



## GRIEVANCE & COUNSELING CELL

The function of the cell is to look into the complaints lodged by any student and judge its merit. The Grievance and Counseling Cell is also empowered to look into matters of any kind of harassment. Any student with a genuine grievance may approach the Cell members or the In-charge in person.

In case the student is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance and Counseling Cell or may also be sent through e-mail to the Chairman of Students' Grievance and Counseling Cell at [shrigpm@gmail.com](mailto:shrigpm@gmail.com).

### Objectives

- To develop a approachable and answerable attitude among all the students in order to preserve a harmonious educational environment in the college.
- To resolve the problems reported by the Students of the college with the following objectives:
  - Upholding the dignity of the Institute by ensuring free atmosphere in the Institute through promoting pleasant Student-Student relationship and Student-Faculty relationship.
  - Encouraging the Students to communicate their grievances / troubles freely and openly, without any fear of being mistreated.
  - Suggestion / complaint Box are installed in the Administrative Block in which the Students, who would like to remain unidentified, can forward their views in writing, their grievances and their submissions for improving the Academics / Administration in the college.
  - Counsel Students of the college to value the right and dignity of one another and show utmost self-control, esteem and tolerance whenever any circumstance of gap arises.
  - Advising all the Students to refrain from provocative Students against other Students, Faculty Members and the Management.
  - Advising all staffs to be affectionate to the Students and not behave in a malicious, bitter, unkind and hurtful manner towards anybody for any reason.
  - Ragging is a crime and in any form is strictly prohibited in and outside the college. Any violation and breach of ragging and disciplinary rules should be directly brought to the notice of the Principal.

### Counseling Cell

Discipline, punctuality and motivation are the main objectives in a career building of a student.

In today's student life, counseling cell plays an important role to facilitate personal well being of the students through support and guidance of trained counselors for a healthy mind and body.

With the intent to address and help resolve emotional and psychological issues of the student community of SGDC, the college has initiated the "Counseling Cell" in the college premises with the help of a trained team of faculty members as Counselors.

The Counseling Cell encourages the students to understand themselves and the issues that trouble them and guides them to resolve their problems. These problems can be personal, emotional, social, family, peer, academic, sexual, etc.

The Cell aims at addressing conflicts in attitudes, habits and knowledge of the students towards learning practices.

This is done through individual or group counseling to help them with academic goals, social and personality development, career goals, enhancing listening skills, empathy and interpersonal skills to have healthy relationships and a healthy lifestyle.

The role of the Counselor is to offer support through listening and responding in a confidential, non-judgemental and timely way, ensuring that the students become productive, well adjusted adults of tomorrow.

They are trained to assess, diagnose and treat students struggling with academic stress, anxiety, depression, social addictions and other problems they face.

### The objectives of the Counseling are

- To monitor the students regularity and discipline.
- To enable the Parents to know about the performance and regularity of their wards.
- Improvement of teacher - student relationship.

- To facilitate positive behavior changes, improving the student's ability to establish and maintain relationships socially.
- To promote their decision making process, helping them to understand their own potential and cope effectively with the problems they face.
- To guide students to choose right career path for job, higher studies, Entrepreneurship, etc.

### The Practices

- The teacher takes students attendance in every class and enters the list of absentees in the Student Attendance Register (SAR) and absentees information will be posted to head of the department as well as to the parents every day.
- If a student is absent for more than ten days continuously then HOD calls the parents of a student, enquires the reason and advises them to take care of their ward.
- Even after informing student's parents, HOD forwards the details of a student to the Principal for further action.
- The Class Teacher prepare the monthly attendance of every student for each section and send the information to the parents of defaulters through proper channel.
- The Parents/Guardians of poor attendee/performance students are called to meet the class teacher and corrective and preventive measures are implemented for further improvement.
- Periodic meetings are conducted by the Principal with the HoDs to review the punctuality and regularity of the students.
- The Senior students interact with junior students sharing the experiences in co-curricular and exposure due to project and seminars. The fresh ideas will float in during the meeting.
- Every student participates in the events conducted in the college or other colleges with the prior permission of the concerned HoD.
- Disciplinary Committee of the college promptly curbs the indiscipline in the campus.
- Anti-Ragging Committee monitors the freshers within the campus and outside the campus. Additional duty is assigned to the faculty members to monitor the fresher's from being affected by any sort of ragging in and around the campus.

