



SLCHE FRAMEWORK FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM

B.Ed Session 2023-25 and 2024-26



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 Email: helpdesk@stlawrence.in

Policy

STUDENTS GRIEVANCE REDRESSAL MECHANISM

Any student of the College who has any grievances regarding college academic and infrastructural facilities needed for their best academic achievements can approach the Student Grievance Redressal cell at the College. Any student of the College aggrieved by any acts of sexual harassment, misconduct or ragging can approach the Student Grievance Redressal cell. Further, any student who is aware of any violations must report the same to the Cell. The Cell shall consist of members as appointed by the Principal. Said grievance must be in writing and should be made within 60 days from the day of the alleged violation. The Cell shall take cognizance of the grievance and inform the Committee formed to enforce this Code or the Internal Complaints Committee, in cases of any sexual harassment complaints. The college closely follows the regulations of UGC (Grievance Redressal) Regulations, 2018.

1. The college provides adequate and ample platforms for its different stakeholders to raise their grievances. The college insists on convening regular open houses for all the departments.
2. In order to resolve any confusion and grievance related to admission to various academic programmes special help desk should be arranged. Any breach in the reservation policy in admission should be directly informed to the principal.
3. Grievance related to fee payment, caution deposit, etc. should be dealt by the respective committees like admission and office, and should be reported to the principal according to the seriousness of the issues.
4. Complaints related to various offices of the college including the principal can be informed directly to the manager of the college.
5. Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college.
6. Manual of the college should be published in print form and online.
7. Grievance Redress Cell convenes frequent meetings to monitor the grievance redress activities of the institution.



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The Students Grievance Redressal Cell of St. Lawrence College of Higher Education has been set up in accordance to the UGC regulation, 2012. These regulations were aimed at addressing and effectively resolving the grievances of the students related to Higher Education Institutions.

The Students Grievance Redressal Cell (SGRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time

The Students Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.



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RECONSTITUTION OF SGRC COMMITTEE
B.Ed Session 2023-25 (semester I)

<u>Sr. No.</u>	<u>Name</u>	<u>Designation</u>	<u>Contact No.</u>	<u>Email Id</u>
1.	Prof. (Dr.) Vijayshri Bhati (Principal)	Presiding Officer	9910864530	helpdesk@stlawrence.in
2.	Ms. Renu (Asst. Prof.)	Member	9810744928	helpdesk@stlawrence.in
3.	Ms. Kanika Arora (Asst. Prof.)	Member	9999720662	helpdesk@stlawrence.in
4.	Ms. Debudutta Pal Chawdhary (Asst. Prof.)	Member	8777725991	helpdesk@stlawrence.in
5.	Ms. Ayushee Gupta (Asst. Prof.)	Member	9540429378	helpdesk@stlawrence.in
6.	Ms. Anshi Chandra (Asst. Prof.)	Member	9555834282	helpdesk@stlawrence.in
7.	Ms. Mahima Jain (Asst. Prof.)	Member	7065759355	helpdesk@stlawrence.in
8.	Ms. Ritu (Non-teaching)	Member	8447420501	helpdesk@stlawrence.in
9.	Aditi Verma	Student Representative	9711903403	helpdesk@stlawrence.in
10.	Bhanvi	Student Representative	9811229709	helpdesk@stlawrence.in

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OBJECTIVES:

SGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Institute.

Following are the important objectives of SGRC:

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.
7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the college. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.



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SCOPE:

The SGRC deals with Grievances received in writing from students about any of the following matters:

- **Academic matters**
- **Financial matters**
- **Library matters**
- **Infrastructure and Amenities matters**

FUNCTIONS:

1. The cases are attended promptly on receipt of grievances from the students.
2. The cell formally reviews all cases and will prepare statistical reports about the number of cases received.
3. The cell gives report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

POWERS:

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.
- In case the members fail to find out any solution then the matter is referred to the Principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.



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NATURE OF GRIEVANCE:

1. Academic grievance

- Issues related to course registration
- Issues about change of pedagogy subjects/ optional subjects
- Examinations related issues
- Issues related to applying/ receiving certificates

2. Administrative decisions, services or facilities

- Issues related to canteen
- Issues related to sports
- 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

PROCEDURE FOR LODGING COMPLAINT:

- The students feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell acts upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell assures that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Sample Grievance Application Form:



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Complaint/ Grievance Intimation Form

Name of the Complainant :	
Phone Number :	
Describe your complaint/grievance.	
Signature:	Date:



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Working of SGRC:

Students Grievance Redressal committee (SGRC) convenes meetings periodically and takes steps to redress the grievances of all students of the college

