

MODERN COLLEGE OF PROFESSIONAL STUDIES

Mohan Nagar Ghaziabad

Affiliated to Chaudhary Charan Singh University, Meerut



www.moderncollege.org

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0120-4900197

Criterion 5 Student Support and Progression

Key Indicator 5.1 Student Support

5.1.4: The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases
Implementation of guidelines of statutory/regulatory bodies
Organisation wide awareness and undertakings on policies with zero tolerance
Mechanisms for submission of online/offline students' grievances
Timely redressal of the grievances through appropriate committees



MODERN COLLEGE OF PROFESSIONAL STUDIES

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ANAND INDUSTRIAL ESTATE, MOHAN NAGAR, GHAZIABAD-201007 (U.P.)

Email : info@moderncollege.org | Website : www.moderncollege.org

Date:16-04-2024

Notice

All the members of the Grievance Redressal Cell are hereby informed that a meeting is scheduled to be held on 17-04-2024 at 3 PM in conference room to discuss the following agendas:

1. Infrastructure and Maintenance related Grievances
2. Examination related Grievances (University Examination)
3. Examination related Grievances (Internal Examination)
4. Any other point with the permission of the chairperson

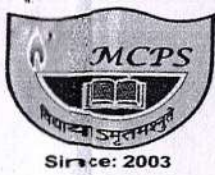
The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1.	Dr. Subodh Bala Gupta	Coordinator	
2.	Dr. Neha Chaudhary	Member	
3.	Mr. Anuj Kumar Sharma	Member	
4.	Mr. Arvind Kumar Pandey	Member	
5.	Mr. Vijay Garg	Member	
6.	Bhoomi Goswami (Student BBA)	Student Member	
7.	Karan Rawat (Student BCA)	Student Member	

Dr. Subodh Bala Gupta
Coordinator

Co-Ordinator, IQAC
Modern College of Professional Studies
Mohan Nagar, Ghaziabad

PRINCIPAL
Modern College of Professional Studies
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Ph. No. : 0120-4900197_4981029
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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 18-04-2024

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2023-24 was convened on 17th April, 2024 at 3 PM in the Conference Room of the College. The meeting was chaired by the Principal, Prof. (Dr.) Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting.

Agenda of the Meeting:

Item 1 Infrastructure and Maintenance related Grievances

- Mr. Anuj Kumar Sharma initiated the discussion on the importance of maintaining air conditioners in staff rooms to ensure a comfortable working environment. It was decided that a maintenance schedule would be established, and a contract with a reliable service provider would be arranged. Mr. Arvind Kumar Pandey was assigned to oversee the maintenance schedule and ensure all staff rooms are equipped with properly functioning air conditioners.
- Dr. Neha Chaudhary proposed the installation of sanitary napkin vending machines in all female restrooms across the campus. Mr. Anuj Kumar Sharma seconded the proposal. It was decided that the machines would be installed by the end of this semester. Mr. Vijay Garg was assigned the responsibility to oversee the procurement and installation process.
- Mr. Vijay Garg brought up the need for installing and maintaining coolers for security guards to ensure their comfort during their shifts, especially during the summer months. The members discussed potential locations for cooler installation, prioritizing the guard post that receive the most sunlight and heat. Ms. Bhoomi Goswami was assigned to coordinate the installation and ensure regular maintenance checks are conducted.

Item 2 Examination related Grievances (University Examination)

- The cell received a grievance from a student of the M.Ed. third semester who filled incorrect course codes in the examination form. The student mistakenly filled course codes 3003 and 3004 instead of the correct codes 3005 and 3006. As a result, the college could not upload the marks on the university portal for the correct courses. The student's attendance in courses 3005 and 3006 has been verified. Mr. Vijay Garg is assigned the responsibility to liaise with the affiliating university to expedite the correction process and ensure the student's academic record is updated accurately.
- A grievance was received from a student of M.Ed. third semester who is shown as absent in the internal exam on the university portal. The student's claim of attending the exam have been verified by checking the attendance records and internal assessment records. It was decided that this issue would be forwarded to the affiliating university for prompt redressal of the student's problem.



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Item 3: Examination related Grievances (Internal Examination)

Grievances have been received about internal examinations question papers to be too lengthy, and containing questions that are out of syllabus. A few grievances have been received relating to re-evaluation of answer sheet of internal examination.