### Outcomes of the System

- The attendance percentage of the students has increased to a greater extent.
- The number of detainment of students has decreased consistently.
- In course of direct communication between teacher and the student there was a good improvement in the teacher-student relationship.
- The above effected in attaining a better academic performance.

### Mechanism For Redressal of Grievances of Students and Staffs

The students are the main stakeholders of any college and it is our endeavor to make all efforts to ensure transparency in all the activities of our college at different stages for them. Taking this spirit in consideration, the college has decided to provide a mechanism to students for Redressal of their grievances.

### Scope

The cell deals with Grievances received in writing / or on mail from the students about any of the following matters -

**Academic Matters :** Related to timely issue of duplicate Mark-sheets, Course Completion, Faculty Feedback, Transfer Certificates, Conduct Certificates any discrepancies or other examination related matters.

**Financial Matters :** Related to dues, Fees and payments for various items from library, etc.

**Other Matters :** Related to certain misgiving about conditions of sanitation, cleanliness, availability of transport, victimization by faculty members, seniors etc.

If and when any such case arise, the Grievance Redressal Committee holds meeting and takes steps to redress it.

### Functions

- The cases will be attended without delay on reception of written grievances from the students or grievances received on mail.
- The grievance cell formally will review all cases and will prepare reports about the number of cases received.
- The cell will give report to the Authority/ Management/Principal about the cases attended to and the number of awaiting cases, if any, which require direction and guidance from the higher authorities.

### Procedure for Lodging Complaint

- The students may feel free to put up a grievance in writing and drop it in boxes or email at shrigpm@gmail.com .
- The Grievance Cell will proceed upon those cases which have been forwarded to the Members along with the necessary documents.
- The Grievance and Counseling Cell will guarantee that the grievance has been correctly solved in a predetermined time bound provided by the cell.

### Responsibility For Redressal

- The final responsibility for grievance redressal rests with the Principal.
- The college expects that grievance redressal be time bound and result-oriented. Every grievance is expected to be resolved within a reasonable period.
- The Grievance Redressal Cell of the college shall monitor status and progress of grievance redressal and shall furnish report on grievance redressal position to the Principal.

### Powers

In case of any grievance, the members of the cell are empowered to resolve a problem at their level through discussion with students. In case the members fail to provide a solution, the matter is referred to the Principal for final commitment on the matter. Considering the nature and depth of the grievances, due inquiry is made by the members of the cell and through personal discussion, the matter is solved.

- If anybody is found to be guilty for any kind of nuisance, he/she is given punishment with due consideration with the Principal.
- The nature of punishment, information to the police (if a situation arises for so) and expulsion from the College will be as per the rules of the Institute.

### Exclusions

- The Grievance Redressal Cell shall not entertain the following issues : Decisions of the Executive Council, Academic Council, Board of Studies and other administrative or academic committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

### Composition

The Grievance Redressal Cell of the college has a provision of the teaching staff as its members and the Principal as the Chairman.

### Grievance & Counseling Committee

- |                                |   |                |
|--------------------------------|---|----------------|
| 1. Dr. (Mrs.) Vandana A. Sinha | - | Chairperson    |
| 2. Mr. Ajay Singh              | - | Convener       |
| 3. Mr. Hemant Yadav            | - | Faculty Member |
| 4. Mr. Mohit Trivedi           | - | Faculty Member |
| 5. Mr. Nishant Shukla          | - | Clerk          |



### 'Self-control, self-esteem, self-discipline'

18.08.2023

Asst. Prof. Ajay Singh, the Head of Department of Grievance & Counselling Cell presented, a seminar on "self-control, self-esteem, and self-discipline" under the guidance of our Trustee Sir Raj Kumar Mishra and our principal ma'am Dr. Vandana Sinha. The purpose of this training is to increase student awareness of self-control, self-worth, and self-discipline in reference to information. In order to maintain a positive learning environment in the college, the cell promotes an approachable and accountable attitude among all students through the grievance and redressed system. Self-Discipline enables you to make decisions and follow them.