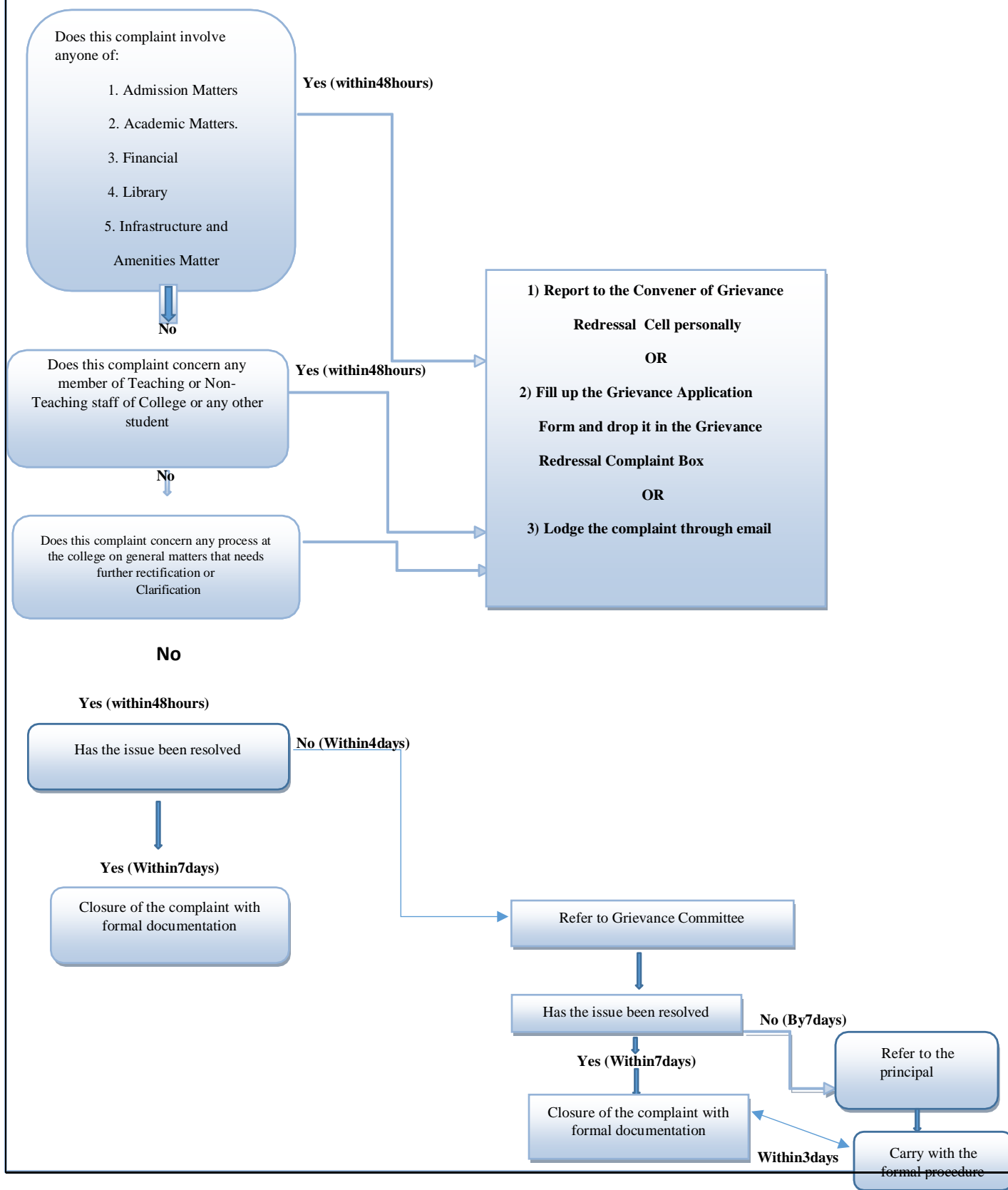
- The SGRC shall consider only individual grievances of specific nature of students.
- The SGRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one student.
- The SGRC may mediate between complainant and defendant against who the complaint has been made, if required.
- SGRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.



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The working of the cell in St. Lawrence College of Higher Education can be described by the following flow chart

COMPLAINTS HANDLING FLOW CHART OF STUDENTS





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MINUTES OF GRIEVANCE CELL

Minutes of the meeting of Grievance cell for the academic Session 2024-2026 (Semester I) held on 23/ 09/2024 (Monday) in Principal room

The meeting of the grievance cell constituted for the academic session 2024-2026 was held on 23/ 09/2024 (Monday) in Principal room to discuss on the agenda.

