



SHRI BHAGWAT PRASAD SINGH MEMORIAL COLLEGE OF NURSING

At:- Deo More, G.T. Road, Aurangabad (Bihar) – 824103

Recognised by Dept. Of Health, Bihar | Affiliated to Bihar University of Health Sciences, Patna
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**THE INSTITUTION HAS A TRANSPARENT MECHANISM FOR TIMELY
REDRESSAL OF STUDENT GRIEVANCES**

STUDENT GRIEVANCE REDRESSAL POLICY

CONSTITUTION AND MINUTES OF GRIEVANCES COMMITTEE

CHAIR PERSON –

CO-ORDINATOR –

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29/06/2024

TERMINOLOGIES:

- **Grievance:** Grievance means a complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with institute that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.
- **Grievant:** Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

POLICY AND GUIDELINES

As per the regulations of the university governing council, the affiliated colleges are instructed to start a Grievance Redressal committee for students (GRCS). The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

OBJECTIVES

- To uphold dignity of the college by ensuring stress free atmosphere in the college by Promoting.
- Advising students of the college to respect the right and dignity of one another.
- Advising all staff to behave in a manner which is not vindictive to the student
- Advising all the students to refrain from inciting students against other students, teachers and college administration

FUNCTIONS

- The encourage students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Seeks a solution through decision-making process.
- Acknowledges and analyses the grievances.
- Reports the grievances and records how they were redressed.
- The outcome of the discussion is reported to their petition of the same complaint.
- All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures

STRATEGIES/POLICIES FOR ATTAINMENT OF OBJECTIVES:

Enclosed as separate sheet, Rules are categorized for

1. General
2. Ragging
3. Discipline and Behavior
4. Academic norms
5. For Class room
6. For Clinical
7. For Hostel
8. Affidavit

PLAN OF ACTIVITIES:-

- All four Programme's representatives will report to the secretary for any in disciplinary issue arises in their allotted programme.
- Maintain record and report of action against In discipline and misconduct as well grievances.
- Encourage regular feedback from student representative and consider suggestions for improvement.

For Students Grievance:

- Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective department, section and / or institute representatives maintaining necessary confidentiality.
- Monitoring and Records
- The implementation of this policy will be monitored on workplace by secretary and members of the committee on bi-monthly basis and any remedial action documented within the template.

GRIEVANCE REDRESSAL COMMITTEE

The members of the committee are as follows-

COMMITTEE MEMBERS-

S.N	NAME	DESIGNATION
1	Mr. JITENDRA KUMAR	CO-ORDINATOR
2.	Mr. AMENDRA KUMAR	STUDENT MEMBER
3.	Mr. KUNDAN KUMAR	STUDENT MEMBER
4.	Mr. ROHIT KUMAR	STUDENT MEMBER
5.	Ms. NIBHA KUMARI	STUDENT MEMBER
6.	Mr. RISHABH KUMAR	STUDENT MEMBER
7.	Ms. VARSHA KUMARI	STUDENT MEMBER
8.	Ms. NIDHI KUMARI	STUDENT MEMBER
9.	Ms. ANU KUMARI	STUDENT MEMBER
10.	Mr. ANUP KUMAR	STUDENT MEMBER

CIRCULAR

All the members of the grievance redressal committee are informed to attend a meeting in the chamber of undersigned on 12/8/2024 at 2 pm in seminar hall.

All the members are requested to attend the meeting without fail.


CONVENER

MR. JITENDRA KUMAR

MINUTES OF MEETING

NAME OF THE PROGRAMME: GRIEVANCE REDRESSAL MEETING

DATE: 12.8.2024

TIME: 2 pm – 3.30pm

VENUE: SHRI BHAGWAT PRASAD SINGH MEMORIAL COLLEGE OF NURSING
CONFERENCE HALL

PRESIDED OVER BY: Dr. Siji Thomas

INTRODUCTION: The grievance redressal committee of Shri Bhagwat Prasad singh Memorial College of nursing conducted on 12/8/2024 at conference hall in the presence of Dr. Siji Thomas. As per the guidelines in the meeting the following are the objectives of grievance redressal

AGENDA

1. Students complain about books and journal lacking in library
2. Student complain about fee investment.
3. Students complain about lack of water supply.

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AGENDA

1. Students complain about books and journal lacking in library
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3. Students complain about lack of water supply.

