



S.T. COLLEGE of Education

Recognized by ERC, NCTE, Bhubaneswar & Affiliated to MMHA&PU, BSEB, Patna

Minutes of the Meeting No. - 01

Date - 03/10/2021

Time - 02:00 PM

Venue - Conference Room

Presided over by

Dr. Nagendra Rama

Principal (STCE)

⇒ Introduction:-

The Grievance & Redressal Committee of S.T. College of Education is held on 03rd October, 2021 at Conference Room in the presence of Dr. Nagendra Ram and the members were participated is mentioned below. As per the discussion in the meeting the following are the objectives and processes of the Grievance and Redressal Committee as follows:-

Objectives:-

- (a) To provide a mechanism to address student-teachers grievances.
- (b) To take measures to solve the problems faced by student-teacher.
- (c) To create a platform where students can point out their problems regarding academic matters.
- (d) To upload the dignity of the college by promoting cordial student-student relationship, student-teacher relationship & student-non-teaching relationship and teacher-teacher relationship.
- (e) To develop a responsive and accountable attitude among the stakeholders there by maintaining a harmonious atmosphere in the college campus.
- (f) To get suggestions from the student, teachers and staffs for improvement.
- (g) To ensure that the views of each grievance and respected promote collegiality among the different stakeholders to remain for the benefit of the students and better benefit of society as a whole.
- (h) Take necessary steps for improvement in the light of grievances.

Functions:-

- (a) To ensure the grievances are heard and discussed by the committee.
- (b) To decide the adequate and required punishment for the guilty.
- (c) To ensure that the Anti-Ragging Policy is adhered and any relevant complaint is resolved in priority.
- (d) To avoid any kind of malpractices conducted in the institution and resolve each situations by conducting Root Cause Analysis (RCA).
- (e) To take improvement inputs on regular intervals from the stakeholders at the institution which includes the students, teaching and non-teaching staff.

Activities Conducted:-

- (a) Address the student-teachers' grievances with teacher-educators in the Redressal Committee and the Principal.
- (b) Monthly check of the suggestion box and conveying the suggestions/grievances to the Grievance and Redressal Committee.

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- (c) Conducting of group as well as Personal Guidance and Counselling sessions.
- (d) Conducting of regular Monitoring sessions by mentors.
- (e) The Grievance and Redressal Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairperson or at the request of the other members to discuss the various issues received.
- (f) At least three members of the Grievance and Redressal Committee shall be present in a meeting.
- (g) If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance and Redressal Committee shall not participate in the deliberations regarding that individual case.
- (h) If the aggrieved person happens to be a member of the Grievance and Redressal Committee, then he/she shall not participate in the deliberations as a member of the committee when his/her representation is being considered.
- (i) The students are the main stakeholders in any institution imparting education and it's our endeavour to make all efforts to ensure transparency in all the activities at different stages.
- (j) Taking this spirit in consideration the institute has decided to provide mechanism to students for Redressal of their grievance as under: -

- The grievances may broadly include the following complaints of the aggrieved students: -

- (i) Academic
- (ii) Non-Academic
- (iii) Grievance related to Assessment
- (iv) Grievance related to victimization.
- (v) Grievance related to charging of fees.
- (vi) Grievance related to Attendance.
- (vii) Grievance regarding conducting of examinations.
- (viii) Harassment by colleague students or the teachers etc.

- It is good to air a grievance rather than to keep it bottled up. Protection of human rights is essential for all round development of an individual's personality to realize the primary needs of the students and staff and secure civil liberties for everybody.

Procedure:-

- (a) The Grievance and Redressal Committee shall consider the appeal of the student and make appropriate recommendations to the chairperson within a reasonable time, preferable within 15 days. On approval by the chairperson the final decision shall be communicated to the students.
- (b) The members need to study the case and suggest appropriate remedy.
- (c) If the plaintiff is not satisfied, then the case shall be escalated to the Redressal Officer/Co-ordinator/HOD/Principal/Chairperson.
- (d) While dealing with the complaint, the committee at all levels shall observe law of natural justice and hear the complaint and concerned people.
- (e) While passing an order on any grievance at any level, the relevant provisions of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.
- (f) The aggrieved members shall submit his/her petition to chairman, Grievance Redressal Committee in a sealed envelop marked "confidential."
- (g) In case of false and frivolous complaint (if proved), the Grievance and Redressal Committee will recommend chairperson to take appropriate action against the complaint.



