
8/3/2023

Sarika
8/3/2023

Aparna
8/3/23

Priyanka
8/3/23

Suseety
08.3.23

15.3.2023

Student Grievance Redressal Cell meeting was held on 15th March 2023. The meeting was chaired by Principal Madam.

Both Complaint boxes - One in canteen and one in front of library were opened.

* Canteen box - Nil
No complaint received

* Library box - Nil
No complaint received

* No email complaint received

* Members Present :-

Principal, Dr Seema Agrawal ~~Jeenu~~
(Chairperson) 15/3/2023

Convenor, Dr Sarika Kaul ~~Sarika~~ 15/3/2023

Dr Aparna B Rathore ~~Aparna~~ 15/3/23

Dr Priyanka Khurana ~~Priyanka~~ 15/3/23

Dr Sweety Mathur ~~Sweety~~ 15.3.23.

Note: — Examination for U.G.
classes was declared and
preparatory leaves were started.

~~Janika~~
16/3/2023

27.3.2023

Student Grievance Redressal Cell meeting was held on 27th March 2023. The meeting was chaired by Principal Madam.

Both complaint boxes - one in canteen and one in front of library were opened.

* Canteen box - Nil
No complaint received.

* Library box - Nil
No complaint received.

* No email complaint received.

Members Present

Principal, Dr. Beema Agrawal Seema
(Chairperson)

Convener, Dr. Sarika Kaul Sarika

Dr. Aparna B. Rathore Aparna

Dr. Priyanka Khurana Priyanka

Dr. Sweety Mathur Sweety

10/4/2023

Student Grievance Redressal Cell meeting was held on 10th April 2023. The meeting was chaired by Principal Madam.

Both complaint boxes one in canteen and one in front of library were opened.

* Canteen box - Nil
No complaint received

* Library box - Nil
No complaint received

* No email complaint received

Members Present :-

Principal, Dr Seema Agrawal Seema
(Chairperson)

Dr Sarika Kaul, Convener Sarika

Dr Aruna B Rathore Aruna

Dr Priyanka Khurana Priyanka

Dr Sweety Mathur Sweety

17/4/2023

Student Grievance Redressal Cell meeting was held on 17th April 2023. The meeting was chaired by Principal Madam.

Both Complaint boxes one in Canteen and one in front of library were opened.

* Canteen box - Nil
No complaint received

* Library box - Nil
No complaint received

* No email Complaint received

Members Present:-

Principal, Dr Seema Agrawal Seema
(Chairperson)

Dr Saurika Kaul, Convenor Saurika

Dr Aparna B Rathou Aparna

Dr Priyanka Khurana Priyanka

Dr Sweety Mathur Sweety