The chairperson emphasized that the preparation of internal examination question papers must adhere strictly to the prescribed syllabus to ensure fairness and relevance. It was also stressed that the length of the question papers should be appropriate, allowing students sufficient time to adequately address all questions.

Dr. Neha Chaudhary recommended a thorough review process for question paper setting to avoid any inclusion of out-of-syllabus content. Additionally, the cell acknowledged the grievances related to re-evaluation requests and highlighted the need for a transparent and standardized procedure to address such concerns, ensuring that students' academic evaluations are handled with the utmost care and accuracy.

Item 4: Any other point with the permission of the chairperson

- Mr. Vijay Garg raised a concern about the cleanliness of the campus restrooms. It was decided that a cleaning schedule would be reviewed and updated.
- Mr. Karan Rawat discussed the need for more water coolers in the hostel premises. It was agreed to assess the current infrastructure and plan accordingly.

No cases/grievances of Sexual Harassment have been reported in the session.

The meeting was adjourned by Prof. (Dr.) Nisha Singh who suggested to schedule next meeting in case of any grievance received from student, faculty or staff member.

Minutes Prepared by:

Mr. Arvind Kumar Pandey

Date: 18th April, 2024

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1.	Dr. Subodh Bala Gupta	Coordinator	<i>Subodh</i>
2.	Dr. Neha Chaudhary	Member	<i>Neha</i>
3.	Mr. Anuj Kumar Sharma	Member	<i>Anuj</i>
4.	Mr. Arvind Kumar Pandey	Member	<i>Arvind</i>
5.	Mr. Vijay Garg	Member	<i>Vijay</i>
6.	Bhoomi Goswami (Student BBA)	Student Member	<i>Bhoomi</i>
7.	Karan Rawat (Student BCA)	Student Member	<i>KR</i>

Subodh
Dr. Subodh Balā Gupta
Coordinator

Nisha
Prof. (Dr.) Nisha Singh
Principal

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Nisha
Co-ordinator, IQAC
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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 09-08-23

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **10th August, 2023 at 3pm in conference room** to discuss the following agenda items:

1. Constitution of the Grievance Redressal Cell
2. The role, working strategies, mechanism and frequency of the meetings
3. Responsibility of the members of the cell

The following agendas are present in the meeting:

S. No.	Name of the Member	Designation	Signature
1.	Dr. Subodh Bala Gupta	Coordinator	
2.	Dr. Neha Chaudhary	Member	
3.	Mr. Anuj Kumar Sharma	Member	
4.	Mr. Arvind Kumar Pandey	Member	
5.	Mr. Vijay Garg	Member	
6.	Bhoomi Goswami (Student BBA)	Student Member	
7.	Karan Rawat (Student BCA)	Student Member	

Dr. Subodh Bala Gupta
Coordinator

Co-Ordinator, IQAC
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Date: 11-08-2023

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2023-24, convened on 10th August, 2023 at 11:30 am in the Conference Room of the College. The meeting was chaired by the Principal, Prof. (Dr.) Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting of last session. Actions taken on the previous decisions were discussed. The grievance cases from the last meeting were resolved successfully.

Agenda of the Meeting:

Item 1: Constitution of the Grievance Redressal Cell

The formation of the Grievance Redressal Cell (GRC) in accordance with NAAC guidelines was discussed. The Principal emphasized the importance of constituting a diverse and representative members to ensure impartiality and fairness in addressing grievances. The constitution of the GRC was finalized with the following members:

S. No.	Name of the Member	Designation	Signature
1.	Dr. Subodh Bala Gupta	Coordinator	<i>Subodh</i>
2.	Dr. Neha Chaudhary	Member	<i>Neha</i>
3.	Mr. Anuj Kumar Sharma	Member	<i>Anuj</i>
4.	Mr. Arvind Kumar Pandey	Member	<i>Arvind</i>
5.	Mr. Vijay Garg	Member	<i>Vijay</i>
6.	Bhoomi Goswami (Student BBA)	Student Member	<i>Bhoomi</i>
7.	Karan Rawat (Student BCA)	Student Member	<i>Karan</i>

Item 2: Role, working strategies and frequency of the meetings of the cell

The chairperson discussed the roles and responsibilities of the Grievance Redressal Cell with the members. The members were explained that their primary role is to address and resolve grievances raised by students, staff, and faculty in a timely and effective manner. The Grievance Redressal Cell will handle grievances through a structured process. Grievances can be submitted via a physical complaint box or online portal. All grievances and resolutions will be documented for future reference and periodic review to enhance the grievance redressal process.