Maintaining self-discipline is essential to improving confidence, self-esteem, and intrinsic strength, facilitating a healthier and more productive life, both personally and professionally. It is significant to notice some of the health advantages of self-control, your capacity to control your conduct, and your ability to withstand temptation. 30 students virtually participated in this program.

#### Event Details

Name of the Event : 'Self-control, self-esteem, self-discipline'  
Date : 18<sup>th</sup> August, 2023  
Time : 10:30am to 11:30am

#### Event Purpose

- It supports students in controlling their feelings, inclinations, and actions.
- Students gain knowledge of how confidence is altered and maintained.
- To educate kids about self-esteem, which aids in their ability to overcome addictions and feel more driven to achieve their goals.

#### Some more Glimpses of the Event ....



#### Outcome of the Event:

- Students learn how to control their emotions.
- Students can get success in self-improvement, spiritual growth and meditation.
- Students are able to forge wholesome connections with people and have self-assurance in their skills.

*WISH YOU ALL, THE BEST*



# SHRI G.P.M. DEGREE COLLEGE

## GRIEVANCE & COUNSELLING CELL

A Grievance is most poignant almost Redressed

### 'Essay Writing Competition on 'Types of Harassment'

07.12.2022

The Department of Grievance & Counselling Cell conducted an Essay Writing Competition on "Types of Harassment" by Asst. Prof. Ajay Singh. Essay writing is the art of reporting and describing a topic. It not only requires storytelling skills but also the presentation of a story. With our Essay Writing Competition, we want to discover essay-writing talent from the student community. In this program, 25 students virtually participated.

#### Event Details

Name of the Event : Essay Writing Competition on "Types of Harassment"  
Date : 07<sup>th</sup> December 2022.  
Time : 10:30 am to 11:30 am

#### Event Purpose

- It gives students the opportunity to demonstrate their writing talents.
- This Competition provides the opportunity and reason for improving their performance,
- This competition helps students express thoughts, feelings, ideas, and beliefs.

#### Some more Glimpses of the Event

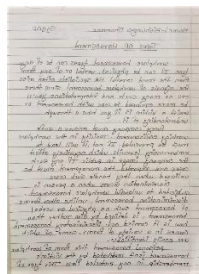


#### Winner of an essay writing competition

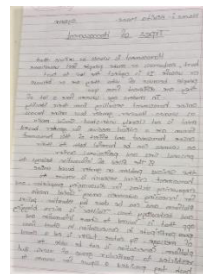
1<sup>st</sup> Rank

2<sup>nd</sup> Rank

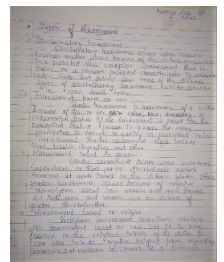
3<sup>rd</sup> Rank



**Aishwarya Dhamane**  
(SYBAF)



**Nikita Mane**  
(SYBAF)



**Anupriya Nair**  
(SYBMS)

#### Outcome of the Event

- Students easily express their ideas through their writing skills.
- Competition motivates them to put forth greater effort in writing skills.
- It also fosters their ability to explain and refine their ideas to others.

*WISH YOU ALL, THE BEST*



# **SHRI G.P.M. DEGREE COLLEGE**

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**A Grievance is most poignant almost Redressed**

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### **Google Forms Regarding Students Grievance**

**30/09/2022**

The grievance and counselling cell, the procedure of developing an approachable and answerable attitude among all the students in order to preserve a harmonious educational environment in the college. Students and teachers can use Google Forms **to create surveys, quizzes, or event registration sheets**. The form is web-based and can be shared with respondents by sending a link, emailing a message, or embedding it into a web page or blog post. Data gathered using the form is typically stored in a spreadsheet. As the head of the **Grievance** and counselling cell department, I am aware of the problems that students are facing, with the help of Google forms.

