



**Army Institute of Education (AIE)**  
(NAAC Accredited & ISO Certified Institute)  
Plot M-1, Pocket P-5, Sector Chi-2  
Gautam Budh Nagar  
Greater NOIDA (UP) - 201306

## CIRCULAR

### RECONSTITUTED COLLEGE GRIEVANCE REDRESSAL COMMITTEE (CGRC)

1. Further to our circular No 20504/GGSIPU/AIE dated 31 Aug 2019. The CGRC is reconstituted with immediate effect:-

S. No.	Name	Designation	Email Address
1	Dr Tania Gupta Principal, AIE	Chairperson	taniagupta1976@yahoo.co.in
2	Ms Neeti Sharma Assistant Professor, AIE	Convener	neeti.moudgil@yahoo.com
3	Ms Pratibha Garg Assistant Professor, AIE	Member	aiepratibha@gmail.com
4	Dr Pratibha A Singh Psychologist, NGO	Member (Psychologist)	singhpratibhamiglani@gmail.com
5	Ms Kavitha N Karun Assistant Professor, AIE	Member (Counsellor)	kavithank1975@gmail.com
6	Ms Arti Mishra Hostel Warden, AIE	Member	arti1581985@gmail.com
7	Ms Himani Thapa Student-Teacher, AIE	B.Ed. Batch 2018-20	thapahimani06@gmail.com
8	Ms Shalini Student-Teacher, AIE	B.Ed. Batch 2018-20	rishikasvrm@gmail.com
9	Mr Kapil Sharma Student-Teacher, AIE	B.Ed. Batch 2018-20	kapilsharma850@yahoo.com
10	Km Kanu Choudhary Student-Teacher, AIE	B.Ed. Batch 2019-21	kdchaudhary560@gmail.com
11	Rajesh Singh Bhadoria Student-Teacher, AIE	B.Ed. Batch 2019-21	rajeshbhadoria121@gmail.com

2. Rest of guidelines and all Rules and Regulations be same as in our previous circular dated 31 Aug 2019.

File No: 20504/GGSIPU/AIE

Date: 14 Jan 2020



*Tania Gupta*  
(Dr Tania Gupta)  
Principal

#### Copy to:-

1. Guru Gobind Singh Indraprastha University  
Dwarka, New Delhi
2. HQ Delhi Area (AWES Cell)  
Delhi Cantt-10



20504/GGSIPU/AIE

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Greater NOIDA (UP) - 201306

31 Aug 2019

**CIRCULAR**

**RECONSTITUTED COLLEGE GRIEVANCE REDRESSAL COMMITTEE (CGRC)**

1. Refer further our circular No 20504/GGSIPU/AIE dated 23 May 2019. The following Committee is reconstituted with immediate effect:-

S. No.	Name	Designation	Email Address
1	Dr Tania Gupta Principal, AIE	Chairperson	taniagupta1976@yahoo.co.in
2	Ms Neeti Sharma Assistant Professor, AIE	Convener	neeti.moudgil@yahoo.com
3	Dr S K Panda Assistant Professor, AIE	Member	aiesumanta@gmail.com
4	Dr Pratibha A Singh Psychologist, NGO	Member Counsellor	singhpratibhamiglani@gmail.com
5	Ms Arti Mishra Hostel Warden, AIE	Member	arti1581985@gmail.com
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10	Rajesh Singh Bhadoria Student-Teacher, AIE	B.Ed. Batch 2019-21	rajeshbhadoria121@gmail.com

2. Rest of guidelines and all Rules and Regulations be same as in our previous circular dated 23 May 2019.



*Tania Gupta*  
(Dr Tania Gupta)  
Principal

**Copy to:-**

1. Guru Gobind Singh Indraprastha University  
Dwarka, New Delhi
2. HQ Delhi Area (AWES Cell)  
Delhi Cantt-10



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Greater NOIDA (UP) - 201306

### **COLLEGE GRIEVANCE REDRESSAL COMMITTEE (CGRC)**

**Objective:** To deal with oral/ written complaints of students, parents, staff and ensure redressal of registered grievance to create a conducive environment in the Institute.