The working strategies were discussed, which include maintaining confidentiality, ensuring transparency, and providing a fair hearing to all parties involved. It was decided that the GRC members would meet at least twice every session, with additional meetings convened if needed to address urgent issues.

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Item 3: Responsibility of the members of the Cell

Each member's responsibility was outlined to ensure the smooth functioning of the Grievance Redressal Cell. The Principal stressed the importance of active participation and prompt response from all members. Specific responsibilities include documenting grievances, following up on pending cases, and ensuring that resolutions are communicated effectively to all concerned parties. Members were also reminded of their duty to uphold the principles of fairness and equity in all their dealings.

The meeting concluded with an agreement to circulate the minutes among the members, and deciding that the next meeting would be held in in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by:

Mr. Arvind Kumar Pandey

Date: 11th August, 2023

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1.	Dr. Subodh Bala Gupta	Coordinator	
2.	Dr. Neha Chaudhary	Member	
3.	Mr. Anuj Kumar Sharma	Member	
4.	Mr. Arvind Kumar Pandey	Member	
5.	Mr. Vijay Garg	Member	
6.	Bhoomi Goswami (Student BBA)	Student Member	
7.	Karan Rawat (Student BCA)	Student Member	

Dr. Subodh Bala Gupta
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Date: 08-03-2023

Notice

All members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell for the academic year 2022-2023 is scheduled to be held on **9th March, 2023 at 03:00 pm in the conference room**. The following agenda items will be discussed:

1. Review and follow-up of previous meeting minutes.
2. Replacement of lights and fans in Room No. 209.
3. Adequacy of library resources.
4. Issues with classroom technology and laboratory facilities.
5. Preparation leaves for internal examination.

S. No.	Name of the Member	Designation	Signature
1	Dr. Vineet Garg	Coordinator	
2	Dr. Subodh Bala Gupta	Member	
3	Mr. Kamlesh Kumar Gautam	Member	
4	Anuradha (Student B.Ed.)	Student Member	
5	Soni (Student BBA)	Student Member	

Dr. Vineet Garg
Coordinator

Co-Ordinator, IQAC
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Since: 2003

Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 10-03-2023

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2022-23 was convened on 9th March, 2023, at 03:00 pm in the conference room.

Agenda of the Meeting:

Item 1: Review and Follow-up of Previous Meeting Minutes

The previous meeting minutes were reviewed, and necessary actions were noted for follow-up.

Item 2: Maintenance and Infrastructure Improvements

The committee discussed and implemented necessary measures for the repair or replacement of tube lights and fans in Room No. 209. Additionally, regular maintenance was initiated for classroom technology, with faculty training provided. Funds were allocated for necessary upgrades and improvements to laboratory facilities.

Item 3: Library Resources

An evaluation of the current library collection was conducted. Resources were allocated for expanding or updating the library inventory and improving access to digital resources.

Item 4: Internal Examination Preparation Leaves

Preparation leaves were granted for internal examinations, in line with the plan discussed by the committee.

Item 5: Any other point with the permission of the chairperson, GRC

No additional points were discussed. As there were no other points to discuss, the meeting was adjourned by Prof. (Dr.) Nisha Singh, who suggested scheduling the next meeting in case any grievance is received from a student, faculty, or staff member.

Minutes Prepared by:

Mr. Kamlesh Kumar Gautam

Date: 10th March, 2023

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Vineet Garg	Coordinator	
2	Dr. Subodh Bala Gupta	Member	
3	Mr. Kamlesh Kumar Gautam	Member	
4	Anuradha (Student B.Ed.)	Student Member	
5	Soni (Student BBA)	Student Member	

Dr. Vineet Garg
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Nisha Singh
Co-ordinator, IQAC
Modern College of Professional Studies
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Since: 2003

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Date: 06-09-2022

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on 7th September, 2022 at 3 pm in the conference room to discuss the following agendas:

1. Constitution of the Grievance Redressal Cell
2. The role, working strategies, mechanism and frequency of the meetings
3. Responsibility of the members of the cell

The following members are requested to attend the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Vineet Garg	Coordinator	<i>Vineet Garg</i>
2	Dr. Subodh Bala Gupta	Member	<i>Subodh</i>
3	Mr. Kamlesh Kumar Gautam	Member	<i>Kamlesh</i>
4	Anuradha (Student B.Ed.)	Student Member	<i>Anuradha</i>
5	Soni (Student BBA)	Student Member	<i>Soni</i>

