

REPORT OF THE GRIEVANCE REDRESSAL COMMITTEE

It is for the information; a meeting of the grievance redressal committee was held on 3rd March 2022 in which the following agenda were discussed and actions were taken on same:

1. Revision of the Grievance Redressal and Counselling committee:

The composition of Grievance Redressal committee was revised on 3rd March 2022. The revised list is here by attached and the notice of same is here by enclosed.

S.No	Name	Designation	Department	Mobile
1	Ms. Richa Tyagi	Chairperson	Law	9868722720
2	Ms. Rashima Sharma	Coordinator	Law	8586815778
3	Dr . Bhakti	Counselor-Member	Management & Commerce	88979011055
4	Ms. Shweta Mittal	Psychologist-Member	Psychologist	8607277773
5	Ms. Ritika Kapoor	Member	CS & IT	9560988606
6	Ms. Geetika Mathur	Admin member	SSC	9560346370
7	Mr. Rohit Kumar	Member	Management & Commerce	8882417347
8	Ms. Sneha	Student member	BA LLB	6299884742
9	Ms. Pragya	Student member	BCA	8417825356

2. Elections of Student Representatives in the Committee.

As colleges are resumed physically, fresh elections were contested for student representatives in the committee. Every year we follow the procedure of selection of 4 Class representatives from each class on the basis of voting by all students of the class. A meeting of Grievance redressal committee with these class representatives was conducted for nomination and election of Student Representatives for Students Grievance Redressal Committee.

In the Meeting Class Representatives (CRs) of all the classes of all programmes were present. All 12 members were given 5 minutes time to present themselves why they should be elected in the front of all the remaining CRs and Students Grievance Redressal Committee members After all the presentations voting was done by all CRs in a democratic manner and Ms.Sneha (BALLB) and Ms.Pragya (BCA) won the election of Students representative in the SGRC committee.It was conducted in a very democratic and transparent manner to make it more successful.


Dr. Barkha Bahl

Director

DIRECTOR
Trinity Institute of Professional Studies
(Adj), 11-10 Pillar No. 11009, Institutional Area
Sector-9, Dwarka, New Delhi-110079


Ms. Richa Tyagi
Chairperson



TRINITY INSTITUTE OF PROFESSIONAL STUDIES

(Affiliated to Guru Gobind Singh Indraprastha University, Delhi)

Ranked "A" Institution of GGSIPU, Delhi

Recognised under section 2(f) of the UGC Act, 1956

NAAC Accredited "B++" Grade Institution

Ranked "A+" Institution by SFRC, Govt. of NCT of India

Ref.No TIPS/Grievance Redressal/2021-22/Notice 3

Date :04.04.22

NOTICE

It is for the information for all the students of Trinity Institute of Professional Studies that following are the student's representative in the SGRC .

1.Ms. Sneha (BALLB)
Contact no: 6299884742

2. Ms. Pragya (BCA)
Contact no: 8417825356


Signature of Director

DIRECTOR
Trinity Institute of Professional Studies
(Adj), Metro Pillar No. 1160, Institute
Sector-9, Dwarka, New Delhi-110028


Signature of Chairperson



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Ref.No TIPS/Grievance Redressal/2021-22/Notice 4

Date : 04.04.22

NOTICE

It is for the information for all the students of Trinity Institute of Professional Studies that for any personal and professional grievance, kindly contact :

S.no	Name	Designation	Contact Details	Availability
1.	Dr Bhakti Pawar	Student Counselor	Room no 604(A), sixth floor Contact no : 8897901055 Email id : Counselor@tips.edu	Monday to Saturday 9:am-5:pm
2.	Ms. Shweta Mittal	Psychologist	Grievance Redressal Committee Room , Ground floor Contact no: 8607277773 Email id: Psychologist@tips.edu.in	Monday to Saturday 9:am-5:pm