#### **ROLE & RESPONSIBILITIES**

The Committee shall be responsible to:

- (a) Ensure that teachers and authorities of the Institution maintain cordial, warm and confidence building relationship with the students in reference of Ordinance No. 32 of the GGS IP University Act No. 09 of 1998.
- (b) Keep watch on such teachers and members of administration who are unable to build-up such cordial and respectful relationship with the students and appropriate remedial measures in the nature of counselling and short term training.
- (c) Adhere to the principals of natural justice in its proceedings and dispose-off all grievances as expeditiously as possible, but not later than one month of its receipt.
- (d) Attend every letter/ representation/ in the nature of appeal by students with reformative approach and systematic consideration.
- (e) Inform the parents of the students by writing the letter informing the shortage of attendance which shall be sent by speed post/ registered post.
- (f) Be absolutely transparent in taking the decision on detention of students so as to avoid any suspicious of whimsical or selective action.
- (g) Ensure that detention list of students is displayed at least 10 working days before the commencement of the Examination.
- (h) Regularly engage in welfare activities of the students so as to gain confidence of the students in effectiveness and genuineness.
- (j) Be federated with Director of Students Welfare of the GGS IP University, who may supervise advice, engage and assist the committee in redressing of the grievances of students from time-to-time.
- (k) Earnestly look into any issue relating to arbitrary action, personal vendetta or personal grudges against the students by any faculty, staff and authority of the College. Such cases shall be brought to the notice of Principal, Army Institute of Education (AIE).
- (l) In case issues are not resolved at the college level then may advise the students to approach the Grievance Redressal Mechanism at the level of GGSIP University, adhere all the grievances communications to the Convener of the Students Grievance Redressal & Welfare Committee, constituted by the GGSIP University.
- (m) Include elected students representative in the College's Student Grievance Redressal and Welfare Committee. Notice in this regard to be put up at prominent and conspicuous places as per the provisions of University Grant Commission (Grievance Redressal Regulation Act 2012). Also to upload the notification on the College's Website.
- (n) Send the compliance report with re-constituted Students Grievance Redressal & Welfare Committee to the University before the 15<sup>th</sup> September of each year.



(o) Engage the services of medical practitioner, including specifically a psychologist, psychotherapist and a professional student counselor for regular consultation with students within the premises of the College and to send the compliance report to the University within 2 weeks from the commencement of the new session every year.

(p) Maintain comprehensive, meticulous and verifiable documentation of all the compliances, including documentations of the proceedings of the Grievance Redressal Committee and services rendered by the Professional Medical Practitioners such as Psychiatrist/ Psychotherapist and Professional Student's Counselors.

(q) Update the documentation of compliances from time-to-time for audit and evaluation by the university through the existing mechanism of JAC, Academic Audit Committee or such other mechanism as deemed fit by the GGSIP University from time-to-time.

The Committee should meet and discuss various issues related to the Students' Grievances and Welfare at least twice a month and submit the minutes of the meeting on fortnightly basis to the Principal, AIE.

