

ANNEXURE -V

STUDENT'S GRIEVANCE REDRESSAL MECHANISM



Prof. Dr. Feba Geevarghese
Principal cum Professor
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ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING

ST. STEPHEN'S HOSPITAL

TIS HAZARI, DELHI-110054

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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 names of the students are Ms. Sheena Babu and Ms. Alana Seby and their names are mentioned in the Notice of Student Grievance Redressal Committee. The same is submitted to affiliation Branch of our University also.

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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. Sheena Babu | Elected Student Representative |
| 6. Ms. Alana Seby | 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. Riya Kalra- Monday to Saturday

30/08/2025
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20.02.2025

NOTICE

There will be a meeting of the Students's Grievance Redressal Committee on 27th February 2025 at 3:00 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
 - Member
 - Member
3. Prof. Sheeba P. Joseph, Professor
4. Ms. Shelly Shajan, Associate Professor
5. Ms. Jeslet Jiju and Ms. Ashna Sara Santhosh
 - Elected Student Representative



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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 27th February 2025 at 3:00 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. Jeslet Jiju | -Elected Student Representative |
| 5. Ms. Ashna Sara Santosh | -Elected Student Representative |
| Apology- Ms. Sheljy Shajan, Associate Professor (Official leave) | -Member |

Agenda: Routine Meeting

2025:01 The Chairperson, Dr. Susan K. Sebastian welcomed the newly elected student representatives. She explained them about the Students' Grievance Redressal Committee and the mechanism of the Grievance Redressal which is already in place.

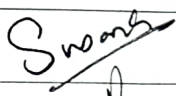
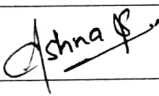
2025:02 Madam informed that the College has an organized procedure where the students can take their grievance to the Class Coordinator and after verifying the facts, if the solution is unsatisfactory, the same may be placed before the Principal of College of Nursing. And if still not resolved it may be taken up in the Students' Grievance Redressal Committee.

2025:03 The Chairperson motivated the committee to maintain a healthy environment in the college and bring up issues to the Students' Grievance Redressal Committee for prompt redressal if any.

The meeting concluded at 03:30 P.M.


Prof. Sheeba P. Joseph
Minutes Secretary

Students's Grievance Redressal Committee Attendance
27.02.2025 at 3:00 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. Jeslet Jiju	
6.	Ms. Ashna Sara Santhosh	

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5(d) Availability of Psychiatrist, Psychologist

TO WHOM IT MAY CONCERN

This is to certify that our College is attached to our parent hospital ie St. Stephen's Hospital, Delhi. 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.



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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 regular basis.

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