Signature of Director


Signature of Chairperson


Trinity Institute of Professional Studies
TIPS
Dwarka, New Delhi



TRINITY INSTITUTE OF PROFESSIONAL STUDIES

Ranked A+ Category Institute of GGSIPU & Approved by BCI, Delhi



MON-SAT 9AM - 5PM

Ms. Shweta Mittal

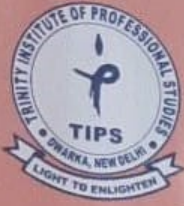
Psychologist

Mobile: +91 - 8607277773

Psychologist@tips.edu.in

Grievance Redressal Committee Room , Ground Floor

Shweta Mittal
DIRECTOR
Trinity Institute of Professional Studies
(A-3), Metro Pillar No. 1160, Institutional Area
Sector-9, Dwarka, New Delhi-110078



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Dr. Bhakti
Counselor

Mobile: +91 - 8897901055

Counselor@tips.edu.in

Room No : 604A, 6th Floor

Bhakti
DIRECTOR
Trinity Institute of Professional Studies
Pillar No 11607, Institute
Gwaraka, New Delhi

TRINITY INSTITUTE OF PROFESSIONAL STUDIES

NAAC Accrediated "B++" Grade Institution
Ranked "A" Category Institution by GGSIPU
Ranked "A+" Institution by SFRC, Govt. of NCT of Delhi
DWARKA INSTITUTIONAL AREA, SECTOR -9, NEW DELHI-75

11.09.19

NOTICE

Students kindly note that for any personal and professional grievance, kindly contact :

S.No.	Name	Designation	Contact No.
1	Dr. Vandana Malviya	Student Counselor	9871859909
2	Ms. Shivali Devgan	Psychologist	9899731393



Dr. Barkha Bahl
Addl. Director

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STUDENT GRIEVANCE REDRESSEL CELL (2018-19)

Student Grievance Redressal Cell at Trinity Institute of Professional Studies, Dwarka deals with the complaints lodged by the students. The Grievance Redressal Cell is empowered to look into the academic and non academic matters of students. The Grievance Cell has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among students and faculties to ensure the welfare of the students and the academic community of Trinity, Dwarka.

Functions

- The Committee will address all the complaints promptly and meticulously.
- Periodic report will be submitted to the higher authorities regarding the details of the complaints handled and the pending cases.
- The cell will follow the prescribed procedure for disposal of the complaint.


Procedure for lodging complaint

1. The Student can submit the complaint in writing directly to the cell or drop it in the complaint box. The complaint can be emailed to the email id of the Chair Person.
2. The Complaint will be disposed of within one month from the date of receipt of the complaint.
3. The committee will follow natural justice principles for handling the complaints.
4. The aggrieved student and the opposite party will be given an opportunity to present their case before the committee.

Students Grievance Redressel Committee :

S. No	Name	Remarks
1	Mr. Mahtab Alam	Chairperson
2	Ms. Sapna Thukral	Convenor-Secretary
3	Ms. Ritika Kapoor	Member –Expert
4	Ms. Ishmeet Kaur Taluja	Member
5	Ms. Nikita Rehan	Member

6	Ms. Swati Sharma	Member- Admn Dept
7	Navami	Student Member
8	Anurag Arora	Student Member



Dr. Vikas Rao Vadi
Director

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DWARKA INSTITUTIONAL AREA, SECTOR -9, NEW DELHI-75

STUDENT GRIEVANCE HANDLING MECHANISM

- The Institute is having a grievance redressal & counseling committee as per the instructions of Guru Gobind Singh Indraprastha University.
- Student Welfare cell is functional in the Institute to support the students.
- Mentor- Mentee System has been introduced in all the departments of the institution. Regular Mentor- Mentee meeting has been conducting in departmental level for counseling of students for their personal and professional issues.
- A "Student Counseling Cell" is also functioning in the institute to address and counsel the students for their grievances.
- Wooden Complaint boxes have been placed in all departments at prominent places for student's complaints. The complaint can also be submitted to the committee directly by the students.
- All students are free to contact the Director and the HODs of the departments any time for any advise for solving the grievances.



