

ANNEXURE -V

STUDENT'S GRIEVANCE REDRESSAL MECHANISM

[Handwritten signature]
15/10/2024





ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING

ST. STEPHEN'S HOSPITAL

TIS HAZARI, DELHI-110054

Tel: 23957977, 23958005, 23977930, 23982978, 23983580, 23983574, 23966021 - 27 Fax: 23932412

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UNDERTAKING

FRAMEWORK FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM

5(b) Grievance Redressal Committee with elected students representatives

TO WHOM IT MAY CONCERN

This is to certify that our College has two elected student representatives according to University norms. The name of the students are Ms. Jeslet Jiju & Ms. Ashna Sara and their names are mentioned in the Notice of Students Grievance Redressal Committee. The same is submitted to Affiliation Branch of our University also.


07.10.2024

Prof. Dr. Feba Geevarghese
Principal
St. Stephen's Hospital College of Nursing





College of Nursing St. Stephen's Hospital <consshdelhi@gmail.com>

Constitution of Grievance Redressal Committee for the Students in Higher Education Institutions

2 messages

Affiliation Branch, GGS IP University, Delhi <affiliation@ipu.ac.in> Tue, Sep 24, 2024 at 12:43 PM
 To: Chaudhary Brahm Prakash Ayurvedic Charak Sansthan <cbpayurved@gmail.com>, Seema <princirmh@gmail.com>, Rajnish Chauhan <principal_shmc@yahoo.com>, deanesidcglb@yahoo.com, deandc-roh dl@esic.nic.in, "M. D. National Instt of Yoga" <mdnly@yahoo.co.in>, triptigurha.edu@nic.in, DR RAJ KAPOOR <principal@vmmc-sjh.nic.in>, COLLEGE OF NURSING HRH <sonhrh@gmail.com>, ip delhi <iipdelhi@iip-in.com>, Director CNBC <directorcnbc@gmail.com>, school of nursing <schoolofnursingdduhospital@gmail.com>, DIRNICD@nic.in, ayjnihnc@gmail.com, shshirkumar2009@gmail.com, ms-hindurao@mcd.nic.in, artinoor@cdac.in, SJH College Of Nursing <sjhcollegeofnursing08@gmail.com>, radharanitwari09@gmail.com, dirpgimerrmlh@gmail.com, satyamclp@gmail.com, "Dr. BSA Medical College" <bsamchdelhi@gmail.com>, baba saheb ambedkar <bsamchacad@gmail.com>, Sunitacip@rediffmail.com, Dean NDMCMC <deandnmc@gmail.com>, Amrita Sahay <niepidf@cnoida@gmail.com>, arita satia <dir12scert@gmail.com>, bedscert delhi <delhibedscert@gmail.com>, Registrar Pgimer <registrarpgimer@gmail.com>, Dean ESIPGIMS Basaidarapur New Delhi <deanpgi-bsai.dl@esic.nic.in>, School of Nursing Kasturba Hospital <nursingschoolkh@gmail.com>, rajnisharma8940@gmail.com, ms-kasturbahospital@mcd.nic.in, Abdul Wadud <drwadud87@gmail.com>, drsubhashmd@yahoo.com, director.nih@gov.in, Director BCIT <director@bcit.ac.in>, Director BCIP <director@bcip.ac.in>, Director BCIPS <director@bcips.ac.in>, sbcssts@chandivalaestate.org, Cpj Chs <cpj.chs@gmail.com>, info@awadh.org.in, info dme <info@dme.ac.in>, director@dme.ac.in, info@delhitechnicalcampus.ac.in, Gitarattan <infogiast@gmail.com>, GNIM <gnim_it@yahoo.co.in>, Ideal Institute <ideal_institute2@rediffmail.com>, Institute <institute@isiconline.org>, IITM <director@iitmip.ac.in>, KALKA GROUP <kalkagroup.delhi@yahoo.com>, Director MAIMS <director@maims.ac.in>, mail@mail.ac.in, director <director@msit.in>, MBS School of Planning and Architecture <mbsarchitecture@gmail.com>, Dr Sanjay Kumar <director@adgitmdelhi.ac.in>, Dhanraj Singh <pmc_coll@yahoo.com>, Shri Krishna C E Baghat NCR <skce_ipu@gmail.com>, "Director Rehab ." <directorrehab@tecnica.in>, Directortias <directortias@tecnica.in>, Dr Harish Mittal <principal@bmi.net>, sshdelhi@gmail.com, "St. Stephen's Hospital" <ahpsshdelhi@gmail.com>, MAHARAJA AGARSAIN <macnarela40@gmail.com>, director@aimt.ac.in, AIMA Registrar <registrar@aimt.ac.in>, Abhilasha Gautam <aabhilashagautam@gmail.com>, AIE Noida <aie@awesindia.edu.in>, dean.acms@awesindia.edu.in, aweshq@gmail.com, acms@awesindia.edu.in, Director BCHMCT <director@bchmct.ac.in>, BPIT INDIA <bpitindia17@gmail.com>, principal@bpitindia.com, BV-College Of Engineering-New Delhi <coedelhi@bharativedyapeeth.edu>, info@bharativedyapeeth.edu, mca@bvicam.ac.in, director@dspsr.in, "Dr. R. S. Singh" <registrar@dspsr.in>, Delhi Institute of Advanced Studies <dias@dias.ac.in>, DIRD College <dirdcollege123@gmail.com>, DIRD Holambi <dirdcollege456@gmail.com>, sushil mishra <dttc_teacher@yahoo.com>, sushil mishra <drskmishra@yahoo.com>, fimt nd <fimtnd@gmail.com>, gibs <gibs@gitarattan.edu.in>, rn Jindal <rn.jindal@gmail.com>, Guru Nanak College Of Education Punjab Bagh <gncedelhi@yahoo.com>, principalgnce@gmail.com, GRDCE <grdced@yahoo.co.in>, neeraj priya <neerajpriya02@yahoo.co.in>, Rominder Randhawa <gtbitdr@gmail.com>, Guru Tegh Bahadur Institute of Technology <gtbit@rediffmail.com>, contactus@gtbit.ac.in, Director HMRITM <hmritmdirector@gmail.com>, director@hmritm.ac.in, IITM-JP <director@iitmjp.ac.in>, chairman@iitmjp.ac.in, Director jims <director@jimsindia.org>, jims@jimsindia.org, contact@jimsindia.org, JIMS Vasant Kurj <jims.vk@jagannath.org>, Director Vasant Kurj <director.vk1@jagannath.org>, director.kalkaji <director.kj@jagannath.org>, jimskj@jagannath.org, R K RAGHUVANSHI Greater Noida <director.gn@jagannath.org>, Jims Chairman <chairman@jagannath.org>, KR COLLEGE <krcollege@krcollege.in>, director ldims <director.ldims@gmail.com>, mishrpranav@gmail.com, lamxi batra <lbcbn@rediffmail.com>, info@batrahospitaldelhi.org, harishsingh@msjanakpuri.com, Yahoo! <principalmsi@yahoo.co.in>, meribs <meribs@meri.edu.in>, laggarwal2010@gmail.com, NDIM Delhi <ndimprincipal@gmail.com>, chairperson@ndimdelhi.in, principal@ndimdelhi.in, "Pariyar Management and Computer College, Delhi" <pmccdelhi@gmail.com>, info@periyar.org, rawal.sudhir@rgcirc.org, RDIAS RDIAS <admin@rdias.ac.in>, spmes@spmes.org, Gurvinder <singh.gurvinder@rgcirc.org>, Santharidass College <santharidasscollege@gmail.com>, SIRIFORT INSTITUTE <sims.rohini@gmail.com>, sirfortindia@gmail.com, "S.G.T.B. I.M.I.T." <sgtbimit@hotmail.com>, sgtbimit.director@gmail.com, drmvneet.sgtbimit@gmail.com, SRI RAM INSTITUTE OF TEACHER EDUCATION <info@srte.in>, meenakshi.123.sitha@gmail.com, st lawrence <slcg@stlawrence.in>, vijayshri.bhati@gmail.com, "College of Nursing St. Stephen's Hospital" <consshdelhi@gmail.com>, tips@tips.edu.in, Principal <college@ststephenshospital.org>, Yahoo <ise_vaka@yahoo.co.in>, Vditrd Coll <vditrd@yahoo.com>, Prince Parmar <princeparmar815@gmail.com>, VIPS Official <vipssedu@vips.edu>, Kamal Institute <kamalinstiutehighereducation@gmail.com>, "Dr. Anudeep Arora" <arora.anudeep85@gmail.com>, info@kamalinstiute.com, AFA Trainings <anvay.trainings@gmail.com>, Nidhi Singhal <dr.nidhisinghal@gmail.com>, Dr Geetika Dutta <principal.bimce@bvbdelhi.org>, Shalini Gupta <shalini.gupta@bimce.ac.in>, director@gnitipu.in, "Dr. Pawan Gupta" <director@kccilhe.edu.in>, kcdeepak@yahoo.co.in, Director TIIPS <directortips@gnitipu.in>, Ravindra Kumar Tewatia <rkwtewatia@gmail.com>, administration@hfhdelhi.org, xrayschool@hollyfamilyhospitaldelhi.org, director.sbit@gmail.com, SBIT Sonepat <info@sbit.in>, Vikas Rao Vadi <vikasvadi@gmail.com>, Director DBIT <hr@donboscoitggsipu.org>, Geetika Dutta <principal.bvbcollege@bvbdelhi.org>, bhavan@bhavans.info, swapnil.thulung@maxhealthcare.com, Ajitabh Alwin Thomas <AjitabhAlwin.Thomas@maxhealthcare.com>, "hsce.kanjhawala@gmail.com" <hsce.kanjhawala@gmail.com>, "haryanashaktiedu.society@gmail.com" <haryanashaktiedu.society@gmail.com>, "ratheemukta@gmail.com" <ratheemukta@gmail.com>

