

5. FRAMEWORK FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM



RECONSTITUTION OF SGRC COMMITTEE B.Ed.Session 2022-24
(Semester IV) & B.Ed.Session 2023-25 (Semester II)

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St. Lawrence College Of Higher Education
Geeta Colony Facility Centre, Delhi

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Principal

St. Lawrence College of Higher Education

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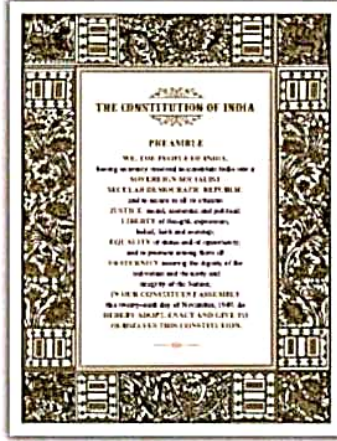
राष्ट्रीय जनजातीय अनुसंधान संस्थान
NATIONAL TRIBAL RESEARCH INSTITUTE
(under the aegis of Ministry of Tribal Affairs, Govt. of India)



हमारा संविधान
हमारा स्वाभिमान



Dr. B.R. Ambedkar
Chief Architect of Indian Constitution



You are cordially invited to
Celebrating 75th Year of Adoption of Constitution

संविधान दिवस 2024
Samvidhan Divas 2024
Panel Discussion on : Constitutional Safeguards for STs

📅 26 NOVEMBER 2024

🕒 11.30 AM - 01:30 PM

द्वारा आयोजित
ORGANISED BY

NATIONAL TRIBAL RESEARCH INSTITUTE, NEW DELHI,
in collaboration with
DR. AMBEDKAR CHAIR IN SOCIAL JUSTICE, IIPA &
SCHOOL OF LAW, FAIRFIELD INSTITUTE OF MANAGEMENT AND
TECHNOLOGY, NEW DELHI

स्थान: कॉन्फ्रेंस हॉल, आईआईपीए, आईपी एस्टेट, रिंग रोड, नई दिल्ली 110002
Venue :NTRI, IIPA, IP Estate, Ring Road, New Delhi 110002

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MODUS OPERANDI FOR HANDLING STUDENT GRIEVANCES

(STEP BY STEP)

St. Lawrence College of Higher Education (SLCHE) provides an effective mechanism to promptly resolve all student grievances. The Grievance Redressal Cell is constituted by the university as per the regulations of University Grants Commission. A Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything that is directly connected to the institute, and which a student thinks, believes, or even feels, is unfair, unjust or inequitable.

The grievance procedure is a machinery to sort out the issues between student and college. It is a means by which a student who believe that, she has been treated unfairly with respect to her academic / administrative affairs or is convinced to be discriminated is redressed. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college.

The college is committed to maintaining an environment that encourages and fosters appropriate conduct and respect for individual values. The institution makes it a point that none of its stakeholders undergoes any harassment, including sexual harassment and ragging. Thus, it enforces Anti-Harassment Policy and Complaint Procedures at all levels to create an environment free from discrimination, harassment, retaliation and sexual assault. The students can complain through online and the complainant's identity is kept confidential.

All grievances of the student are redressed through a single window system. Any student with a genuine grievance may approach concerned faculty - Grievances to submit his/her grievance in a proper format. All grievances are redressed in a systematic way by involving the respective department/person directly connected to the specific issue.

Objectives of grievance redressal cell

1. Linking it with a well defined disciplinary system and to make it acceptable to all
2. All actions taken are prompt for better redressal of a grievance

3. To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct
4. Emphasize on prevention of misconduct rather than controlling through punitive measures

Nature of grievance

1.Academic grievance

1. Issues related to course registration
2. Issues about change of Pedagogy Subjects/Optional Subjects
3. Examinations related issues
4. Issues related to applying/receiving certificates

2.Administrative Decisions, Services or Facilities

1. Issues related to Canteen
2. Issues related to Sports
3. Issues related to other facilities provided by the college (water etc.)