The following members were present:

1.	Prof. (Dr.) Vijayshri Bhati (Principal)	Presiding Officer
2.	Ms. Ayushee Gupta (Asst. Prof.)	Member
3.	Ms. Anshi Chandra (Asst. Prof.)	Member
4.	Ms. Mahima Jain (Asst. Prof.)	Member
5.	Aditi Verma	Student Representative
6.	Bhanvi	Student Representative

The meeting of the Grievance Cell of the college for the session 2024-2026 was started at 1:30 p.m. under the chairmanship of the principal ma'am. The meeting was started by taking the items of the agenda.

Agenda:

1. Actions to be initiated to solve the problem regarding toilet facility submitted by our student in college.
2. Actions to be initiated for solving the problem regarding drinking water machine submitted by our students in college.
3. Miscellaneous

Nature of grievance: Infrastructure

Item no.1

Regarding complaint number-1: it was decided that the college authority will act promptly as soon as possible to solve the problem regarding drinking water facility submitted by the students, it was decided in the meeting that the college authority look into this matter.

Item no.2:

Regarding complaint number-2: it was decided that the college authority will act promptly as soon as possible to solve the problem regarding lighting facility submitted by our students. It was decided in the meeting that the college authority look into this matter.

Since there were no other matters for discussion, the meeting was ended with regard to all the members present.

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MINUTES OF GRIEVANCE CELL

Minutes of the meeting of Grievance cell for the academic Session 2024-2026 (Semester I) held on 11/ 10/2024 (Friday) in Principal room

The meeting of the grievance cell constituted for the academic session 2024-2026 was held on 11/ 10/2024 (Friday) in Principal room to discuss on the agenda.

The following members were present:

1.	Prof. (Dr.) Vijayshri Bhati (Principal)	Presiding Officer
2.	Ms. Renu (Asst. Prof.)	Member
3.	Ms. Kanika Arora (Asst. Prof.)	Member
4.	Ms. Debudutta Pal Chawdhary (Asst. Prof.)	Member
5.	Aditi Verma	Student Representative
6.	Bhanvi	Student Representative

The meeting of the Grievance Cell of the college for the session 2024-2026 was started at 1:30 p.m. under the chairmanship of the principal ma'am. The meeting was started by taking the items of the agenda.

Agenda:

1. Actions to be initiated to solve the problem regarding availability of current magazines and few indoor games in the common room submitted by our students in the SGRC cell.
2. Miscellaneous

Nature of grievance: Facilities in GCR

It was decided that the college authority will act promptly to solve the grievance and as a result it was decided in the meeting that more current magazines and also few indoor games were duly kept in the GCR

Since there were no other matters for discussion, the meeting was ended with regard to all the members present.

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MINUTES OF GRIEVANCE CELL

Minutes of the meeting of Grievance cell for the academic Session 2023-2025 (Semester IV) Session 2024-2026 (Semester II) held on 17/ 01/2025 (Friday) in Principal room

The meeting of the grievance cell constituted for the academic session 2023-2025 and session 2024-2026 was held on 17/ 01/2025 (Friday) in Principal room to discuss on the agenda.

The following members were present:

1.	Prof. (Dr.) Vijayshri Bhati (Principal)	Presiding Officer
2.	Ms. Renu (Asst. Prof.)	Member
3.	Ms. Deepti (Asst. Prof.)	Member
4.	Ms. Ritu (Non-teaching)	Member
5.	Aditi Verma	Student Representative
6.	Bhanvi	Student Representative

The meeting of the Grievance Cell of the college for the session 2024-2026 was started at 1:30 p.m. under the chairmanship of the principal ma'am. The meeting was started by taking the items of the agenda.

Agenda:

1. Actions to be initiated to solve the problem regarding uninterrupted internet facility submitted by our students in the SGRC cell.
2. Miscellaneous

Nature of grievance: Infrastructural and ICT

It was decided that the college authority will act promptly as soon as possible to solve the problem regarding uninterrupted internet facility submitted by our students.

Since there were no other matters for discussion, the meeting was ended with regard to all the members present.