Vineet Garg
Dr. Vineet Garg
 Coordinator

Nishu
 Co-Ordinator, IQAC
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 Mohan Nagar, Ghaziabad

res
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 Mohan Nagar, Ghaziabad

Date: 08-09-2022

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2022-23, convened on 7th September, 2022 at 3 pm in the Conference Room of the College. The meeting was chaired by the Principal, Dr. Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting of last session. Actions taken on the previous decisions were discussed. The grievance cases from the last meeting were resolved successfully.

Agenda of the Meeting:

Item 1: Constitution of the Grievance Redressal Cell

The formation of the Grievance Redressal Cell (GRC) in accordance with NAAC guidelines was discussed. The Principal emphasized the importance of constituting a diverse and representative member to ensure impartiality and fairness in addressing grievances. The constitution of the GRC was finalized with the following members:

S. No.	Name of the Member	Designation	Signature
1	Dr. Vineet Garg	Coordinator	<i>Vineet Garg</i>
2	Prof. Subodh Bala Gupta	Member	<i>Subodh</i>
3	Mr. Kamlesh Kumar Gautam	Member	<i>Kamlesh</i>
4	Anuradha (Student B.Ed.)	Student Member	<i>Anuradha</i>
5.	Soni (Student BBA)	Student Member	<i>Soni</i>

Item 2: Role, working strategies and frequency of the meetings of the cell

The chairperson discussed the roles and responsibilities of the Grievance Redressal Cell with the members. The members were explained that their primary role is to address and resolve grievances raised by students, staff, and faculty in a timely and effective manner. The Grievance Redressal Cell will handle grievances through a structured process. All grievances and resolutions will be documented for future reference and periodic review to enhance the grievance redressal process. The working strategies were discussed, which include maintaining confidentiality, ensuring transparency, and providing a fair hearing to all parties involved. It was decided that the GRC members would meet at least twice every session, with additional meetings convened if needed to address urgent issues.

Item 3: Responsibility of the members of the Cell

Each member's responsibility was outlined to ensure the smooth functioning of the Grievance Redressal Cell. The Principal stressed the importance of active participation and prompt response from all members. Specific responsibilities include documenting grievances, following up on pending cases, and ensuring that resolutions are communicated effectively to all concerned parties. Member

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The meeting concluded with an agreement to circulate the minutes among the members, and deciding that the next meeting would be held in in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by: Mr. Kamlesh Kumar Gautam

Date: 8th September, 2022

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Vineet Garg	Coordinator	
2	Dr. Subodh Bala Gupta	Member	
3	Mr. Kamlesh Kumar Gautam	Member	
4	Anuradha (Student B.Ed.)	Student Member	
5	Soni (Student BBA)	Student Member	

Dr. Vineet Garg
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 19-05-2022

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **20th May, 2022 at 3 p.m. in the conference room** to discuss the following agendas:

1. Review and follow-up of previous meeting minutes.
2. Expansion of canteen space.
3. Cleanliness and hygiene of the canteen.
4. Internal Examination
5. Any other matters with the permission of the chairperson.

The following members are requested to attend the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Sudhir Dutt Gaur	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Annu (Student B.Ed.)	Student Member	
5	Simran Kumari (Student BBA)	Student Member	

Dr. Sudhir Dutt Gaur
Coordinator

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Date: 21-05-2022

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2021-22 was convened on **20th May, 2022 at 3 p. m.** in the Conference Room of the College.

Agenda of the Meeting:

1. Review and follow-up of previous meeting minutes

Dr. Vineet Garg, the convenor, welcomed the chairperson and all GRC members. The meeting started with the permission of the chairperson, Prof. (Dr.) Nisha Singh.

2. Expansion of canteen space

Prof. (Dr.) Nisha Singh suggested the expansion of canteen space to accommodate more students and improve service efficiency. Additionally, she emphasized the importance of maintaining high standards of cleanliness and hygiene within the canteen to ensure a safe and pleasant dining environment for all.

3. Cleanliness and hygiene of the canteen

The importance of cleanliness and hygiene in the canteen was discussed and emphasized.

