



Ashtavakra Institute of Rehabilitation Sciences & Research

App. by Rehabilitation Council of India, Ministry of Social Justice & Empowerment, Govt. of India
Affiliated to GURU GOBIND SINGH INDRAPRASHTHA UNIVERSITY

Ref. No :- AIRSR/2023-24/4536-A

Date:- 17/11/2023

STUDENTS GRIEVANCE REDRESSAL COMMITTEE Action Taken Report (ATR)

A meeting of the Students Grievance Redressal Committee members was convened in the Conference room of Ashtavakra Institute of Rehabilitation Sciences & Research at 11:45 AM on 17.11.2023 (Friday). Following members are present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Mobile No.	E-mail
1.	Mrs. Sanjana Mittal,	Deputy Director, AIRSR	9899901819	sanjanaddl@gmail.com
2.	Mr. Jitender Srivastava,	Nodal Officer-GRC	9811125565	jitenderajni@gmail.com
3.	Mrs. Geeta Bhutani	In-Charge, Student Welfare	9971224817	ashtavakrastudentwelfare@gmail.com
4.	Ms. Mansa Verma	Member, AIRSR	8800241657	mansaverma1585@gmail.com
5.	Dr. J. Das	Psychiatrist, SGRC and Visiting	8287278762	jdajdas@rediffmail.com
6.	Dr. Sashi Bhushan Kumar Gupta,	Professional Students Councilor, outside visiting	7048979076	shashi2007pmch@gmail.com
7.	Md. Haseeb Ahmad,	Psychologist, SGRC and Faculty, AIRSR	8076201306	ahmmed.haseeb@gmail.com
8.	Mr. Vikas Kataria	Sr. Admin Officer	9711148848	vikaskataria1611@gmail.com

Elected Student Representatives – 1st Year

S. No.	Student Name	Enroll. No.	Program	Mobile No.	E-mail
1.	YASHIKA	BED/SER/LD/2023-25/68	(B-ED SE –LD)	9910145070	pqrs5070@gmail.com
2.	KARISHMA	BED/SER/HI/2023-25/242	(B-ED SE –HI)	9667548863	Karishmapanchal246@gmail.com
3.	AKANSHA GANGULY	BED/SER/ASD/2023-25/175	(B-ED SE –ASD)	9319610299	akanshaganguly023@gmail.com
4.	ANKIT	BED/SER/ID/2023-25/282	(B-ED SE –ID)	9821917534	desankit@gmail.com
5.	APPURVA KAKKAR	BED/SER/VI/2023-25/61	(B-ED SE –VI)	9034718716	appurva3avg@gmail.com

Elected Student Representatives – 2nd Year

S. No.	Student Name	Enroll. No.	Program	Mobile No.	E-mail
1.	ENA BISHT	02352312522	(B-ED SE –ID)	9266014075	enabisht188@gmail.com
2.	KRITI DHUNNA	01252312422	(B-ED SE –ASD)	7042575744	kri.dhunna@gmail.com
3.	VARSHA	35152312322	(B-ED SE –LD)	8882271272	sehrwatvarsha2000@gmail.com

4.	SAKSHI SHARMA	00152312622	(B-ED SE –VI)	9871084120	sakshibhardwaj196@gmail.com
5.	AKSHITA SINGH	00252312222	(B-ED SE –HI)	7428950516	akshita30061999@gmail.com

Following meeting Agenda was taken up in the meeting

Item No. 1: To appraise new members about UGC (Establishment and Mechanism for Grievance Redressal) Regulation 2012.

Resolved: *The Students are appraised during the orientation program about the Grievance Redressal) Regulation 2012 and invited the students to speak in confidence with their class in charges and In-charge Student Welfare*

ATR: *All the students are appraised about the SGRC on orientation day in the campus and during interaction details presentation and question answer session was conducted to bring in clarity also Class In-charges are frequently meeting thorough Elected Student Representatives in both shifts.*

Item No. 2: List of "Grievance" as has been put forwarded in definition of the above regulation in clause no. 3; sub clause: (h) Sr. No. (i-xvi); namely

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;

- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

Resolved: *The Students are appraised during the orientation program about the type of Grievance as mentioned in Regulation 2012 and invited the students to speak in confidence on all the Xvi types of points with their class In-charges and In-charge Student Welfare.*

ATR: *All the students and stakeholders are appraised about the SGRC on orientation day in the campus and during interaction details presentation and question answer session was conducted to bring in clarity also Class In-charges are frequently meeting thorough Elected Student Representatives in both shifts, no grievance made by any student.*

Item No. 3: To notify Grievance Redressal Committee on Institute website.

