

ANNEXURE -VI
STUDENT'S GRIEVANCE REDRESSAL MECHANISM

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

Exclusions:

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

Students' Grievance Redressal Mechanism:

1. The aggrieved student 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 student 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 recommendations by the Principal.

While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant 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. Sherin Shaji | - 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

[Handwritten Signature]

14.04.2023



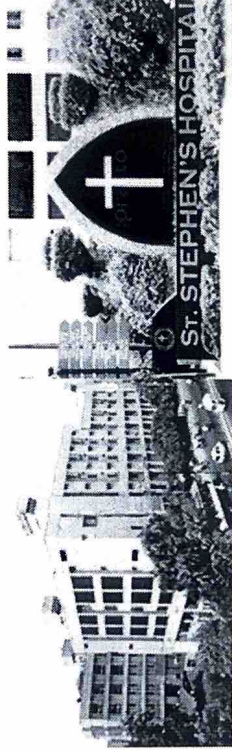
College of Nursing

Academics > College of Nursing

About St. Stephen's Hospital, Parent Hospital

Academics

- AHP Courses
- NBE Courses
- College of Nursing
 - Anti Ragging Squad
 - Anti Ragging Committee
 - Infrastructure and Other Facilities
 - Students' Grievance Redressal Committee
 - Examination Results
 - Nursing Admissions for Foreign National Students 2023-2024
- Attendance
- Newsletter
- Final Round of B.Sc. Nursing Admissions 2023
- Offline Counselling Schedule of B.Sc. (N) Admissions 2023



St. Stephen's Hospital, Delhi is a charitable healthcare institution, established and run by the minority Christian community, and administered by the Governing Body on behalf of the St. Stephen's Hospital Society. Dating back to 1885, this Hospital's existence has been a saga of struggle and sacrifice in meeting the health needs of its surrounding community. It had a humble beginning in 1885 as a 20-bed hospital in Chandni Chowk in memory of Mrs. Priscilla Winter, a non-medical missionary who led medical work for the ladies of the walled city. By 1908, the Hospital grew into a 100-bedded Women and Children's hospital relocated at Tis Hazari. In 1976 the Hospital was upgraded to a 450 bed multi-specialty hospital, and in 1996 a Mother and Child Block was constructed and commissioned. This modern well-equipped building has a present strength of 595 beds.

About Nursing Education- St. Stephen's Hospital College of Nursing

To get future Google Chrome updates, you'll need Windows 10 or later. This computer is using Windows 7.

Learn more X

Students Grievance Redressal Committee

College of Nursing > Students Grievance Redressal Committee

College of Nursing

Advisory
Directions
Committee

🔗 Anti Ragging Squad

🔗 Anti Ragging Committee

🔗 Infrastructure and Other
Facilities

🔗 Students Grievance Redressal
Committee

🔗 Examination Results

🔗 Nursing Admissions for Foreign
National Students 2023-2024

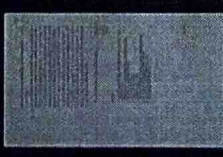
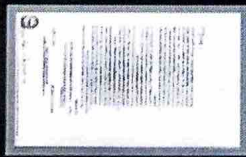
🔗 Attendance

🔗 Newsletter

🔗 Final Round of B.Sc. Nursing
Admissions 2023

🔗 Offline Counselling Schedule of
B.Sc. (N) Admission 2023

🔗 Nursing National Conference
Flyer 2023



for uploading on college website

dir

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

CGSIPU/2017-18/ 1099/444

Dated: 18/7/17

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

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

Dear Sir/Madam,

The following advisory is hereby issued under Clause 3(i)(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 reformative 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



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

GGSIU/2019-20/Legal/1916

Dated: 23/05/2019

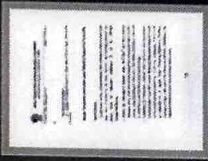
To

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 (Cr.) 793/2017, the following directions are



1



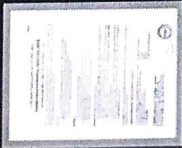
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14.04.2023

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

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

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

Composition of Students' Grievance Redressal Committee:

1. Dr. Susan K. Sehastiani, HOD & Senior Consultant, E.N.T. Dept. - Committee Chairperson
2. Prof. Dr. Felte Govindharasu, Principal, College of Nursing - Convener
3. Prof. Sheela P. Joseph, Professor - Member
4. Mr. Srinivasulu, Associate Professor - Member



Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi- 110078

(Planning Branch)

File No. : DR (Plg.)/Grievance Redressal Mechanism/2019/

Dated :23-5-2019

NOTIFICATION

The competent Authority has been pleased to constitute a "Grievance Redressal Committee" of the following members to address the grievance of students, parents, faculty etc. related to Guru Gobind Singh Indraprastha University:-

- | | | |
|------------------------------|---|----------|
| 1. Prof. P.C. Sharma, USBT | - | Chairman |
| 2. Prof. Pravin Chandra, COE | - | Member |
| 3. Prof. C.S. Rai, USICT | - | Member |
| 4. Dr. Nitin Malik, JR | - | Member |
| 5. Mrs. Sunita Shiva, JR | - | Member |
| 6. Dr. Vijay Kumar, DR | - | Convener |

This issues with approval of Competent Authority.

(Dr. Vijay Kumar) 23/5/19

Deputy Registrar (Planning)

Copy to:-

1. All committee members.
2. AR to Vice Chancellor for kind information to Hon'ble VC.
3. AR to Registrar for kind information to Registrar.
- ✓ 4. In-charge UITS- with a request to upload on university website.
5. Office Copy.