

ANNEXURE – V
STUDENT'S GRIEVANCE REDRESSAL MECHANISM



Prof. Dr. Feba Geevarghese
Principal cum Professor
St. Stephen's Hospital CON
Associate Dean
(Nursing & Allied Sciences),
USM & AHS, GGSIPU

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30.01.2026

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. 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


20/01/2026
Prof. Dr. Feba Geevarghese
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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. Sheeha 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.

Prof. Dr. Feba Geevarghese
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ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING
TIS HAZARI DELHI- 110054

02.02.2026

NOTICE

There will be a meeting of the Students's Grievance Redressal Committee on 09th February 2026 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. Sheena Babu and Ms. Alana Seby | - Elected Student Representative |



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Principal
College of Nursing

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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 9th February 2026 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. Prof. Sheljy Shajan | -Member |
| 5. Ms. Sheeba Babu, B.Sc (H) Nursing 4 th year | -Elected Student Representative |
| 6. Ms. Alana Seby, B.Sc (H) Nursing 3 rd year | -Elected Student Representative |

Agenda: Orientation to Students' Grievance Redressal Committee

2026:01 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.

2026:02 She appreciated that the College of Nursing has a strong management system which resolves the problems very well. She informed the students that in case of any problems they may have that cannot be resolved at the College level, it may be considered in the Students' Grievance Redressal Committee.

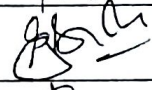
2026:03 After discussion with the students there were no concerns or issues raised by them in the meeting.

The meeting concluded at 4:00 PM.



Prof. Sheeba P. Joseph
Minutes Secretary

Students's Grievance Redressal Committee Attendance
09.02.2026 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. Sheena Babu	
6.	Ms. Alana Seby	



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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 psychiatric 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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ST. STEPHEN'S HOSPITAL COLLEGE OF NURSING

(A CHRISTIAN MINORITY INSTITUTE)

ITRF Zone Rank-1 & Nat. Rank-2, 'A' Grade JAC (GGSIU & Delhi Govt.), 'A' Grade SFRC

Affiliated to GGSIU NAAC Grade A++

Best Nursing College of the Year 2025 (Academic Insights Magazine), Featured in London Horizon Magazine

Students Grievance Redressal Committee

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CONTACT US

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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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