



## SHRI SHANKARACHARYA MAHAVIDYALAYA JUNWANI

### GRIEVANCE REDRESSAL CELL

#### ANNUAL REPORT SESSION 2014-15

The Grievance Redressal Cell of the college was formed in the year 2009 as per the suggestions of University Grant Commission. Since then the cell is working actively and has been useful for both staff and students. The purpose behind forming the cell is to solve problems and not to punish or complaint about anyone. The cell has five members and is in under supervision of Principal Dr Raksha Singh and Assistant Professor Sandeep Jaswant; S.K. Shrivastava; S.K. Sharma ,Dr Sonia Bajaj and Preeti Shrivastava being the other important members.

The purpose behind forming the Grievance Redressal Cell (GRC) is to solve and not to punish. The Cell also ensures to maintain complete transparency in the admission and prevents any unfair means. An institution like Shri Shankaracharya Mahavidyalaya faces one or the other differences in the opinion, regular strains, occasional checks and sometimes complaints. The differences are the mark of regular progress and an attachment to the institution; students too at times present their point of view and demand changes. Such demands are the mark of their faith and love towards the college; GRC thus tries its level best to bring a common platform between the two parties. It is a tradition of the institution to work in harmonious environment creating an optimistic and holistic development of both staff and students and thus of the institution.

The mechanism of the Grievance Redressal Cell and the objectives are as under:

- i. Upholding the dignity of the college while solving any issue and also to maintain a cordial bond between students- student relationship and student-teacher relationship.
- ii. Encouraging students to express their grievances freely and without any fear if they have been victimized.
- iii. A suggestion/complaint box has been installed near the Principal Office. Students can remain anonymous or can mention their names; the secrecy of the name is maintained by the Cell.
- iv. At the same time, the Cell also ensures that students must maintain the dignity of the institution, teachers and maintain a friendly bond between themselves.
- v. The Cell checks that students should not incite other students against the institution or teaching or non-teaching staff.
- vi. The students must maintain the mannerism of the college in the premises this is also checked on regular basis
- vii. Ragging is strictly prohibited and any student found so will be strictly punished. The complaint of such can be directly made to the Principal in any case.

## **SCOPE OF THE GRIEVANCES REDRESSAL CELL**

The GRC will deal with any issue received in the written medium from student and staff from the followings:

- i) Academic matters related to issue of duplicate mark-sheets, transfer certificate, character certificate, matters related to examination
- ii) Matters related to fees; hostel, conveyance, admission, library and late fees
- iii) Matters related to victimization by teaching or non-teaching staff; or by the senior students, misconduct in the premises or hostels, sanitation problem, quality of food, transport, lost and found.

## **MECHANISM OF THE GRC:**

There are certain ways an institution works and there certain codes on which the GRC operates. The GRC of the college works as follows:

- i) The cases received in the written medium bearing a name is attended promptly. The Cell reviews and solves the issue according the Management Policies.
- ii) The Cell will report to the Management about the solved and the pending cases, if any, the Management will do the needful, if required, of the cases needing further investigation.

## **PROCEDURE TO LODGE A COMPLAINT:**

Students can follow certain steps for lodging a complaint:

- i) The student can drop their written complaints in the complaint box at any time during the college hours.
- ii) The Cell will act upon the complaints and in case attached documents with complaints, the issues will be deal after the verification of the documents.
- iii) The Cell also ensures that the complaint will be solved in the stipulated time and will investigate further, if required in any case.