4. Internal Examination

The committee addressed student concerns about internal exams. They stressed that question papers should cover the whole syllabus fairly, without repeating or focusing on specific sections. The idea of having only one exam per day was discussed, but it was explained that this would reduce teaching days. Students were informed that they could request re-evaluation if they believe their marks are incorrect. Additionally, students who miss exams for valid reasons will be allowed to take them later, following the set rules.

5. Any other point with the permission of the chairperson, GRC

No additional points were discussed. As there were no other points to discuss, the meeting was adjourned by Prof. (Dr.) Nisha Singh, who suggested scheduling the next meeting in case any grievance is received from a student, faculty, or staff member.

Minutes Prepared by:

Mr. Vijay Garg

Date: 21st May, 2022

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Sudhir Dutt Gaur	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Annu (Student B.Ed.)	Student Member	
5	Simran Kumari (Student BBA)	Student Member	

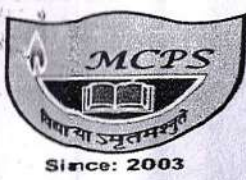
Dr. Sudhir Dutt Gaur
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Email : info@moderncollege.org | Web site : www.moderncollege.org

Date: 06-10-2021

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on 7th October, 2021 at 3 pm in the conference room to discuss the following agendas:

1. Constitution of the Grievance Redressal Cell
2. The role, working strategies, mechanism and frequency of the meetings
3. Responsibility of the members of the cell

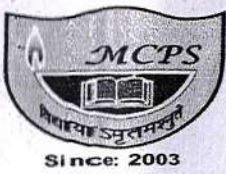
The following members are requested to attend the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Sudhir Dutt Gaur	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Annu (Student B.Ed.)	Student Member	
5	Simran Kumari (Student BBA)	Student Member	

Dr. Sudhir Dutt Gaur
Coordinator

Nishu
Co-Ordinator, IQAC
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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 08-10-2021

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2021-22, convened on 7th October, 2021 at 3 pm in the Conference Room of the College. The meeting was chaired by the Principal, Dr. Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting of last session. Actions taken on the previous decisions were discussed. The grievance cases from the last meeting were resolved successfully.

Agenda of the Meeting:

Item 1: Constitution of the Grievance Redressal Cell

The formation of the Grievance Redressal Cell (GRC) in accordance with NAAC guidelines was discussed. The Principal emphasized the importance of constituting diverse and representative members to ensure impartiality and fairness in addressing grievances. The constitution of the GRC was finalized with the following members:

S. No.	Name of the Member	Designation	Signature
1	Dr. Sudhir Dutt Gaur	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Annu (Student B.Ed.)	Student Member	
5	Simran Kumari (Student BBA)	Student Member	

Item 2: Role, working strategies and frequency of the meetings of the cell

The chairperson discussed the roles and responsibilities of the Grievance Redressal Cell with the members. The members were explained that their primary role is to address and resolve grievances raised by students, staff, and faculty in a timely and effective manner. The Grievance Redressal Cell will handle grievances through a structured process. All grievances and resolutions will be documented for future reference and periodic review to enhance the grievance redressal process.

The working strategies were discussed, which include maintaining confidentiality, ensuring transparency, and providing a fair hearing to all parties involved. It was decided that the GRC members would meet at least twice every session, with additional meetings convened if needed to address urgent issues.

Item 3: Responsibility of the members of the Cell

Each member's responsibility was outlined to ensure the smooth functioning of the Grievance Redressal Cell. The Principal stressed the importance of active participation and prompt response from all members. Specific responsibilities include documenting grievances, following up on pending cases, and ensuring that resolutions are communicated effectively to all concerned parties. Members were also reminded of their duty to uphold the principles of fairness and equity.



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The meeting concluded with an agreement to circulate the minutes among the members, and deciding that the next meeting would be held in in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by: Mr. Arvind Pandey

Date: 8th October, 2021

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Sudhir Dutt Gaur	Coordinator	<i>Sudhir</i>
2	Mr. Arvind Pandey	Member	<i>Arvind</i>
3	Mr. Vijay Garg	Member	<i>Vijay</i>
4	Annu (Student B.Ed.)	Student Member	<i>Annu</i>
5	Simran Kumari (Student BBA)	Student Member	<i>Simran</i>

Sudhir
Dr. Sudhir Dutt Gaur
 Coordinator

Nisha
Prof. (Dr.) Nisha Singh
 Principal

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Nisha
 Co-Ordinator, IQAC
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Nisha
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 Mohan Nagar, Ghaziabad



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ANAND INDUSTRIAL ESTATE, MOHAN NAGAR, GHAZIABAD-201007 (U.P.)

Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 14-04-2021

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **15th April, 2021 at 3 p.m. in the conference room** to discuss the following agendas:

1. Review and follow-up of previous meeting minutes.
2. Mental health and well-being of students and faculty during the pandemic.
3. Mechanism for addressing grievances related to online assessments and grading.
4. Consideration of student and faculty requests for flexible deadlines due to pandemic-related issues.
5. Strategies for improving communication between the administration, faculty, and students during remote learning.
6. Addressing grievances related to the availability of study materials and resources.
7. Upgradation of Computer Lab and Smart Board Facility.

S. No.	Name of the Member	Designation	Signature
1	Dr. Dhiraj Singh	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Shadab Alam (Student BCA)	Student Member	
5	Saurav Goswami (Student B.Com.)	Student Member	

Dr. Dhiraj Singh
Coordinator

Co-Ordinator, IQAC
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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 16-04-2021

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2020-21 was convened on 15th April, 2021 at 3 p.m. in the conference room

Minutes of the Meeting:

Item 1: Review and follow-up of previous meeting minutes

Dr. Dhiraj Singh, the coordinator, welcomed the chairperson and all GRC members. The meeting began with the approval of Principal, Prof. (Dr.) Nisha Singh. The minutes from the previous meeting held on 10th August were reviewed, and all action points were noted and addressed.

Item 2: Mental health and well-being during the pandemic

The committee acknowledged the importance of supporting mental health and well-being. Regular virtual counselling sessions and awareness programs were proposed to help students and faculty cope with the stress of the pandemic.

Item 3: Mechanism for addressing grievances related to online assessments and grading

The fairness of online assessments and grading was discussed. A transparent grading policy and opportunities for students to discuss their grades with instructors were recommended.

Item 4: Flexible deadlines due to pandemic-related issues

Given the various challenges faced by students during the pandemic, the committee agreed to provide flexible deadlines for assignments and projects on a case-by-case basis.

Item 5: Strategies for improving communication during remote learning

Improving communication between the administration, faculty, and students was considered crucial. It was decided to enhance communication channels and provide regular updates to the college community.

Item 6: Addressing grievances related to the availability of study materials and resources

The committee discussed the need to increase access to study materials, especially for students in remote areas. The possibility of expanding digital libraries and encouraging faculty to share additional resources was considered.

Item 7: Upgradation of Computer Lab and Smart Board Facility

Prof. (Dr.) Nisha Singh suggested upgrading the computer lab with the latest technology and installing smart boards to enhance teaching and learning experiences. This will ensure that the

Nisha Singh
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[Signature]
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facilities are up-to-date and provide students and faculty with improved resources and tools for academic success.

Item 8: Any other point with the permission of the chairperson.

No other points were discussed.

As there were no other points to discuss, the meeting was adjourned by the principal, who suggested scheduling the next meeting in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by: Mr. Vijay Garg

Date: 16th April, 2021

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Dhiraj Singh	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Shadab Alam (Student BCA)	Student Member	
5	Saurav Goswami (Student B.Com.)	Student Member	

Dr. Dhiraj Singh
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Email : info@moderncollege.org | Website : www.moderncollege.org

Date: 07-08-2020

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **10th August, 2020 at 3 pm in the conference room** to discuss the following agendas:

1. Constitution of the Grievance Redressal Cell
2. The role, working strategies, mechanism and frequency of the meetings
3. Responsibility of the members of the cell

S. No.	Name of the Member	Designation	Signature
1	Dr. Dhiraj Singh	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Shadab Alam (Student BCA)	Student Member	
5	Saurav Goswami (Student B.Com.)	Student Member	

Dr. Dhiraj Singh
Coordinator

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Date: 11-08-2020

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2020-21, convened on 10th August, 2020 at 3 pm in the Conference Room of the College. The meeting was chaired by the Principal, Dr. Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting of last session. Actions taken on the previous decisions were discussed. The grievance cases from the last meeting were resolved successfully.