Dr. Vikas Rao Vadi
Director



TRINITY INSTITUTE OF PROFESSIONAL STUDIES

(Affiliated to Guru Gobind Singh Indraprastha University, Delhi)

& Approved by Bar Council of India, New Delhi

Sec – 9, Dwarka Institutional Area, Dwarka, New Delhi -110075

Tel: 011-45636921/22/23/24/25

GRIEVANCE REDRESSAL & COUNSELLING COMMITTEE

S.No	Name	Remarks
1	Mr. Mahtab Alam	Chairperson
2	Ms. Vaishali Sharma	Convener-Secretary
3	Ms. Ritika Kapoor	Member –Expert
4	Ms. Harshita	Member
5	Ms. Aarushi	Member
6	Ms. Himanshi Mehra	Member
7	Akansha	Student Mamber
8	Aditya Shanti	Student Mamber

Core Activities of the Committee

A proper mechanism to resolve any grievance received from staff or students in any respect.

In the interest of TIPS any anonymous problem by any member associated to the institute be entertained and resolved in amicable manner.

Organizing Counseling and mentoring sessions to the students.

Organizing career Counseling sessions by inviting experts from industry as well as from Reputed Higher Education Institutions/Colleges.

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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
SECTOR 16/C, DWARKA, NEW DELHI - 110078

GGSIPIU/2017-18/ 1039^{Legal}

Dated: 18/7/17

The Director/Principal
All Affiliated Colleges/Institutions of the GGS Indraprastha University

Subject: Advisory under Clause 3(ii)(d) of Statute 24 of the University.

Dear Sir/Madam,

The following advisory is hereby issued under Clause 3(ii)(d) of Statute 24 to all affiliated colleges and institutions for compliance and necessary action forthwith;

- a. The teachers and authorities of the Institution should maintain cordial, warm and confidence building relationship with the students in terms of Ordinance No. 32 of the Guru Gobind Singh Indraprastha University Act No. 09 of 1998. The Institution may also keep watch on such teachers and members of administration who are unable to build up such cordial and respectful relationship with students and appropriate remedial measures in the nature of counselling and short term training may be advised.
- b. Every letter /representation/e-mail in the nature of appeal by students should be attended with reformatory approach and sympathetic consideration. The Institute should inform the parents of the students by writing the letter intimating the shortage of attendance, which should be sent by speed post / registered post. The parents may also be informed by e-mail or telephonically about such cases.
- c. Institutions should be absolutely transparent in taking the decision on detention of students so as to avoid any suspicion of whimsical or selective action. The detention list should be displayed at least 10 working days before the commencement of the examination.
- d. Every institution should constitute 'Students' Grievance Redressal and Welfare Office'. It should be empowered to receive grievances from students, consider and address them within the framework of the prevailing rules and regulations with the perspectives of the welfare of the students. Such Committee constituted at the level of every college should be publicised and directed to regularly engage in welfare activities of the students, so as to gain the confidence of the students in its effectiveness and genuineness. Such College/Institution level Committee should be federated with the Directorate of Students' Welfare of the University which may supervise and advise

e. *Joain*
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c/12

them, actively engage them and assist them in redressing the grievances of the students from time to time.

- e. Any issue relating to arbitrary action, personal vendetta or personal grudges against students by any teacher / authority of the Institute should be earnestly looked into by 'Students' Grievance Redressal and Welfare Office' and it should be brought to the notice of Principal / Director of the Institute. If the issues are not resolved at the level of concerned college, the student should be advised to approach the Grievance Redressal Mechanism at the level of the University which shall act as the appellate mechanism.
- f. The University level Grievance Redressal Mechanism for the students, parents, faculty etc. related to affiliated colleges has been constituted and communicated to all concerned vide University letter ref. GGSIPU/Aff/Notification/180-L dated 11.01.2013. All the grievances, communications to the University level Grievance Redressal Mechanism should be addressed to the Convener of the Committee Dr. Neelima Markandey, Affiliation Branch, Administrative Block, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, Delhi 110078.

This issue with the approval of the competent authority.