## **THE COMMITTEE OF GRIEVANCE REDRESSAL CELL:**

S.NO	NAMES OF THE MEMBERS	DESIGNATION OF THE MEMBERS	NOMINATED AS
1.	Dr Raksha Singh	Principal	Convener
2.	Asstt. Prof. Sandeep Jaswant	HoD Management	Member
3.	Dr S. K. Shrivastava	Asstt. Prof. Deptt. Of Commerce	Member
4.	Dr S. K. Sharma	Asstt. Prof. Deptt. Of Education	Member
5.	Dr Sonia Bajaj	HoD Zoology	Member
6.	Mrs.Preeti Shrivastava	HoD Maths	Member





## **ANNUAL REPORT OF THE GRC** **OF THE SESSION 2014-15**

In the session 2014-15, the GRC solved many problems and queries raised by both staff and students. The Cell was quick and just while responding to the complaints and the parties were satisfied by the decisions. The complaints and queries were as under:

- Request regarding the boys' hostel fee – solved within a week
- Complaint about the transport facility – solved the very next day
- Complaint was raised regarding the missing amount from the library – solved within the two days and staff was also selected with the duty of the money box handling

The Cell worked efficiently and within the parameter set by the university while solving the issues. At the same time, the Cell also maintained the dignity and the trust of the college.





**ANNUAL REPORT OF THE GRC**  
**OF THE SESSION 2015-16**

In the session 2015-16, the GRC solved many problems and queries raised by both staff and students. The Cell was quick and just while responding to the complaints and the parties were satisfied by the decisions. The complaints and queries were as under:

- Urgent issue of the TC – the problem was solved as according to the norms made by the university.

The Cell worked efficiently and within the parameter set by the university while solving the issues. At the same time, the Cell also maintained the dignity and the trust of the college.





## **ANNUAL REPORT OF THE GRC** **OF THE SESSION 2016-17**

The session 2016-17 was equally challenging as the previous session was. The Cell has to intervene quite many times when the two parties seemed unsatisfied. Behaviour plays an important role in the working place, a person or a group can create hazards or decipher in the working environment with his/her/their behaviour. GRC ensured to bring a balance and common ground for the complainer and respondent while dealing with the issue.

These were the issues that the GRC solved in the session:

- The book was found missing from the rack of the library by the library staff and a student – the book was found the very next day and the complaint was taken back made by the student.
- Students requested to re-schedule the practical exams on certain grounds – the time-table of the practical exam of the concerned department after discussion with the HODs and students.
- Request to change the time of the practical exam – the time-table was re-scheduled accordingly on the same day after discussion with the HOD of the concerned department
- Complained was raised against an accountant regarding the behaviour – the problem was solved after discussion with the concerned person and a promise of change

The session was both challenging and promising. People were found willing to cooperate in problem-solving and were helpful in maintaining the harmony of the working place.





## **ANNUAL REPORT OF THE GRC** **OF THE SESSION 2017-18**

The session 2017-18 saw varied issues from person to group and even to the firms and the MOUs. The issues rose also showed the growth of the institution as a reliant and developing one. Shri Shankaracharya Mahavidyalaya believes in harmonious growth maintaining peace and poise.

In the year the college solved issues raised in the premises and even outside the premises.

- Regarding the quality of the chalk purchased – the supplier was informed and request for the immediate take action against the reprimand
- Students requested for a water cooler to installed in the premises – the cooler was provided and placed at the place where demanded with 4 weeks.
- An official site was demanded for the placement cell – the problem was discussed and an app ssmvaarambh was started after much findings and discussion
- Students raised their voice against the trend of removing shoes before the main examination outside the examination hall – the Cell discussed and concluded that the trend is useful and beneficial for the college in their smooth and long run
- Students demanded a refund of the amount that they deposited during the NUSSD, TISS classes – the amount was refunded within the three weeks of time.

The problems are not the sign of a badly working institution but are symbol of growth and increasing trust with the member and working bodies of the college. Maintaining law and order is also not an easy task sometimes the members of the college have to leave their personal interest behind for the betterment of the institution.





## **ANNUAL REPORT OF THE GRC** **OF THE SESSION 2018-19**

Where session 2017-18 presented varied problems session 2018-19 fewer problems in front of the Cell. GRC has not only gained apposition between the staff and students but has acquired much faith from both.

In the session 2018-19, the GRC solved the problems relating to the fees and trust issues.