Sir/Madam,

Please find enclosed herewith a copy email dated 20/09/2024 received from University Grant Commission (UGC) regarding constitution of Grievance Redressal Committee for the Students in Higher Education Institutions - W/P (Cr.) No. 793/2017 Courts on its own motion in Re: Suicide Committed by Sushant Rohilla, LAW Student of IP University.

You are requested to kindly provide the details on the attach excel format latest by 25/09/2024.

THIS MAY TREATED ON TOP PRIORITY.

Regards,
 Affiliation Branch
 GGSIP University

3 attachments

- SGRC Proforma.xlsx
9K
- Copy of Email.pdf
644K
- 1-13-2022(CPP-II) Letter.pdf
1794K

Thu, Sep 26, 2024 at 9:49 AM

College of Nursing St. Stephen's Hospital <consshdelhi@gmail.com>
 To: "Affiliation Branch, GGS IP University, Delhi" <affiliation@ipu.ac.in>

Dear Sir/ Madam,
 PFA the details of SGRC of our College in your Excel format

Kind Regards,

Prof. Dr. Feba Geevarghese
 Principal
 St. Stephen's Hospital College of Nursing
 [Quoted text hidden]



College of Nursing St. Stephen's Hospital <consshdelhi@gmail.com>

Constitution of Grievance Redressal Committee for the Students in Higher Education Institutions

College of Nursing St. Stephen's Hospital <consshdelhi@gmail.com>

Thu, Sep 26, 2024 at 9:49 AM

To: "Affiliation Branch, GGS IP University, Delhi" <affiliation@ipu.ac.in>

Dear Sir/ Madam,
PFA the details of SGRC of our College in your Excel format

--

Kind Regards,

Prof. Dr. Feba Geevarghese
Principal
St. Stephen's Hospital College of Nursing
[Quoted text hidden]

 **SGRC Proforma- St. Stephen's CON.xlsx**
10K

ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING, DELHI
STUDENTS GRIEVANCE REDRESSAL AND WELFARE OFFICE

(According to Regulations of UGC, 2012 and GGSIP University)

The Students' Grievance Redressal and Welfare Office desires to promote and maintain a conducive and unprejudiced educational environment in the college. It enables the students to express grievances with a view to 'the right to be heard and right to be treated without bias.'

Objectives:

1. To ensure effective solution to the student's grievances with an impartial and fair approach
2. Redressal of students' grievances to solve their academic and administrative problems
3. To coordinate between students and department to redress the grievances
4. To guide ways and means to the students to redress their problems

Exclusion:

1. Decisions of the Institution/ College committees
2. Decision with regard to award of scholarship/ fee concessions/ awards
3. Decision made by Institution/ College under Discipline Rules & Misconduct
4. Decision of Institution/ College in admissions.
5. Decision of the competent authority on assessment and examination results

Students' Grievance Redressal Mechanism:

1. The aggrieved students shall make an application to the Class Coordinator who will verify the facts and try to redress the grievance within a week of the receipt of the application
2. If the students is not satisfied with the solution by the Class Coordinator, the same should be placed before the Principal of College of Nursing for redressal. The Principal will redress the grievance within a week of the receipt of the application.
3. If the student is still not satisfied with the grievance redressal, she may submit an appeal to the Students' Grievance Redressal Committee. It will consider the appeal of the student with appropriate recommendation by the Principal.

While dealing with the complaint, the committee at all level would observe law of natural justice and hear the complaint and concerned officials.