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GRIEVANCES/ ISSUES (B.Ed Session 2024-26)

Sr. No.	Issues	Action taken report
1.	As Tanya Singh (Enrolment no. 03399902124, B.Ed Batch 2024-26) who was allotted Pedagogy of Mathematics on the basis of her B.Com and BCA degrees, though she was bit reluctant in the beginning but immediately after 2-3 classes in pedagogy of mathematics, she found it difficult to cope up with the pedagogy of mathematics so she was anxious and confused. As a result she discussed her issue of changing her pedagogy subject from teaching of mathematics to teaching of social science with her mentor Ms. Kanika Arora (Assistant Professor). She was really very enthralled and happy.	So in this case after rectification, Tanya was offered Pedagogy of Social Science as requested by her.
2.	As Priyanshi Panchal (Enrolment no. 02399902124, B.Ed Batch 2024-26) who initially chose Pedagogy of Social Science at the time of distribution of pedagogy subjects in the beginning of Semester II on the basis of her graduation i.e., B.Com but as she had already appeared in M.Com final exam but eagerly waited for her result, fortunately, as after couple of days, her M.Com result was declared and finally she requested to change her option from pedagogy of Social Science to Pedagogy of Commerce to her mentor Ms. Mahima Jain.	So in this case after rectification and counseling with the concerned faculty Ms. Mahima Jain (Assistant Professor) Priyanshi Panchal was offered Pedagogy of Commerce as requested by her.

3.	<p>As Sonam (Enrolment no. 04499902124, B.Ed Batch 2024-26) who had initially opted to choose pedagogy of Science on the basis of her graduation in Computer Application (BCA). But after attending pedagogy of Science class, she realized that she was not able to adjust in the same, so she was dissatisfied with her chosen option. Anxiously, she reached out to her mentor Ms. Kanika Arora (Assistant Professor) who listened to her patiently and after revising her utter confusion, helped her out in changing pedagogy subject from Science to Mathematics to her great relief and satisfaction.</p>	<p>So in this case after rectification and counseling with the concerned faculty Ms. Kanika Arora (Assistant Professor) Sonam was offered Pedagogy of Mathematics as requested by her.</p>
4.	<p>Arisha (Enrolment no. 01799902123, B.Ed Batch 2023-25) unfortunately met with an accident in October 2024 and her leg was fractured after proper treatment and rest, when she rejoined the college she requested her mentor Ms. Kanika Arora (Assistant Professor) to allow her to use the lift till she gets fully recovered. She lodged her complaint and after discussion with her she availed the facility of lift.</p>	<p>Proper assistance was provided to Arisha by her mentor Ms. Kanika Arora (Assistant Professor) who permitted her to use the lift. A genuine concern was shown by the mentor in this case.</p>
5.	<p>Avni Chaturvedi (Enrolment no. 01399902124, B.Ed Batch 2024-26) lost her wrist watch on 23rd January 2025 while rehearsing for Republic Day Celebration. She was worried and tensed as it was an expensive Titan watch. She discussed the matter with her mentor Ms. Renu (Assistant Professor) who advised her to report the matter to the 'lost and found' in-charge. To her pleasant surprise, her watch was found by the non-teaching staff (sweeper) in the college premises and her mentor.</p>	<p>A genuine concern was shown by the concerned mentor Ms. Renu (Assistant Professor). She was highly obliged and thankful to the 'lost and found' in-charge.</p>

6.	<p>Karishma (Enrolment no. 02299902123, B.Ed Batch 2023-25) lost her earphone on 14th Feb 2025 in the college premises during Art & Craft workshop organized by Pedilite. She was very upset and tensed due to this loss so as a result she discussed this matter with her mentor Ms. Deepti Singh (Assistant Professor), who counseled her to fill the complaint/ grievance intimation form. A notice was pasted regarding her lost property on the notice board. To her pleasant surprise, the very next day, one of the non-teaching staff found earphone lying near a potted plant while sweeping.</p>	<p>The non-teaching staff handed over the lost earphone to Ms. Deepti Singh (Assistant Professor), who gave the earphones to Karishma during assembly. She was overwhelmed with joy.</p>
7.	<p>Khushboo Kumari (Enrolment no. 03399902123, B.Ed Batch 2023-25) had lost her admit card during her theory examination at her examination center. She was extremely worried and anxious so after examination, she came to the college from the center to meet her mentor Ms. Renu (Assistant Professor) seeking help by providing duplicate admit card. Ms. Renu went out of her way to help her in the time of grave crisis, she explained the procedure for getting the re-issuance of the duplicate admit card. After prompt intervention from the principal ma'am of the college Dr. Vijayshri Bhati, the grievant was duly sorted out. After receiving the duplicate admit card Khushboo felt really grateful to the concerned college authorities for their kind cooperation.</p>	<p>Her issue was patiently listened and addressed by her mentor Ms. Renu (Assistant Professor) and Prof. (Dr.) Vijayshri Bhati (Principal ma'am). She was issued a duplicate admit card.</p>