Resolved: *The Students are appraised and notify about the type of Grievance Redressal Committee on Institute website.*

ATR: *All the students and stakeholders are appraised about the SGRC on Institute website also to lodge the grievance if any.*

Item No. 4: To Appraise all stakeholders about Notification Statute of SGRC of UGC and AICTE

Resolved: *The Students are appraised and notify about the Notification Statute of SGRC of UGC and AICTE on Institute website.*

ATR: *All the students and stakeholders are appraised about the SGRC on Institute website.*

Item No. 5: To Appraise all stakeholders about Notice of UGC/AICTE/GGSIPU @SGRC_AIRSR

Resolved: *The Students are appraised and notify about the Notification Statute of SGRC of UGC and AICTE on Institute website.*

ATR: *All the students and stakeholders are appraised about the SGRC on Institute website.*

Item No. 6: To appraise all stakeholders that Institute prominently published/notified the details of SGRC by Tecnia Times prospectus

Resolved: *The Students and are appraised about the SGRC through published/Notified in Tecnia- Times and on Institute website.*

ATR: *All the students and stakeholders are appraised about the SGRC on Institute website.*

Item No. 7: Specialized Member of SGRC Psychiatrist/Psychologist/Professional Students Councilors

Resolved: The Student and Stake Holders are appraised and notify about availability of Psychiatrist/Psychologist/Professional Students Councilors in SGRC.

ATR: All the students and stakeholders are appraised about the SGRC competency with regard to availability of Psychiatrist/Psychologist/Professional Students Councilors in SGRC.

Item No. 8: Proceedings of SGRC meticulous and verifiable contents

Resolved: The Student and Stake Holders are appraised and notify about Proceedings of the meeting of SGRC.

ATR: All the students and stakeholders are appraised about the SGRC on Institute website.

Item No. 9: Maintenance of **Grievance Form** "Online Student Grievance" link on Institute website

Resolved: The Student and Stake Holders are appraised and notify about "Online Student Grievance" link on Institute website for **Grievance Form**

ATR: All the students and stakeholders are appraised about the SGRC link on Institute website for **Grievance Form**.

Item No. 10: Student Grievance if any

Resolved: No major or minor grievance was observed and received from any stakeholder.

ATR: All the students and stakeholders are appraised about the SGRC on orientation day in the campus and during interaction details presentation and question answer session was conducted to bring in clarity also Class In-charges are frequently meeting thorough Elected Student Representatives in both shifts, no grievance made by any student.

Item No. 11: Student Feedback

Resolved: The Student and Stake Holders are appraised about the "Online Student Feedback" link on Institute website.

ATR: All the students and stakeholders are appraised about the "Online Student Feedback" link on Institute website.

Meeting ended with the thanks to the chair Mr. Jitendra Shrivastava , Nodal Officer, Students Grievance Redressal Committee

Mr. Jitendra Shrivastava
Member Secretary, SGRC
Faculty - HI Dept



Cc to:

- 1) Mrs. Sanjana Mittal, Deputy Director, AIRSR
- 2) Mr. Jitender Srivastava, Nodal Officer-GRC
- 3) Mrs. Geeta Bhutani, In-Charge, Student Welfare
- 4) Ms. Mansa Verma, Member, AIRSR
- 5) Dr. J. Das, Psychiatrist, SGRC and Visiting
- 6) Dr. Sashi Bhushan Kumar Gupta, Professional Students Councilor, outside visiting
- 7) Md. Haseeb Ahmad, Psychologist, SGRC and Faculty, AIRSR
- 8) Mr. Vikas Kataria, Sr. Admin Officer
- 9) Mrs. Anupma Gupta, HoD, B-Ed SE (ASD) for Elected Student Representatives (1st & 2nd Year)
- 10) Mr. Geeta Bhutani, HoD, B-Ed SE (ID) for Elected Student Representatives (1st & 2nd Year)
- 11) Ms. Shilky Singhal, HoD, B-Ed SE (LD) for Elected Student Representatives (1st & 2nd Year)
- 12) Mr. Jitender Srivastava, HoD, B-Ed SE (HI) for Elected Student Representatives (1st & 2nd Year)
- 13) Ms. Mansa Verma, HoD, B-Ed SE (VI) for Elected Student Representatives (1st & 2nd Year)