3.Unfair Treatment

Grievances about a student behavior towards other students

Grievances about Faculty & staff behavior towards other students

4.Harassment and Discrimination

Issues related to harassment

Issues about Discrimination or racial treatment

Grievance Handling procedure at College Level

1. Recorded grievances are forwarded to the concerned department/ Committee/Person asking them about the information and a timeframe required to provide a solution.
2. Acknowledge the student/parent with the information given by the concerned department/committee/person.
3. Enquire the status of grievance which is under process (periodically).
4. At the end of stipulated time a report/solution is collected from concerned department/ committee/person.

5. If the grievance is resolved to the expected level of satisfaction, the student/parent is supplied with the solution provided by department/ committee/person.



Grievance Redressal Committee has Elected Student Representatives

CIRCULAR (FOR ELECTION)

Greetings!

All the B.Ed. students of session 2023-25 & 2022-24 are hereby informed that on 25/9/2023 election for the post of President, Vice President, Secretary, Treasurer will be held in the college. You can cast your vote in favour of your candidate out of the 8 nominated candidates mentioned below.

Semester II-

1. Riya Kumari
2. Aditi Verma
3. Vanshita
4. Arisha
5. Somya Jain
6. Aarushi Punsil
7. Nimisha Agarwala
8. Bhanavi Chanda Varma

Semester IV-

1. Anuradha Sharma
2. Rimpa Rana
3. Km Manisha
4. Soumya Chawla
5. Amisha Bhatia
6. Sakshi Sharma
7. Shreyasi
8. Kannupriya

Venue: Multipurpose Hall

Time: 12 Noon to 2 PM

Results of elections for both the semesters will be announced on 26/09/2023 in the morning assembly.

St. Lawrence College of Higher Education
Geeta Colony Faculty Centre, Delhi

Prof. (Dr.) Vijayshri Bhati

Principal



CIRCULAR (FOR ELECTION RESULTS)

All the students and faculty are hereby informed that out of 8 candidates who contested the elections for the posts of President, Vice President, Secretary and Treasurer are the following students in whose favour majority of the votes were cast. So, it has been decided to choose the following students to join grievance redressal committee.

Semester II-

1. Riya Kumari – President
2. Aditi Verma – Vice President
3. Vanshita – Secretary
4. Arisha – Treasurer

Semester IV-

1. Anuradha Sharma – President
2. Rimpa Rana – Vice President
3. Km. Manisha – Secretary
4. Soumya Chawla – Treasurer

Congratulations to all the elected candidates!



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St. Lawrence College of Higher Education

(AN ISO: 9001:2008 certified "A" Rated B.Ed. College for Girls Only)
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Geeta Colony Faculty Centre, East Delhi-110 031
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GRIEVANCES / ISSUES (B.Ed. Session 2023-25 Semester II) :

Date	Issues	Action Taken Report
12/03/2024	As Priya (Enrolment no. 07699902123) had by default selected Pedagogy of Political Science initially but as per rules of GGSIPU syllabus guidelines she had to complete her Masters in Political Science first.	So in this case after rectification Priya was offered Pedagogy of Social Science as desired by her.
12/03/2024	As Suman Joshi (Enrolment no. 06099902123) had lack of information selected Pedagogy of Political Science and History initially but as per rules of GGSIPU syllabus guidelines she could only opt either Political Science (with M.A.) or History (with B.A.).	After counseling with the concerned Faculty Ms. Anshi Chandra (Assistant Professor) she was guided properly and then she was offered Social Science and Hindi.

GRIEVANCES / ISSUES (B.Ed. Session 2022-24 Semester IV) :

Date	Issues	Action Taken Report
03/06/2024	Km. Laxmi (Enrolment no. 05399902122) had due to carelessness on her part misplaced her admit card. As the university theory exams for Semester IV	Proper assistance was provided to her by Faculty Ms. Debduitta (Assistant Professor) who issued a duplicate admit card to her great

	<p>were closely approaching (First exam on 06/06/2024),She came to the college and reported about her lost admit card in worried and fretting about issuing admit card in duplicate.</p>	<p>relief.</p>
<p>04/06/2024</p>	<p>Sakshi Sharma (Enrolment no. 00299902122) had due to negligence on her part, misplaced her admit card. As the university theory exams for Semester IV were closely approaching (First exam on 06/06/2024),She came to the college and reported about her lost admit card in a hopeless state and asked for help from the concerned faculty member.</p>	<p>Her issue was patiently listened and assisted by Faculty Ms. Mahima Jain (Assistant Professor) who issued a duplicate admit card. She was highly obliged and thankful for prompt assistance from the college.</p>
<p>04/06/2024</p>	<p>Shreyasi Adhikari (Enrolment no. 00799902122) had lost her admit card due to slackness on her part. In a shattered and hopeless state she reported to the college about the same.</p>	<p>A genuine concern was shown by the concerned faculty member Mahima Jain (Assistant Professor) when Shreyasi requested her for issue of duplicate admit card. Looking at the urgency of the situation she was offered immediate help by issuing her admit card in duplicate.</p>