MEMBER PRESENT:

S.N	NAME	SIGN
1	Mr. JITENDRA KUMAR	<i>Jitendra</i>
2.	Mr. AMENDRA KUMAR	<i>Amendra Kumar</i>
3.	Mr. KUNDAN KUMAR	<i>Kundan Kumar</i>
4.	Mr. ROHIT KUMAR	<i>Rohit Yadav</i>
5.	Ms. NIBHA KUMARI	<i>Nibha Kumari</i>
6.	Mr. RISHABH KUMAR	<i>Rishabh Kumar</i>
7.	Ms. VARSHA KUMARI	<i>Varsha Rani</i>
8.	Ms. NIDHI KUMARI	<i>Nidhi Kumari</i>
9.	Ms. ANU KUMARI	<i>Anu Kumari</i>
10.	Mr. ANUP KUMAR	<i>Anup Kumar</i>

DISCUSSION

The committee discussed all the agenda of the meeting in the presence of Dr. Siji Thomas principal and supporting staff of this cell.

REPORT

Resolution 1

- Mr. Jitendra kumar coordinator of grievance redressal committee start the meeting, and highlighted the agenda of meeting. And discuss brief regarding formation of grievance redressal committee, its function, responsibility of student members for upcoming academic year.

Resolution 2

- The Patron Mr. Abhay Singh, Dr. Siji Thomas Principal ask the students if any complain?
- Students has complained about lacking of library books and journals.
- Lack of drinking water supply
- Complain about fee investment- need more installments to pay the fees.

Resolution 3

- All the complaint has been solved in the presence of Director Mr. Abhay singh.

Resolution 4



- The meeting concluded with vote of thanks by Mr. Jitendra kumar.

ADJOURNMENT:

- Meeting was adjournment at 3 pm Tea and snacks were distributed at the end of the meeting. The next meeting will be on March month 2025. Meeting adjourned at 3.30pm

MINUTES SUBMITTED BY- Mr. Jitendra kumar (Co-ordinator)

APPROVED BY- Dr. Siji Thomas (Principal)

CIRCULAR

All the members of the anti-ragging committee are informed to attend a meeting in the chamber of undersigned on 24/3/2025 at 2 pm in seminar hall.

All the members are requested to attend the meeting without fail.


CONVENER

MR. JITENDRA KUMAR

MINUTES OF MEETING

NAME OF THE PROGRAMME: GRIEVANCE REDRESSAL MEETING

DATE: 24.3.2025

TIME: 2 pm – 3.30pm

VENUE: SHRI BHAGWAT PRASAD SINGH MEMORIAL COLLEGE OF NURSING
CONFERENCE HALL




PRESIDED OVER BY: Dr. Siji Thomas

INTRODUCTION: The grievance redressal committee of Shri Bhagwat Prasad singh Memorial College of nursing conducted on 24/3/2025 at conference hall in the presence of Dr. Siji Thomas. As per the guidelines in the meeting the following are the objectives of grievance redressal

AGENDA

1. Students complain about library book issue.
2. Student complain about hostel food and electricity.
3. Students complain about the lacking of supports items (badminton rackets, chess board)

MEMBER PRESENT:

S.N	NAME	SIGN
1	Mr. JITENDRA KUMAR	
2.	Mr. AMENDRA KUMAR	
3.	Mr. KUNDAN KUMAR	Kundan Kumar
4.	Mr. ROHIT KUMAR	
5.	Ms. NIBHA KUMARI	Nibha kumari
6.	Mr. RISHABH KUMAR	Rishabh Kumar
7.	Ms. VARSHA KUMARI	varsha kumari
8.	Ms. NIDHI KUMARI	Nidhi kumari
9.	Ms. ANU KUMARI	Anu kumari
10.	Mr. ANUP KUMAR	Anup Kumar

DISCUSSION

The committee discussed all the agenda of the meeting in the presence of Dr. Siji Thomas principal and supporting staff of this cell.

REPORT

Resolution 1

- Mr. Jitendra kumar coordinator of grievance redressal committee start the meeting, and highlighted the agenda of meeting.

Resolution 2

- The Patron Mr. Abhay Singh, Dr. Siji Thomas Principal ask the students if any complain?
- Students has complained about book issue related problem has been resolved.
- Hostel food and electricity problem has been solved. Hostel weekly menu planning has been made.
- Complain about sports item, money has been issued for supports item.

Resolution 3

- All the complaint has been solved in the presence of Director Mr. Abhay singh.

Resolution 4

- The meeting concluded with vote of thanks by Mr. Jitendra kumar.

ADJOURNMENT:

- Meeting was adjournment at 3 pm Tea and snacks were distributed at the end of the meeting. Meeting adjourned at 3.30pm

MINUTES SUBMITTED BY- Mr. Jitendra kumar (Co-ordinator)

APPROVED BY- Dr. Siji Thomas (Principal)