#### **Event Details**

Name of the Event : Google Forms Regarding Students Grievance  
Date : 30 September 2022.  
Time : 10.30 am to 11.30 am

#### **Event Purpose**

- To make students aware of Grievance and Counselling cell.
- To allow the students to express their concern without any fear on a digital platform.
- To acknowledge their complaints if any.
- To guide students on how to fill in the google form.

#### **Google form link**

[https://docs.google.com/forms/d/e/1FAIpQLSfE0Ztkm634\\_tSAFc\\_qKkWZO-agULNtILr0V0AbHxjp6dUK4g/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfE0Ztkm634_tSAFc_qKkWZO-agULNtILr0V0AbHxjp6dUK4g/viewform)

#### **Outcome of event**

After participation in the event, our students gained with -

- Students are aware of how to fill out the form.
- The students develop the confidence to express their concern without any fear on a digital platform.
- To make students aware of Grievance and Counselling cell.
- If a student faces any problem, they can easily connect with grievance and counselling cell.

**WISH U ALL, THE BEST.**



### 'Self-Control, Self-Esteem, Self-Discipline'

18.08.2022

The Department of Grievance & Counselling Cell conducted a seminar on Self-Control, Self-Esteem, and Self-Discipline by Asst. Prof. Ajay Singh. The aim of this program is to spread awareness of 'self-control, self-esteem, and self-discipline regarding knowledge in the students. Through the grievance and redressed procedure, the cell develops an approachable and answerable attitude among all the students in order to preserve a harmonious educational environment in the college. It is important to note some of the health benefits of having self-control and your ability to manage your behavior and resist temptation. In this program, 45 students virtually participated.

#### Event Details

Name of the Event : Seminar - 'Self-control, self-esteem, self-discipline'  
Date : 18 August, 2022  
Time : 10:30am to 11:30am

#### Event Purpose

- It helps students manage their emotions, impulses, and movements.
- Students learn about how self-confidence is maintained and changed.
- To make students aware of self-esteem, which helps them overcome addictions and feel more motivated towards their goals.

#### Some more Glimpses of the Event ....



#### Outcome of the Event:

After participation in the event, our students gained with –

- Students get knowledge of confidence-building strategies to manage their own thoughts and emotions.
- Students are able to differentiate the factors that build or reduce confidence.
- Students are able to generate positive relationships with others and feel confident about their abilities.

**WISH YOU ALL, THE BEST**



# SHRI G.P.M. DEGREE COLLEGE

GRIEVANCE & COUNSELLING CELL

*A Grievance is most poignant when almost redressed*

## Awareness programme on Grievance and Redressal

18.08.2021

Department of Grievance & Counselling Cell conducted a Webinar on **Awareness Programme on Grievance & Redressal** by Asst. Prof. Sangeeta Gupta. The aim of this programme is to spread the awareness of Grievance & Redressal regarding knowledge in the Students. The grievance cell empowered to look into the matter of harassment. Grievance & Redressal Cell is aimed to promote and maintain a conducive & harmonious educational environment among the students. The education on grievance & Redressal programme is develop the self safety, troubles freely environment in the students. In this programme 54 students were virtually participated.

### Event Details

Name of Event : **Awareness programme on grievance and redressal**  
Date : 18<sup>th</sup> August, 2021  
Time : 2:15pm to 3:15pm

### Event Purpose

- To create awareness regarding Grievance & Redressal programme.
- To uphold the dignity of the college by ensuring strife free atmosphere in the College.
- To encourage students to raise concern without fear of reprisal.
- To inform the students that the cell deal with the grievance of academic matter, Financial matter etc.
- To develop a approachable and answerable attitude among all the students in order to preserve a harmonious educational environment in the college.

