

Minutes of the Meetings Student Grievances

NAAC Criterion :

5 Student Support and Progression

Key Indicator :

5.1 Student Support

Metric Number :

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

Submitted By:



Delhi Metropolitan Education

Affiliated to GGSIPU, New Delhi & Approved by Bar Council of India

www.dme.ac.in



MINUTES OF THE MEETING: STUDENT GRIEVANCES REDRESSAL COMMITTEE

1. A meeting of the “Student Grievances Redressal Committee” was held as under:
13 June 2022; 1000 hrs; Room No. 503
2. Following were present:
 - (i) Director, DME, Prof. (Dr.) Ravi Kant Swami, (Convener, in the Chair)
 - (ii) Dean, Law School, Prof. (Dr.) Rashmi Khorana Nagpal
 - (iii) Dean, Media School, Prof. (Dr.) Ambrish Saxena
 - (iv) Dean, Mgmt School, Prof. (Dr.) Ravi Kant Swami
 - (v) Head, Media School, Prof. (Dr.) Susmita Bala
 - (vi) Head, Mgmt School, Prof. (Dr.) Poorva Ranjan
 - (vii) Coordinator (Academics), Law School, Dr. Rajinder Kaur Randhava

Student members:

 - (i) Divya Shree (BA_JMC 20-23)
 - (ii) Deepanshu Sharma (BBA batch 2020-23)
 - (iii) Tisha Dem (BBA Batch 2021_24)
 - (iv) Jitish Suryan (BBA Batch 2021_24)

Following could not be present:

- (i) Eknur Khurana (BA LLB Batch 2018_23)
 - (ii) Samridhi Bhat (BBA LLB Batch 2017_22)
 - (iii) Priya Mishra (BA_JMC 20-23)
 - (iv) Ayushman (BALLB 2019-24)
 - (v) Mihir Dawar (BBA LLB 2020-25)
 - (vi) Pulkit Khanduja (BALLB batch 2018-23)
3. Minutes of the meeting held on 20 April 2022 were approved.
 4. Student grievances during the period 20 April, 2022 – 8 June, 2022:

(i) **Grievance 1: DME_G_2022_19**

Media Students: Batch 2019-2022

Issue: Discrepancy in marks in subject Media Research (BAJMC 303).

Action decided by the House

The Head, DME Media School, Prof. (Dr.) Susmita Bala wrote to the concerned authorities. Revised result published by the University on 6 June 2022. All students have passed the said subject with good scores.

Responsibility for action:

Head / Head Media School.

Closing the grievance:

This grievance is closed.

- (ii) **Grievance 2: DME_G_2022_20**
Ananya Verma : BA(JMC) 2nd year
Issue: Complaint pertaining to the teachers' behavior.
Action decided by the House
The Chair intimated that the issue has been solved. The Dean provided the feedback to the concerned faculty and the corrective action was taken by the faculty.
Responsibility for action:
Dean / Head Media School.
Closing the grievance:
This grievance is closed.
- (iii) **Grievance 3: DME_G_2022_21**
Shiksha Dhyani : Complaint pertaining to the missing items.
Action decided by the House
The issue was resolved by the Administrative Officer.
Responsibility for action:
Administrative officer.
Closing the grievance:
This grievance is closed.
- (iv) **Grievance 4: DME_G_2022_22**
R.Nikkitha : BBA LLB - 2018-23
Issue: Complaint pertaining to comprehensive viva
Action decided by the House
Request was not considered since the grievance pertains to the viva held in November 2022.
Responsibility for action:
Dean Law School.
Closing the grievance:
This grievance is closed.
- (v) **Grievance 5: DME_G_2022_23**
Ashwint Singh: Marked absent in comprehensive viva of 3rd semester
Action decided by the House
The issue was forwarded to university for correction.
Responsibility for action:
Head Law School.
Closing the grievance:
This grievance is closed.
- (vi) **Grievance 6: DME_G_2022_24**
Agrim Mathur: BBA Batch 2017-20
Issue: Complaint pertaining to Ms. Tulika's Behavior
Action decided by the House
(i) The House concurred on the issue that rude behavior with the students, on any count, is unacceptable.
(ii) The staff has been sent on a long (forced) leave.
(iii) The Director General and the visiting Psychologist Dr. Ragini Singh has counseled the staff.

(iv) Training for “Stress Mgmt.” & “Public dealing” shall be conducted for staffers.

Responsibility for action:

Director

Closing the grievance:

This grievance is open.

(vii) **Grievance 7:**

Issue: Complaint pertaining to AC not working on 4th Floor (BBA Classes)

Action decided by the House

From now onwards BBA classes will be conducted on 3rd Floor (permission granted by Dean, Law School).