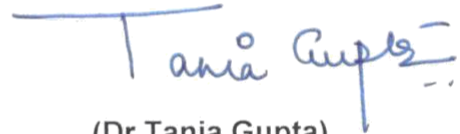
### **PROCEDURE FOR SEEKING REDRESSAL OF COMPLAINT**

1. The aggrieved student or person seeking redressal of grievance may submit an application to the Committee Head (Convener).
2. On receipt of an application the Committee Head shall inform the Committee Chairperson and shall immediately provide a copy to the Chairperson for furnishing its reply within seven days.
3. The Committee Chairperson shall fix a date for hearing the complaint which shall be communicated to the Institute and the aggrieved person either in writing or electronically, as may be feasible.
4. An aggrieved person may appear either in person or represented by such person as may be authorised to present her/his case.
5. The Committee Chairperson shall be guided by principles of natural justice whilst hearing the grievance.
6. The Committee Chairperson shall ensure disposal of every application within one month of receipt for speedy redressal of grievance.
7. The Institute staff shall be expected to co-operate with the Committee Chairperson in redress of grievances and failure to do so may be reported by the Committee Chairperson.
8. On the conclusion of proceedings, the Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
9. Every order under Clause (8), under the signature of the Committee Chairperson shall be provided to the aggrieved person and the University and shall be placed on the website of Institute.
10. The Institute shall comply with the order of the Committee Chairperson.
11. A complaint shall be filed by the aggrieved student, his/her parent or with a special permission from the Committee Chairperson, by any other person.
12. In case of any false/frivolous complaint, the Committee Chairperson may order appropriate action against the complainant.

13. The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Institute except

- (a) In case of lack of unanimity, the Grievance Committee shall take decisions by majority.
- (b) The Grievance Committee shall communicate its decisions within ten days of receipt of complaint.

14. The Institute shall provide detailed information regarding provisions of grievance redressal, mechanism, Committee and the duties and rights of students in their admission brochure prominently.



(Dr Tania Gupta)  
Principal

**Copy to:-**

1. Guru Gobind Singh Indraprastha University  
Dwarka, New Delhi
2. HQ Delhi Area (AWES Cell)  
Delhi Cantt-10

**Distribution:-**

CGRC Members of AIE

All Teaching & Non- Teaching Staff of AIE

Display on all Notice Board, Resource Centres and in Hostels.



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

GGSIPIU/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 (Crl.) 793/2017, the following directions are hereby issued for immediate compliance by all the affiliated Colleges/Institutions;

1. Publish the University's advisory dated 18-07-2017 and these present directions dated 23.05.2018 at a prominent and conspicuous place on their website. Compliance Report with copy of the website publication to be sent by 7:00 PM on 23.05.2019 by return email message.
2. Incorporate the University's advisory dated 18.07.2017 and these present directions dated 23.05.2018 in their Prospectus/Admission Brochure issued for the current academic session i.e. AY 2019-20, if necessary, in the form of an Addendum to an already issued Prospectus/Admission Brochure. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.

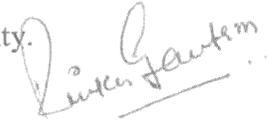
3. Mention at prominent and conspicuous place in their respective Prospectus/Admission Brochure for current Academic Year 2019-20 and their websites the full details about University's Student Grievance Redressal Committee and College/Institution Level Grievance Redressal Committee. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.
4. The College/Institution Level Grievance Redressal Committee should adhere to the principles of natural justice in its proceedings and dispose of all grievances as expeditiously as possible; but no later than four weeks of its receipt. The Colleges /Institutions should hold meeting of Grievance Redressal Committee at least once every three months. The procedure for filling complaints, procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances shall be published on its website, Admission Brochure and Prospectus at a prominent and conspicuous places. Compliance Report with a copy of the document laying down the procedure be sent to the University within a week.
5. Immediately include elected student representative in the College/Institution level Grievance Redressal Committee and re-notify the newly constituted Committee at prominent and conspicuous places. All the Colleges and Institutions shall adopt the UGC (Grievance Redressal) Regulations 2012. The reconstituted Grievance Redressal Committee which includes the elected student representative and also complies with the provisions of the UGC (Grievance Redressal) Regulations 2012 shall be notified on their respective websites at prominent and conspicuous places. Compliance Report with copy of the re-constituted Grievance Redressal Committee be sent to the University before 15<sup>th</sup> September of each year.
6. Engage the services of medical practitioner(s) including specifically a Psychiatrist, a Psychologist and a professional Student Counsellor for regular consultation with students within the premises of the College/Institution.