Agenda of the Meeting:

Item 1: Constitution of the Grievance Redressal Cell

The formation of the Grievance Redressal Cell (GRC) in accordance with NAAC guidelines was discussed. Principal emphasized the importance of constituting a diverse and representative member to ensure impartiality and fairness in addressing grievances. The constitution of the GRC was finalized with the following members:

Item 2: Role, working strategies and frequency of the meetings of the cell

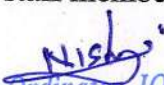
The chairperson outlined the roles and responsibilities of the Grievance Redressal Cell to its members, emphasizing their key duty to promptly and effectively address grievances raised by students, staff, and faculty. The Grievance Redressal Cell will manage these concerns through a systematic process, allowing grievances to be submitted through a physical complaint box. All grievances and their resolutions will be thoroughly documented for future reference and to support ongoing improvements in the grievance redressal process.

The working strategies were also discussed, focusing on the importance of maintaining confidentiality, ensuring transparency, and providing a fair hearing to all involved parties. It was agreed that the GRC members would meet at least twice per session, with additional meetings scheduled as necessary to address any urgent issues.

Item 3: Responsibility of the members of the Cell

Each member's responsibility was outlined to ensure the smooth functioning of the Grievance Redressal Cell. The Principal stressed the importance of active participation and prompt response from all members. Specific responsibilities include documenting grievances, following up on pending cases, and ensuring that resolutions are communicated effectively to all concerned parties. Members were also reminded of their duty to uphold the principles of fairness and equity in all their dealings.

The meeting concluded with an agreement to circulate the minutes among the members, and deciding that the next meeting would be held in case of any grievances received from students, faculty, or staff members.


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Minutes Prepared by: Mr. Arvind Pandey

Date: 11th August, 2020

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Dhiraj Singh	Coordinator	
2	Mr. Arvind Pandey	Member	
3	Mr. Vijay Garg	Member	
4	Shadab Alam (Student BCA)	Student Member	
5	Saurav Goswami (Student B.Com.)	Student Member	

Dr. Dhiraj Singh
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Date: 10-05-2020

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **15th May, 2020 at 3 p.m. in the conference room** to discuss the following agendas:

1. Review and follow-up of previous meeting minutes.
2. Challenges faced by faculty members in using online teaching platforms.
3. Difficulties encountered by students in accessing online classes, sharing study materials and examinations.
4. Internal examination process and the challenges of conducting exams in an online platform.
5. Mental health and well-being during the pandemic.
6. Any other matters with the permission of the chairperson.

S. No.	Name of the Member	Designation	Signature
1	Dr. Kanak Rani	Coordinator	
2	Dr. Sangeeta Sharma	Member	
3	Mr. Anuj Kumar Sharma	Member	
4	Arun Kumar (Student- B.Com.)	Student Member	
5	Sanjay Kumar (Student- M.Ed.)	Member	

Dr. Kanak Rani
Coordinator

Nishu
Co-Ordinator IQAC
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Date: 16-05-2020

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2019-20 was convened on **15th May, 2020**, at **3 p.m** in the **Conference Room** of the College. The following agenda items were discussed:

Item 1: Review and follow-up of previous meeting minutes.

Dr. Kanak Rani, the coordinator, welcomed the Chairperson and all the members. The meeting began with the approval of Principal, Dr. Nisha Singh. The minutes from the previous meeting held on 12th August, 2019 were reviewed, and all action points were noted and addressed.

Item 2: Challenges faced by faculty members in using online teaching platforms.

Several faculty members reported difficulties in adapting to the online teaching platforms. Dr. Nisha Singh suggested organizing comprehensive training sessions for all teaching staff on the usage of online teaching platforms. Regular workshops were proposed to be scheduled by the Department of Computer Applications to keep teachers updated on new digital tools and techniques.

Item 3: Difficulties encountered by students in accessing online classes, sharing study materials and examinations.

Students reported challenges in accessing online resources. The principal proposed that all lecture notes and study materials should be uploaded within 24 hours of each class. A standardized process for uploading materials across all departments was suggested, along with training sessions for students on how to effectively use the online platforms.

Item 4: Internal examination process and the challenges of conducting exams online.

The committee discussed the difficulties of conducting internal examinations online, including technical issues and the integrity of the assessment process. It was decided to explore alternative assessment methods and provide additional support to students and faculty during exams.

Item 5: Mental health and well-being during the pandemic.

The committee acknowledged the stress and mental health challenges faced by students and faculty. It was suggested to provide regular counselling sessions and create awareness about mental health resources available to the college community.

Item 6: Any other point with the permission of the chairperson.

No other points were discussed.