(h) The committee will assure that the grievance has been properly solved in a stipulated time limit.

⇒ **Members Present:-**

Sl. No.	Name of Members	Signature
01.	Dr. Nagendra Ram (Principal/Chairperson)	
02.	Mr. Narendra Kumar (Asst. Prof.)	
03.	Mr. Chandrashekhar Nath Jha (HOD)	
04.	Mr. Pintu Kumar (Asst. Prof.)	
05.	Mr. Shilnidhi (Asst. Prof.)	
06.	Mr. Saroj Kumar (Lecturer)	
07.	Ms. Kumari Shivani (Office cum Computer Operator)	
08.	Mr. Ali Perwez (Office cum Account Assistant)	
09.	Mr. Rahul Kumar (Librarian)	
10.	Dr. Shahina Khan (Secretary)	
11.	Ms. Soni Kumari (Students Representative)	
12.	Ms. Annu Kumari (Students Representative)	

• **Agenda 1 :-**

Formation of the Grievance and Redressal Committee of S.T. College of Education.

• **Resolution :-**

As per discussion regarding to the selection/constitute of the chairman and co-ordinator for the Grievance and Redressal Committee according to that the following are the members of the Committee as follows: -

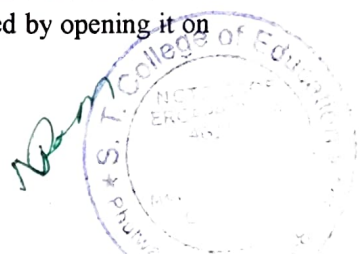
Sl. No.	Name of Members (Present)	Department	Designation
1.	Mr. Chandrashekhar Nath Jha (HOD/Principal in-charge)	D.El.Ed	HOD cum Chairperson
2.	Mr. Shilnidhi (Asst. Prof.)	B.Ed.	Co-ordinator cum Faculty Member
3.	Mr. Narendra Kumar (Asst. Prof.)	B.Ed.	Faculty Member
4.	Ms. Kumari Shivani (Office Assistant cum Computer Operator)	B.Ed.	Staff Member
5.	Ms. Soni Kumari	B.Ed.	Students Representative (B.Ed. Session-2020-22)

• **Agenda 2 :-**

Installing complaint-box in college premises.

• **Resolution:-**

In this context, it was decided that a complaint box should be made and installed at the appropriate place on the ground floor of the college and it should be monitored by opening it on every Saturday.



- **Agenda 3 :-**

Registering complaint through online link.

- **Resolution :-**

In this context it was decided that if any stakeholder wants to register his complaint in online mode, then a link should be uploaded on the website of the college through google form and it should be monitored by opening it on every Saturday.

- **Agenda 4 :-**

Preparing the format for registering complaint in offline mode.

- **Resolution :-**

In this context it was decided that if any stakeholder wants to register his complaint in offline mode, then a format should be uploaded on the website of the college which can be downloaded, and also hard copy should be made available from the front office.

- **Agenda 5 :-**

Fixing a definite time limitation for Grievance and Redressal.

- **Resolution :-**

As per discussion, it was decided that the complaint should be redressed within a minimum of seven days and a maximum of ten days.

- **Adjournment :-**

Meeting was adjourned at 04:00 PM and give vote of thanks by Mr. Shilnidhi.

- **Minutes submitted by :-** Mr. Shilnidhi.

- **Approved by :-** Dr. Nagendra Ram.


Principal

S. T. College of Education
Ahmed Raza Nagar, Kurkuri
Phulwari Sharif, Patna-801505

