



STUDENT GRIEVANCE REDRESSAL COMMITTEE REPORT(SGRC) – 2023-24

The college has established a Student Grievance Redressal Committee (SGRC), in accordance with the regulations of the University Grants Commission. With a commitment to provide a mechanism for redressal of students' grievances and ensure transparency and good atmosphere for all round development of the students. The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the students.

THE OBJECTIVES OF THE GRIEVANCE CELL ARE THE FOLLOWING:

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

STUDENT GRIEVANCE REDRESSAL MECHANISM

The students can make an appeal/complaint against any grievance. Such an appeal may be made to the principal of the college on a prescribed form, and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal committee, chaired by the College Principal. Grievance Redressal Committee is headed by the principal of the college Prof. (Sr.) Molly Abraham. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library wherein the students can drop their suggestions and complaints/ appeals, with or without revealing their identity, for improving academics/ administration in the college. These boxes are placed at prominent places and are not under CCTV surveillance. The College website has an online Grievance Redressal form, for registering academic as well as non-academic complaints. This is introduced to enable the students to express their grievances easily without delay.



*Student Grievance Redressal Committee
St. Bede's College, Shimla, (H.P)*

MEMBERS OF THE GRIEVANCE REDRESSAL COMMITTEE 2023-24

Principal	Prof. (Sr.) Molly Abraham	0177- 2642304
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Assistant Professor	Dr. Ashwani Kumar	9569090566
Assistant Professor	Dr. Pankaj Aashish	9817051965
Assistant Professor	Mr. Mohit Kumar	8894391960
Student	Pallavi Chauhan	780702185

ACTION TAKEN REPORT 2023-24

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
The students wanted a reduction in the timings of duration of the classes from 1 hour to 45 minutes.	The duration of the classes has been reduced to 50 minutes.
Students suggestion for addition in items in the menu of the college canteen.	A meeting was held with the college Canteen Committee. The manager of the canteen also attended the meeting, he was told to consider the suggestions made by the students.
The students suggested that the 'Journal of Management' should be subscribed to by the college library.	The library has subscribed to the 'Journal of Management'.
The students wanted a heating system in the college library.	Three gas heaters have been kept in the library for the students.

Convenor

G. Mahendra
29/05/24

Mollym
29/05/24
Principal
Principal
St. Bede's College
Shimla