C. Arvind
17-7-17
(C. Arvind)
Registrar

Copy to:

1. All the Directors/Principals of the affiliated colleges/institutions affiliated to GGS IP University
2. Members of the University Level Grievance Redressal Committee
3. All Deans, University Schools of Studies
4. Controller of Examinations
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Dr. Neelima Markandey, Convener, Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGS IP University
9. AR to Pro Vice Chancellor, GGS IP University
10. AR to Registrar, GGS IP University



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
SECTOR 16/C, DWARKA, NEW DELHI – 110078

GGSIPIU/2019-20/Legal/1916

Dated: 23/05/2019

To

The Director /Principal
All Affiliated Colleges/Institutions of the Guru Gobind Singh Indraprastha
University

Subject: Directions issued under clause 3(ii)(d) of Statute 24 of University.

Dear Sir/Madam,

In pursuance to the oral observations and directions of the Hon'ble High Court dated 17.05.2019 in WP (Crl.) 793/2017, the following directions are hereby issued for immediate compliance by all the affiliated Colleges/Institutions;

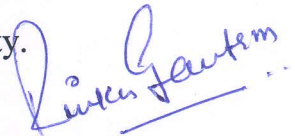
1. Publish the University's advisory dated 18-07-2017 and these present directions dated 23.05.2018 at a prominent and conspicuous place on their website. Compliance Report with copy of the website publication to be sent by 7:00 PM on 23.05.2019 by return email message.
2. Incorporate the University's advisory dated 18.07.2017 and these present directions dated 23.05.2018 in their Prospectus/Admission Brochure issued for the current academic session i.e. AY 2019-20, if necessary, in the form of an Addendum to an already issued Prospectus/Admission Brochure. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.

3. Mention at prominent and conspicuous place in their respective Prospectus/Admission Brochure for current Academic Year 2019-20 and their websites the full details about University's Student Grievance Redressal Committee and College/Institution Level Grievance Redressal Committee. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.
4. The College/Institution Level Grievance Redressal Committee should adhere to the principles of natural justice in its proceedings and dispose of all grievances as expeditiously as possible; but no later than four weeks of its receipt. The Colleges /Institutions should hold meeting of Grievance Redressal Committee at least once every three months. The procedure for filling complaints, procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances shall be published on its website, Admission Brochure and Prospectus at a prominent and conspicuous places. Compliance Report with a copy of the document laying down the procedure be sent to the University within a week.
5. Immediately include elected student representative in the College/Institution level Grievance Redressal Committee and re-notify the newly constituted Committee at prominent and conspicuous places. All the Colleges and Institutions shall adopt the UGC (Grievance Redressal) Regulations 2012. The reconstituted Grievance Redressal Committee which includes the elected student representative and also complies with the provisions of the UGC (Grievance Redressal) Regulations 2012 shall be notified on their respective websites at prominent and conspicuous places. Compliance Report with copy of the re-constituted Grievance Redressal Committee be sent to the University before 15th September of each year.
6. Engage the services of medical practitioner(s) including specifically a Psychiatrist, a Psychologist and a professional Student Counsellor for regular consultation with students within the premises of the College/Institution.

Compliance Report to be sent to the University within two weeks from the commencement of the new Academic Session every year.

7. Maintain comprehensive, meticulous and verifiable documentation of all the compliances of the above directions, including documentation of the proceedings of the Grievance Redressal Committee and the services rendered by the professional medical practitioners such as Psychiatrist, Psychologist and professional Student Counsellors.
8. The documentation of the compliances of the aforesaid directions shall be subject matter of audit and evaluation by the University through the existing mechanisms of Joint Assessment Committees (JACs), the Academic Audit Committees or such other mechanism as deemed fit by the University from time to time.
9. The Convener of the University Level Grievance Redressal Mechanism shall ensure comprehensive and verifiable documentation of all compliance reports submitted by the affiliated Colleges/Institutions from time to time.

This issues with the approval of the Competent Authority.



(Rinku Gautam)

Registrar

Registrar

G. G. S Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Copy to:

1. All the Directors/Principals of the affiliated colleges/ institutions affiliated to GGSIP University.
2. Members of the University Level Grievance Redressal Committee.
3. All Deans, University School of Studies.
4. In-charge (Affiliation), GGSIP University.
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Convener, University Level Students' Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGSIP University
9. AR to Pro Vice Chancellor, GGSIP University
10. AR to Registrar, GGSIP University.
11. In-Charge, Server Room for notification on the University website.