Composition of Students' Grievance Redressal Committee:

- | | |
|--|----------------------------------|
| 1. Dr. Susan K. Sebastian, HOD & Senior Consultant, E.N.T. Dept. | - Committee Chairperson |
| 2. Prof. Dr. Feba Geevarghese, Principal, College of Nursing | - Convener |
| 3. Prof. Sheeba P. Joseph, Professor | - Member |
| 4. Ms. Sheljy Shajan, Associate Professor | - Member |
| 5. Ms. Jeslet Jiju | - Elected Student Representative |
| 6. Ms. Ashna Sara | - Elected Student Representative |

Availability of Psychiatrist/ Psychologist/ Counsellor

- Dr. Rupali Sivalkar- Monday, Wednesday, Friday
 Dr. Atmesh Kumar/ Dr Juhi Baluja- Monday to Saturday
 Ms. Shinon Samuel/ Ms. Sakshi Mehta- Monday to Saturday

26/07/2024



**ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING
TIS HAZARI DELHI- 110054**

11.01.2024

NOTICE

There will be a meeting of the Students's Grievance Redressal Committee on 15th January 2024 at 3: 30 PM in Principal's Office.

Kindly make it convenient to attend.

Members:

1. Dr. Susan K. Sebastian, HOD & Senior Consultant, ENT Department - Committee Chairperson
2. Prof. Dr. Feba Geevarghese, Principal, College of Nursing - Convener
3. Prof. Sheeba P. Joseph, Professor - Member
4. Ms. Sheljy Shajan, Associate Professor - Member
5. Ms. Sherin Shaji - Elected Student Representative



**Prof. Dr. Feba Geevarghese
Principal
College of Nursing**

ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING
Minutes of Students' Grievance Redressal Committee Meeting

A meeting of the Students' Grievance Redressal Committee was held on 15th January 2024 at 3:30 PM in Principal's office.

Members Present:

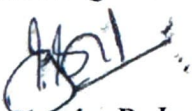
- | | |
|--|---------------------------------|
| 1. Dr. Susan K. Sebastian, HOD & Senior Consultant, ENT Department | -Committee Chairperson |
| 2. Prof. Dr. Feba Geevarghese, Principal, College of Nursing | -Convener |
| 3. Prof. Sheeba P. Joseph, Vice Principal | -Member |
| 4. Ms. Sheljy Shajan, Associate Professor | -Member |
| 5. Ms. Sherin Shaji | -Elected Student Representative |

Agenda: Routine Meeting


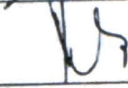

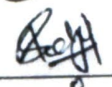
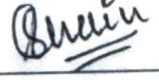
2024:01 The Chairperson, Dr. Susan K. Sebastian asked if there were any points for redressal from the students. No issues were raised in the meeting.

2024:02 She once again reinforced and reminded that there is a proper system in place for addressing student's grievance. In case of any problems that cannot be resolved at the College level it will be taken up in the Students' Grievance Redressal Committee.

The meeting concluded at 4:00 PM.


Prof. Sheeba P. Joseph
Minutes Secretary

Students' Grievance Redressal Committee Attendance
15.01.2024 at 3:30 PM

S.No.	Name	Signature
1.	Dr. Susan K. Sebastian	
2.	Prof. Dr. Feba Geevarghese	
3.	Prof. Sheeba P. Joseph	
4.	Ms. Sheljy Shajan	
5.	Ms. Sherin Shaji	



ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING

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UNDERTAKING

FRAMEWORK FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM

5(d) Availability of Psychiatrist, Psychologist

TO WHOM IT MAY CONCERN

This is to certify that our College is attached to our parent hospital i.e. St. Stephen's Hospital. We have a fully functional Psychiatry Department with OPDs and Ward. We have full time Psychiatrists and Psychologists to attend to our students' needs. Besides treatment and Counselling services they also take sessions for good mental health and life skills for our students.


07.10.2024

Prof. Dr. Feba Geevarghese
Principal
St. Stephen's Hospital College of Nursing





ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING

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UNDERTAKING

FRAMEWORK FOR STUDENTS' GRIEVANCE REDRESSAL MECHANISM

5(g) Reports of SGRC sent to University

TO WHOM IT MAY CONCERN

This is to certify that the reports of proceedings/ minutes of meeting of Students Grievance Redressal Committee is submitted to University JAC every year on a regular basis.


07.10.2024

Prof. Dr. Feba Geevarghese

Principal

St. Stephen's Hospital College of Nursing