GRIEVANCES / ISSUES RELATED TO ISSUING OF RECOMMENDATION LETTER FOR FURTHER HIGHER EDUCATION:

Date	Issues	Action Taken Report
23/08/2024	Pinki Sharma (B.Ed. session 2018-20), Enrolment no. 04599902118 requested for assistance in issuing a Letter of Recommendation in further study abroad.	In support of her requirement of the same, a duly written Recommendation Letter by the Principal was handed over to her on behalf of the college. She was duly helped in enhancing her academic growth and future endeavours by the concerned authorities. She came to collect her letter on
29/05/2024	Mansi Dass (B.Ed. session 2018-20), Enrolment no. 03499902118 needed reference from her concerned teacher Ms. Renu Rohilla, Assistant Professor in relation to confirmation of her employment.	In reply of her mail asking for her college details during her B.Ed. session 2018-20 for which she promptly replied in a mail. As a result, on the given format the reference information was filled up by the concerned teacher, duly signed by the same was sent to her immediately.



Feedback Mechanism of SGRC (Student Grievance Redressal Committee) Developed by the College

Student Grievance Redressal Survey Questionnaire

How satisfied are you with your overall experience at SLCHE? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the support services provided by the college, such as library facilities, counseling, and career guidance? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

How effective do you find the feedback mechanisms in place for students to express their opinions or concerns? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How would you rate the quality of teaching and instruction provided by the faculty in your program? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Are you satisfied with the course materials and resources provided for your studies? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

How clear and timely is the communication from the college administration regarding academic schedules, events, and important announcements? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

What is your opinion on the infrastructure and facilities provided by the college (classrooms, labs, canteen, library, accommodation, washroom, drinking water etc.)? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

To what extent do you feel a sense of community and positive interaction with your peers at SLCHE? *

- Strong Sense of Community
- Some Sense of Community
- Neutral
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the extracurricular activities and opportunities for personal development offered by the college? *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

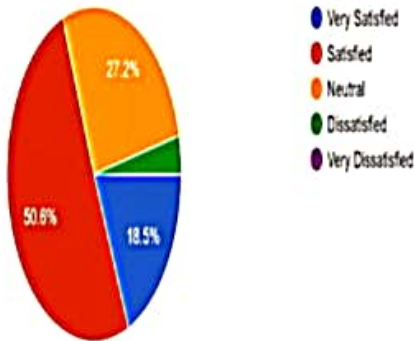
Submit

Clear form

Students Grievance Redressal Statistical Analysis

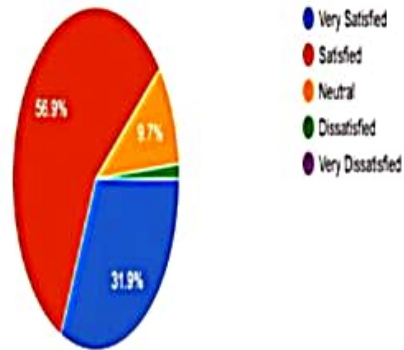
How satisfied are you with your overall experience at SLCHE?

81 responses



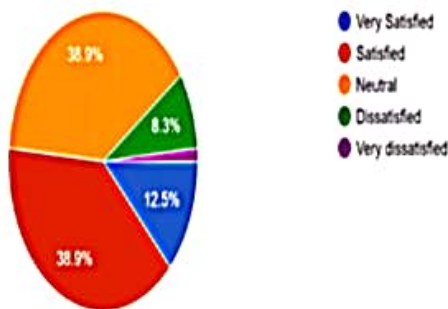
How would you rate the quality of teaching and instruction provided by the faculty in your program?

