



NAAC ACCREDITED GRADE "A"

## Bhagwan Aadinath College of Education

Recognized by NCTE and Affiliated to Bundelkhand University Jhansi, Est. 2015  
(A unit of Digamber Jain Education Welfare Society, Talabpura Lalitpur-U.P. 284403)  
(2F&12B by UGC)

Date:-04-12-2024

### NOTICE

All the Member of Grievance and Rederrsal Cell are hereby inform that the meeting of the cell is schedule on 06-12-2024 at 3:00 pm at Principal Room . All committee member will present in the Meeting timly

#### Agenda:

1. Approval of the previous meeting's minutes.
2. Review of grievances received.
3. Discussion on unresolved complaints.
4. Suggestions for improving the grievance redressal process.
- 5- Elected the in charge of the Cell.

  
Principal

प्राचार्य  
भगवान आदिनाथ कॉलेज ऑफ एजुकेशन  
महारा-ललितपुर



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### Minutes of the Meeting of Grievance and Redressal Cell

**Date:** 06-12-2024

**Time:** 3:00 pm

**Venue:** Principal Cabin, Bhagwan Aadinath College of Education, Maharr, Lalitpur

**Chairperson:** Dr. Sunil Kumar Jain, Principal Bhagwan Aadinath College of Education, Maharr, Lalitpur.

**Secretary:** Dr. Vineeta Jain

**Attendees:**

1. Rakesh Kumar, Assistant Professor, Education Department
2. Dr. Aruna Singh, Assistant Professor, Zoology
3. Bhawana Sahu, Assistant Professor, Chemistry
4. Sumita Gupta, Assistant Professor, Department of Education,
5. Jyoti Shrivastava, Assistant Professor, Department of Education
6. Ramsevak Chadrakar, Assistant Professor, History

#### Agenda:

1. Review of grievances submitted during the previous period.
2. Discussion on unresolved grievances and possible solutions.
3. Action plan for further strengthening the grievance redressal system.
4. Any other matter with the permission of the Chair.

#### 1. Welcome and Introduction

The meeting was called to order by the Chairperson, Dr. Sunil Kumar Jain, who welcomed all the members. The purpose of the meeting was to review the grievances received, address any unresolved issues, and discuss steps for improving the grievance redressal mechanism.

#### 2. Review of Grievances Submitted

The Secretary, Dr. Vineeta Jain, presented a summary of the grievances submitted to the Grievance and Redressal Cell since the last meeting. A total of 02 grievances were received, out of which:



- **First** grievances were resolved satisfactorily.
- **Second** grievances are pending and are under review.

#### **Key Grievances Discussed:**

- **Grievance 1:** Students Complain that Some student misbehave in the Bus when they come to College in Morning Session  
*Resolution:* The grievance was resolved through the Bus Conductor and Transport department Head. The complainant has been informed about the resolution.
  - **Grievance 2:** Department of Physical Education student complain that their cricket Bat broken they need some new bat to upcoming Inter university Cricket Tournament  
*Resolution:* Under review. The complainant is being contacted for additional details, and the issue will be addressed by 7.12.2024.
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### **3. Unresolved Grievances and Proposed Solutions**

The following unresolved grievances were discussed:

- **Grievance 2:** Department of Physical Education student complain that their cricket Bat broken they need some new bat to upcoming Inter university Cricket Tournament  
*Proposed Solution:* It was proposed that the issue be escalated to the chair person for further investigation and resolution. The Chairperson emphasized the need for timely communication with the complainant.
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### **4. Action Plan for Strengthening Grievance Redressal System**

The Chairperson raised the need to improve the overall grievance redressal process, ensuring it is more transparent and effective. Several suggestions were put forward:

- **Online Grievance Submission Portal:** The Committee proposed to develop an easy-to-use online portal for grievance submission, which will allow for better tracking of complaints and faster resolution.
  - **Periodic Follow-ups:** It was decided that a system for periodic follow-ups with complainants will be established to ensure that grievances are being addressed in a timely manner.
  - **Awareness Campaign:** The Grievance Cell will conduct awareness campaigns to inform students, staff, and other stakeholders about the grievance redressal process, ensuring they are aware of their rights and the process for submitting grievances.
  - **Training for Grievance Handlers:** It was recommended that regular training sessions be organized for the grievance redressal team members to enhance their skills in handling complaints efficiently and impartially.
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### **5. Any Other Matters**

- **Staff Complaints:** A member raised the issue of a few staff grievances that were not being adequately addressed. The Chairperson suggested a separate meeting with the HR department to resolve this issue.
- **Suggestion for Grievance Categorization:** It was proposed to categorize grievances into different types (e.g., academic, administrative, faculty-related, etc.) to ensure more specialized handling of complaints. This proposal was accepted, and the committee decided to implement it after further discussion.

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## 6. Date of Next Meeting

The next meeting of the Grievance and Redressal Cell was scheduled for [Insert Date] at March 2025. The Chairperson requested all members to submit any unresolved grievances prior to the meeting.

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## 7. Conclusion

The Chairperson thanked all members for their participation and contributions to the meeting. The meeting was adjourned at 4:30 pm.

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**Minutes Prepared By:**

Dr. Aruna Singh

Assistant Professor, Zoology

07-12-2024

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**Approved By:**

Dr. Rohit Kumar

**IQAC-COORDINATOR**

Bhagwan Adinath Collage of Education  
07-12-2024  
Maharaj-Lalitpur

  
**प्राचार्य**

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