Compliance Report to be sent to the University within two weeks from the commencement of the new Academic Session every year.

7. Maintain comprehensive, meticulous and verifiable documentation of all the compliances of the above directions, including documentation of the proceedings of the Grievance Redressal Committee and the services rendered by the professional medical practitioners such as Psychiatrist, Psychologist and professional Student Counsellors.
8. The documentation of the compliances of the aforesaid directions shall be subject matter of audit and evaluation by the University through the existing mechanisms of Joint Assessment Committees (JACs), the Academic Audit Committees or such other mechanism as deemed fit by the University from time to time.
9. The Convener of the University Level Grievance Redressal Mechanism shall ensure comprehensive and verifiable documentation of all compliance reports submitted by the affiliated Colleges/Institutions from time to time.

This issues with the approval of the Competent Authority.

  
**(Rinku Gautam)**  
**Registrar**  
Registrar  
G. G. S. Indraprastha University  
Sector-15C, Dwarka, New Delhi-110078

**Copy to:**

1. All the Directors/Principals of the affiliated colleges/ institutions affiliated to GGSIP University.
2. Members of the University Level Grievance Redressal Committee.
3. All Deans, University School of Studies.
4. In-charge (Affiliation), GGSIP University.
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Convener, University Level Students' Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGSIP University
9. AR to Pro Vice Chancellor, GGSIP University
10. AR to Registrar, GGSIP University.
11. In-Charge, Server Room for notification on the University website.



c/n

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

GGSIU/2017-18/ 1039/ Legal

Dated: 18/7/17

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

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

Dear Sir/Madam,

The following advisory is hereby issued under Clause 3(ii)(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 be informed by e-mail or telephonically about such cases.
- c. Institutions should be absolutely transparent in taking the decision on detention of students so as to avoid any suspicion of whimsical or selective action. The detention list should be displayed at least 10 working days before the commencement of the examination.
- d. Every institution should constitute 'Students' Grievance Redressal and Welfare Office'. It should be empowered to receive grievances from students, consider and address them within the framework of the prevailing rules and regulations with the perspectives of the welfare of the students. Such Committee constituted at the level of every college should be publicised and directed to regularly engage in welfare activities of the students, so as to gain the confidence of the students in its effectiveness and genuineness. Such College/Institution level Committee should be federated with the Directorate of Students' Welfare of the University which may supervise and advise

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Page 1 of 2

them, actively engage them and assist them in redressing the grievances of the students from time to time.

- e. Any issue relating to arbitrary action, personal vendetta or personal grudges against students by any teacher / authority of the Institute should be earnestly looked into by 'Students' Grievance Redressal and Welfare Office' and it should be brought to the notice of Principal / Director of the Institute. If the issues are not resolved at the level of concerned college, the student should be advised to approach the Grievance Redressal Mechanism at the level of the University which shall act as the appellate mechanism.
- f. The University level Grievance Redressal Mechanism for the students, parents, faculty etc. related to affiliated colleges has been constituted and communicated to all concerned vide University letter ref. GGSIPU/Aff/Notification/180-L dated 11.01.2013. All the grievances, communications to the University level Grievance Redressal Mechanism should be addressed to the Convener of the Committee Dr. Neelima Markandey, Affiliation Branch, Administrative Block, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, Delhi 110078.

This issue with the approval of the competent authority.

C. Arvind  
17-7-17  
(C. Arvind)  
Registrar

**Copy to:**

1. All the Directors/Principals of the affiliated colleges/institutions affiliated to GGS IP University
2. Members of the University Level Grievance Redressal Committee
3. All Deans, University Schools of Studies
4. Controller of Examinations
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Dr. Neelima Markandey, Convener, Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGS IP University
9. AR to Pro Vice Chancellor, GGS IP University
10. AR to Registrar, GGS IP University