72 responses



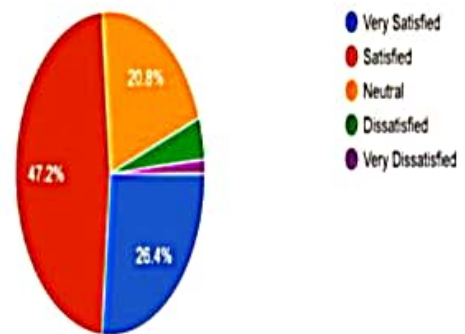
How satisfied are you with the support services provided by the college, such as library facilities, counseling, and career guidance?

72 responses



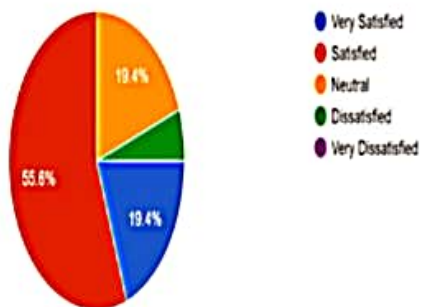
Are you satisfied with the course materials and resources provided for your studies?

72 responses



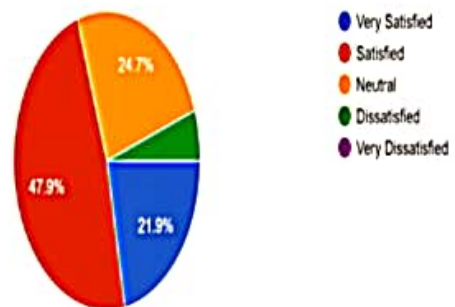
How effective do you find the feedback mechanisms in place for students to express their opinions or concerns?

72 responses



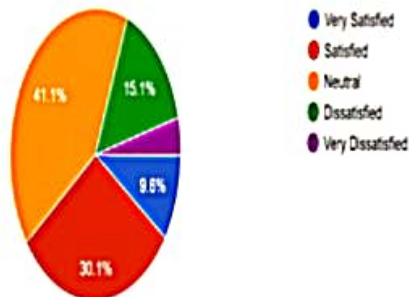
How clear and timely is the communication from the college administration regarding academic schedules, events, and important announcements?

73 responses



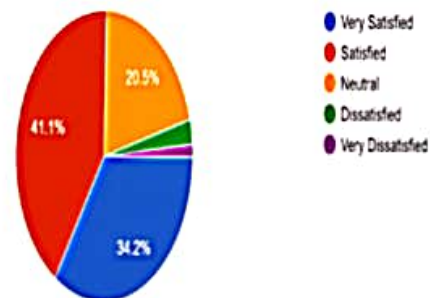
What is your opinion on the infrastructure and facilities provided by the college (classrooms, labs, canteen, library, accommodation, washroom, drinking water etc.)?

73 responses



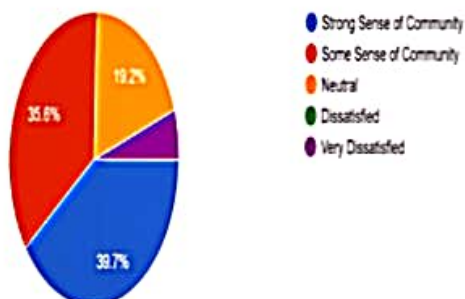
How satisfied are you with the extracurricular activities and opportunities for personal development offered by the college?

73 responses



To what extent do you feel a sense of community and positive interaction with your peers at SLCHE?

73 responses



Objectives of Feedback Mechanism of SGRC :

- To identify the satisfaction level of provisions and a platform for students to submit their complaints about academic, personal and administrative issues that have an impact on learning environment.
- To analyse the different types of grievances of students and the efficacy of the redressal mechanism.

Findings:

- It was observed that 40% of the students required immediate redressal of the issues that were related to academics, and 20% of the students grievances pertained to requirement of Recommendation Letters for seeking Higher Studies abroad from college and References for Employment abroad from college. Both these grievances were resolved successfully.
- 30% of the students had grievances related to misplacement of Admit Cards and issue of duplicate Admit Cards.
- 20% of the students had grievances regarding canteen menu.

Summary & Conclusion:

It was found that 93% of students were satisfied with the mechanism undertaken to resolve their problems as it helped in fostering a culture of transparency, openness and trust. Students find that their voice is being heard and thus they are helped.