As there were no other points to discuss, the meeting was adjourned by the principal, who suggested scheduling the next meeting in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by: Dr. Sangeeta Sharma

Date: 16th May, 2020

Nisha
Co-Ordinator, IQAC

Modern College of Professional Studies

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Nisha
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The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Kanak Rani	Coordinator	
2	Dr. Sangeeta Sharma	Member	
3	Mr. Anuj Kumar Sharma	Member	
4	Arun Kumar (Student- B.Com.)	Student Member	
5	Sanjay Kumar (Student- M.Ed.)	Member	

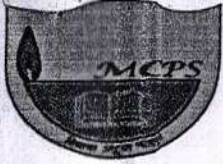
Dr. Kanak Rani
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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Date: 09-08-2019

Notice

All the members of the Grievance Redressal Cell are hereby informed that the meeting of the Grievance Redressal Cell is scheduled to be held on **12th August, 2019 at 3 pm in the conference room** to discuss the following agendas:

1. Constitution of the Grievance Redressal Cell
2. The role, working strategies, mechanism and frequency of the meetings
3. Responsibility of the members of the cell

S. No.	Name of the Member	Designation	Signature
1	Dr. Kanak Rani	Coordinator	
2	Dr. Sangeeta Sharma	Member	
3	Mr. Anuj Kumar Sharma	Member	
4	Arun Kumar (Student- B.Com.)	Student Member	
5	Sanjay Kumar (Student- M.Ed.)	Member	

Dr. Kanak Rani
Coordinator

Nishu
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Date: 13-08-2019

Minutes of the Meeting of the Grievance Redressal Cell

The meeting for the Academic Session 2019-20, convened on 12th August, 2019 at 3 pm in the Conference Room of the College. The meeting was chaired by the Principal, Dr. Nisha Singh. The meeting commenced with a review of the minutes from the previous meeting of last session. Actions taken on the previous decisions were discussed. The grievance cases from the last meeting were resolved successfully.

Agenda of the Meeting:

Item 1: Constitution of the Grievance Redressal Cell

The formation of the Grievance Redressal Cell (GRC) in accordance with NAAC guidelines was discussed. The Principal emphasized the importance of constituting a diverse and representative member to ensure impartiality and fairness in addressing grievances. The constitution of the GRC was finalized with the following members:

S. No.	Name of the Member	Designation	Signature
1	Dr. Kanak Rani	Coordinator	
2	Dr. Sangeeta Sharma	Member	
3	Mr. Anuj Kumar Sharma	Member	
4	Arun Kumar (Student- B.Com.)	Student Member	
5	Sanjay Kumar (Student- M.Ed.)	Member	

Item 2: Role, working strategies and frequency of the meetings of the cell

The chairperson discussed the roles and responsibilities of the Grievance Redressal Cell with the members. The members were explained that their primary role is to address and resolve grievances raised by students, staff, and faculty in a timely and effective manner. The Grievance Redressal Cell will handle grievances through a structured process. Grievances can be submitted via a physical complaint box or online portal. All grievances and resolutions will be documented for future reference and periodic review to enhance the grievance redressal process.

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The working strategies were discussed, which include maintaining confidentiality, ensuring transparency, and providing a fair hearing to all parties involved. It was decided that the GRC members would meet at least twice every session, with additional meetings convened if needed to address urgent issues.

Item 3: Responsibility of the members of the Cell

The Principal emphasized the need for active involvement and timely responses from all members to ensure the Grievance Redressal Cell operates smoothly. Responsibilities were clearly defined, including documenting grievances, monitoring the progress of unresolved cases, and ensuring that resolutions are communicated effectively to all relevant parties. Members were also reminded to maintain fairness and equity in all their actions.

The meeting concluded with an agreement to circulate the minutes among the members. and deciding that the next meeting would be held in in case of any grievances received from students, faculty, or staff members.

Minutes Prepared by: Mr. Anuj Kumar Sharma

Date: 13th August, 2019

The following members were present in the meeting:

S. No.	Name of the Member	Designation	Signature
1	Dr. Kanak Rani	Coordinator	
2	Dr. Sangeeta Sharma	Member	
3	Mr. Anuj Kumar Sharma	Member	
4	Arun Kumar (Student- B.Com.)	Student Member	
5	Sanjay Kumar (Student- M.Ed.)	Student Member	

Dr. Kanak Rani
Coordinator

Prof. (Dr.) Nisha Singh
Principal

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