- The official bank of the institution was charging 1% of the acceptance of the amount and which caused much trouble in the working of the office and added an extra burden to the payer – the payments were then made by using DDs, pay orders, PayTM, NEFT, etc; till the problem was resolved.

Though there were fewer complaints but these showed the increasing trust towards the Cell and the college.



# GRIEVANCE MINUTES

## MINUTES

- Meeting date- 8<sup>th</sup> August 2014-15
- Meeting start time- 2:00 p.m.
- Meeting end time- 3:00 p.m.
- Meeting location- IQAC Room.
- Meeting purpose- To discuss and decide about student's grievances.
- List of participants - Principal - Dr. Raksha Singh  
Other member - Mr. Sandeep Bhowan  
Mr. S. K. Sharma  
Dr. Seeta Bajaj
- Meeting started by taking the agenda.
- Listening the problems of Students, Teaching Staff and Non-teaching staff.
- List of meeting reference documents (if applicable)

### Following cases were solved

**Case No. 1/ (18-7-14)** - Students complaint on hostel facility for boys since we have a M.O.U with our sister concern for residence during we asked and sought the permission from Management with the special accommodation cost of Rs 15000-00 annually to support the Engineering student fees of Rs 40000-00 Boys were shifted to Engineering boys hostel.

**Case No. 2/ (15-7-14)** - Students complaint on transportation Problem College difficult distant place - It was resolved that free bus facility provided to college students who commute from old campus to new campus with the permission of Management.

## MINUTES

- Meeting date- 26<sup>th</sup> August 2014-15
- Meeting start time- 3:00 p.m.
- Meeting end time- 4:00 p.m.
- Meeting location- IQAC Room.
- Meeting purpose- To discuss and decide about student and Teaching staff grievances.
- List of participants - Principal - Dr. Raksha Singh  
Other member - Mr. Sandeep Bhowan  
Mr. S. K. Sharma  
Dr. Seeta Bajaj
- Meeting started by taking the agenda.
- Listening the problems of Students, Teaching Staff and Non-teaching staff.
- List of meeting reference documents (if applicable)

### Following cases were solved

**Case No. 1/ (30-7-14)** - Staff complaining about black board, quality of chalks. Every class room provided with Green Board and quality of chalk maintained.

**Case No. 2/ (8-8-14)** - Irregularity of Maths class. Principal instructed all the Asst. Professor to take the class regularly on time.

## MINUTES

- Meeting date- 7<sup>th</sup> October 2014-15
- Meeting start time- 2:00 p.m.
- Meeting end time- 3:00 p.m.
- Meeting location- IQAC Room.
- Meeting purpose- To discuss and decide about student's grievances.
- List of participants - Principal - Dr. Raksha Singh  
Other member - Mr. Sandeep Bhowan  
Mr. S. K. Sharma  
Dr. Seeta Bajaj
- Meeting started by taking the agenda.
- Listening the problems of Students, Teaching Staff and Non-teaching staff.
- List of meeting reference documents (if applicable)

### Following cases were solved

**Case No. 1/ (5-9-14)** - Irregularity of Biochemistry class - Now self run apparatus.

## MINUTES

- Meeting date- 15<sup>th</sup> November 2014-15
- Meeting start time- 10:30 p.m.
- Meeting end time- 11:00 p.m.
- Meeting location- Library section.
- Meeting purpose- To discuss and decide about Library staff grievances.
- List of participants - Principal - Dr. Raksha Singh  
Other member - Mr. Sandeep Bhowan  
Mr. S. K. Sharma  
Dr. Seeta Bajaj
- Meeting started by taking the grievances where both the parties were present both the accused and the defendant.
- Listening the problems of library staff.
- List of meeting reference documents (if applicable)

### Following cases were solved

**Case No. 1/ (18-11-14)** - Library section in charge complained on missing amount of money 12<sup>th</sup> Nov. 2014. In this case the in-charge of the change in other and the other while having the cupboard attached didn't paid any attention hence it was resolved that both the person were responsible (sequences) for the missing of money. They were warned that they won't repeat this type of irresponsible act and sincerely do their own job.

