



## St. Lawrence College of Higher Education

(AN ISO: 9001:2008 certified "A" Rated B.Ed. College for Girls Only)  
App. by N.C.T.E., Dir. of Hr. Education & Affiliated to GGSIP University, Delhi  
Geeta Colony Facility Centre, Delhi-110 031  
Ph: 9310042100, 7827616100, 011-32542100, 011-32003207  
Website: [www.stlawrence.in](http://www.stlawrence.in) Email: [helpdesk@stlawrence.in](mailto:helpdesk@stlawrence.in)

### Annexure 10(2): Framework for Student's Grievance Redressal Mechanism

#### 10(2)(1) Meeting for Collegiate Student Grievance Redressal Committee (CSGRC)

A meeting was held in the Principals office at St Lawrence College of Higher Education on 15<sup>th</sup> September, 2022 at 11:00 am. The meeting was attended by the members and B.Ed. Students(Session 2021-2022).

#### Agenda of the meeting:

1. Composition of **CSGRC** as per UGC NOTIFICATION dated 6th May, 2019
2. To elect students representative from among the B.Ed students who was to be nominated by the Principal based on the academic merit, excellence in sports/performance in co-curricular for Collegiate Student Grievance Redressal Committee(CSGRC) (For two years)
3. Making of Quorum for the meeting of Collegiate Student Grievance Redressal Committee.

#### Attended by:

1. Dr. Vijayshri Bhati-Principal
2. Ms. Renu Rohilla
3. Ms. Kanika Arora
4. Ms. Jyoti



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### MINUTES OF THE MEETING

#### Composition of the Collegiate Student Grievance Redressal Committee (CSGRC)

Sno	Name	Contact Number	Email ID
1.	Prof Dr. Vijayshri Bhati	9910864530	<a href="mailto:vijayshri.bhati@gmail.com">vijayshri.bhati@gmail.com</a>
2.	Ms. Renu Rohilla – Assistant Professor	9810744928	<a href="mailto:rohillarenu82@gmail.com">rohillarenu82@gmail.com</a>
3.	Dr. Amita Juliet Toppo – (Member)– Associate Professor	9910299620	<a href="mailto:amita.toppo@gmail.com">amita.toppo@gmail.com</a>
4.	Ms. Shweta Das (Member)- Assistant Professor	9899398503	<a href="mailto:das.shweta07@gmail.com">das.shweta07@gmail.com</a>
5.	Abhilasha Rastogi (Student) Special Invitee	9540429378	<a href="mailto:rustagi.abhilasha04@gmail.com">rustagi.abhilasha04@gmail.com</a>



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10(2)(2)

### **CIRCULAR**

#### **Greetings!**

All the B.Ed.Students of session 2021-2023 are hereby informed that on 19<sup>th</sup> September 2022 election for a Special Invitee in Collegiate Student Grievance Redressal Committee (CSGRC) will be held.

You can cast your vote in favour of your candidate out of the 3 nominated candidates mentioned below:

1. Ekambra
2. Abhilasha Rastogi
3. Mansi

**Venue :** Multipurpose Hall

**Time:** 12:00 PM – 3:00 PM

Results will be announced on 20<sup>th</sup> September in the assembly



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### NOTICE

All the students and faculty are hereby informed that out of 3 candidates who contested the elections for Special Invitee majority of votes were in favour of Abhilasha Rastogi .So, it has been decided to choose **Abhilasha Rastogi as Special Invitee** to join Collegiate Student Grievance Redressal Committee.

Holding the position of Special Invitee will become as bridge between students and the Administrator of college.

**Congratulations!** Abhilasha Rastogi

Dr. Vijayshri Bhati  
Principal



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10(2)(3)

### GRIEVANCES / ISSUES

Date	Issues	Action taken report
6 <sup>th</sup> Sept 2022	Grievances from group of students regarding lack of sports facilities and conduct of yoga classes	College has appointed a physical education instructor to train the students in sports activities. Sports period were duly allotted in the Timetable and every Friday morning First & Second period were set aside for yoga classes. A budget was prepared for New Sports items and other sports activities for Sports Day was planned. (Pic of Yoga in college Premises in November 2022)
20 <sup>th</sup> Oct 2022	A written grievance was put in the suggestion complaint box regarding the installation of sanitary vending machine in the Girl's toilet.	On 1 <sup>st</sup> November 2022 a sanitary vending machine was duly installed to facilitate girl's students.
12 <sup>th</sup> Dec 2022	A verbal grievance by Internship students were put across at a meeting of CSGRC regarding school authorities not giving the teachers trainee the classes of IX and X as per their required teaching subjects	The matter was raised in the combined meeting of CSGRC and Internship Incharge, the matter was resolved by Ms. Renu Rohilla by visiting the concerned School and discussing it with the respective school taken up for Internship.
18 <sup>th</sup> Jan 2023	A section of students performed poorly in the internal examination (Theory) as well as practical, so they were mentally stressed and gave written complaint to conduct special remedial classes and a counsellor to boost up their self-esteem,	It was decided in the CSGRC meeting held on 20 <sup>th</sup> Jan 2023 that the following measure would be undertaken for helping students : 1 Bridge courses were prepared by the concerned

		<p>faculty member respectively in helping students to come at par with the rest of the class.</p> <ol style="list-style-type: none"><li>2. Remedial lectures, tutorials, assignment were conducted for weak students</li><li>3. They were asked to solve previous years question paper</li><li>4. A guest lecture was arranged on the “ Enhancing, effective communication skills”</li><li>5. A counselling session by Ms. Simajeet Kaur (Councillor ) was arranged on every Friday to meet the emotional stress of teachers trainees</li></ol>
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**10(2)(4)**

There is a full time regular counsellor who conducts counseling sessions for redressal of aggrieved students on every Friday in last two periods. The counsellor (Ms. Simanjeet Singh) has competently counseled the students regarding problems of concentration in studies, combating stress related life styles, low self-esteem. Students have really benefited with her counseling sessions where she has met successfully the emotional needs of the aggrieved students (their personal problems, interpersonal problems).

**10(2)(5)**

The institute has published, notified prominently the details of SGRC on website and admission prospects, though there is a time gap in uploading of information between 23.05.2019 and 2022.

**10(2)(6)**

Students are duly satisfied with the effectiveness of CSGRC ( as reflected in the photographs of the events enclosed within).Since there has not been any major issue regarding admission procedure, or examinations, all the other minor issues were being dealt with empathetically and with humane touch.

**10(2)(7)**

As reported in parameter (5) there was a gap between time period of 23.05.2019 and 2022.

**10(2)(8)**

Directions of the University with reference to redressal of student grievances are complied at the college level.