Responsibility for action:

Head, Management School

Closing the grievance:

This grievance is closed.

(viii) **Grievance 8:**

Issue: Third to Fifth floor water quality

Action decided by the House

The issue was forwarded to Administrative Officer and asked to share TDS.

Responsibility for action:

Administrative officer.

Closing the grievance:

This grievance is open.

Ravi Kant Swamy

(Convener)



DME_Griev_2022_6A

19 October 2022

MINUTES OF THE MEETING: STUDENT GRIEVANCES REDRESSAL COMMITTEE

1. A meeting of the “Student Grievances Redressal Committee” was held as under:
19 October 2022; 1000 hrs; Board Room.
2. Following were present:
 - (i) Dean, Law School, Prof. (Dr.) Rashmi Khorana Nagpal (Convener)
 - (ii) Coordinator (Academics), Media School, Dr Manmeet Kaur
 - (iii) Coordinator (Academics), Management School, Dr Shuchi Goel
 - (iv) Coordinator (Academics), Law School, Dr. Rajinder Kaur Randhava
 - (v) Associate Professor, Management School, Dr Seema Mam
 - (vi) Assistant Professor, Law School, Mr Gunjan

Student members:

- (i) Deepanshu Sharma (BBA batch 2020-23)
- (ii) Tisha Dem (BBA Batch 2021_24)
- (iii) Jitish Suryan (BBA Batch 2021_24)
- (iv) Ayushman (BBALLB 2019-24)
- (v) Mihir Dawar (BBA LLB 2020-25)
- (vi) Pulkit Khanduja (BALLB batch 2018-23)

Following could not be present:

- (i) Eknur Khurana (BA LLB Batch 2018_23)
- (ii) Samridhi Bhat (BBA LLB Batch 2017_22)
- (iii) Priya Mishra (BA_JMC 20-23)
- (iv) Divya Shree (BA_JMC 20-23)

3. Minutes of the meeting held on 12th August 2022 were approved.
4. Student grievances during the period 13th August 2022 – 17th October, 2022:

(i) **Grievance 1: DME_G_2022_28**

R.Nikkitha: Batch 2018-2023

Issue: Complaint pertaining to the cleanliness of Room no. 302.

Action decided by the House

The Chair intimated that the issue has been solved. The Administrative officer asked to keep a regular check.

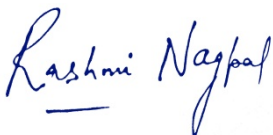
Responsibility for action:

Administrative Officer

Closing the grievance:

This grievance is closed.

- (ii) **Grievance 2: DME_G_2022_29**
BBALLB, 2A
Issue: Complaint pertaining to faculty's teaching style.
Action decided by the House
The Chair intimated that the issue has been solved. The Dean provided the feedback to the concerned faculty and the corrective action was taken by the faculty.
Responsibility for action:
Dean / Head Media School.
Closing the grievance:
This grievance is closed.
- (iii) **Grievance 3: DME_G_2022_30**
BALLB, 5C
Issue: Complaint pertaining to faculty's behavior and Minimum attendance.
Action decided by the House
The Chair intimated that the issue has been solved. The Dean provided the feedback to the concerned faculty and the corrective action was taken by the faculty.
Minimum attendance per subject was reduced to 60% from 75% for 5th year students.
Responsibility for action:
Dean / Head Media School.
Closing the grievance:
This grievance is closed.
- (iv) **Grievance 4:**
Issue: Complaints pertaining to the college cleanliness and infrastructure.
Action decided by the House
The Chair discussed the issue with the administrative officer. The Administrative officer asked to keep a regular check.
Responsibility for action:
Administrative Officer
Closing the grievance:
This grievance is open.
- (v) **Grievance 5:**
Formation of New Grievance Body (Student Cell).
Action decided by the House
The Chair intimated that New Grievance Body (Student Cell) has to be formed and applications are invited for the same.



(Convener)



Contact us:


B-12, Sector-62, Noida

Phone: +91-9711705391, 9999311086

Email: lqac@dme.ac.in

 dme.ac.in

 [/dmenoida](https://www.facebook.com/dmenoida)

 [/dmenoida](https://www.instagram.com/dmenoida)

 [/dmenoida](https://www.linkedin.com/company/dmenoida)

 [/dmenoida](https://twitter.com/dmenoida)

 [/dme tv](https://www.youtube.com/channel/UCdme_tv)

 [/Delhi_Metropolitan_Education](https://www.whatsapp.com/channel/Delhi_Metropolitan_Education)