## MINUTES

- Meeting date- 24<sup>th</sup> April 2015-16
- Meeting start time- 11:30:00 p.m.
- Meeting end time- 12:45:00 p.m.
- Meeting location- Student section.
- Meeting purpose- To discuss a student grievance about issue of T.C.
- List of participants - Principal - Dr. Raksha Singh  
Other member - Mr. Sandeep Bhowan  
Mr. S. K. Sharma  
Dr. Seeta Bajaj
- Meeting started by taking the agenda.
- Listening the problems of Pass out students.

### Following cases were solved

**Case No. 1/ (20-2-16)** - Ks Deepali Mandi student of B.Sc. III year 2013-14 session submitted the written complaint in grievance redressal form regarding timing of T.C. procedure. She gave the suggestion to expedite the process if possible for some cases in some day. The grievance redressal cell number met on 21 April 2016 in principal chamber (B-101) and it was decided that T.C. should be given on studies.

- A-First mode** - T.C. issued in a week- Rs-50.00
- B-Second mode** - Urgent issue of T.C. on the same day after Rs-150.00
- C-Third mode** - If T.C. is sent through speed post an additional charge of Rs-1000 to be given at the time of application Rs-450.00

### SESSION- 2017-18

Sr	Complaint	Solution	Remarks
1	Issue quality chalk distributed by shop	Replacement of chalk & monitor the quality of chalk	Replaced the chalks of low quality & other delivery
2	In provide water in canteen	Arrangement has been provided for water cooler in new college campus.	water cooler is provided in new college campus

Sr	Complaint	Solution	Remarks
1	Problem regarding quality of T.C.	problem was accepted by grievance cell	paid off the money. Student's Centre aware
2	Provision of chairs & tables in library section	Discussed in the grievance cell	for chairs, tables and other items of library section
3	Proposal of extension of the program	discussed with the grievance cell	proposed the same

### SESSION- 2018-19

Sr	Complaint	Solution	Remarks
1	if faculty change in section clearly information provided by the members	Complaint is communicated to grievance cell.	Attention of grievance cell after the meeting was held on 27th April 2019
2	arrangement of bus in college campus	It is not possible to arrange bus in college campus as per the request.	arrangement of bus was cancelled as per the request.
3	Decision about the extension of the program	the grievance cell talked the extension of the program was not possible.	the program was not extended.
4	Implementation of the program	the grievance cell was aware of the program.	the program was implemented.

Sr	Complaint	Solution	Remarks
1	Issue regarding quality of T.C.	Replacement of chalk & monitor the quality of chalk	Replaced the chalks of low quality & other delivery
2	In provide water in canteen	Arrangement has been provided for water cooler in new college campus.	water cooler is provided in new college campus



**Online Grievance :** <http://ssmv.ac.in/inc/grievance.php>

The screenshot shows a web browser window with the URL [www.ssmv.ac.in/inc/grievance.php](http://www.ssmv.ac.in/inc/grievance.php). The page features a blue header with a navigation menu including 'OVERVIEW', 'ABOUT THE INSTITUTE', 'PROGRAMS & ADMISSIONS', 'DEPARTMENTS', 'GALLERY', and 'REACH US'. Below the header is a secondary menu with 'MESSAGES', 'MANAGEMENT', 'STUDENTS ZONE', 'PLACEMENTS', 'ALUMNI ASSOCIATION', 'RESEARCH', 'IQAC', 'NAAC', 'NRF', 'LINKS', and a red 'Grievance Cell' button. The main content area is titled 'Send Your Grievance' and contains a form with the following fields: 'Name', 'Email Id', 'Contact Number', 'Enter Your Course/Branch/Year', and a large 'Message' text area. A blue 'Submit' button is located below the message field. At the bottom of the page, there are four underlined sections: 'DOWNLOADS', 'QUICK LINKS', 'SYLLABUS', and 'QUESTION PAPER'. The Windows taskbar at the bottom shows the time as 11:57 on 26-12-2019.