### Some more Glimpses of the Event ....





### **Outcome of the Event:**

- The Grievance Cell will proceed upon those cases which have been forwarded to the Members along with necessary Documents.
- The Grievance Cell will Guarantee that the grievance has been correctly solved in a predetermined time bound provided by the Cell.
- The Students will refrain from provocative students against other students, faculty members and the management.
- This event encourage the students to communicate their grievances/ troubles freely and openly, without any fear of mistreated.
- The cell advising students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

**WISH YOU ALL, THE BEST**



# SHRI G.P.M. DEGREE COLLEGE

GRIEVANCE & COUNSELING CELL

*A grievance is most poignant when almost redressed*

## Webinar on Awareness programme on Counseling Cell

22.02.2022

Department of Grievance & Counseling had conducted a Webinar on Awareness Programme on Counseling Cell by Asst. Prof. Sangeeta Gupta. The aim of this programme is to facilitate personal well-being of the students through support and guidance of counselor. The Cell addressing conflicts in attitudes, habits and knowledge of the students towards learning practices. This event helps the students to choose right career path for job, higher studies, entrepreneurship etc. In this programme 38 students were virtually participated.

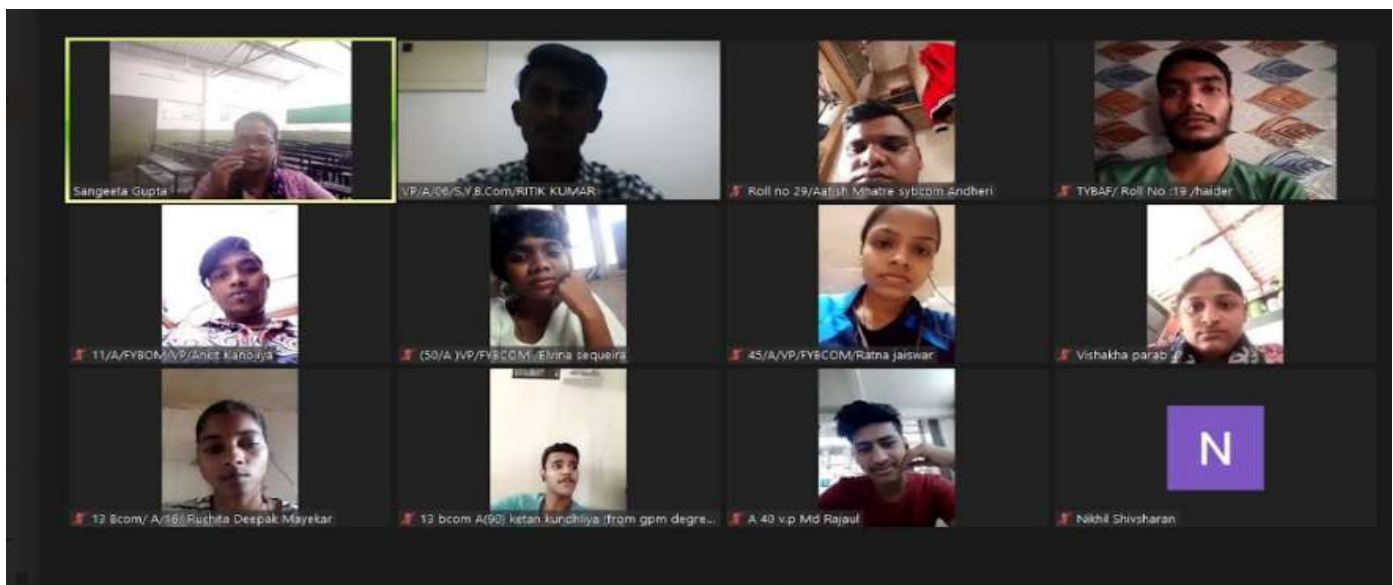
### Event Details

Name of Event : Awareness programme on Counseling Cell  
Date : 22<sup>nd</sup> February, 2022.  
Time : 2:15pm to 3:15pm

### Event Purpose

- To create awareness regarding Counseling Cell.
- To promote student's decision making process, helping them to understand their own potential and cope effectively with the problems they face.
- To help the students in solving their personal, educational, social as well as psychological problems.
- It allows students to talk to teachers about various experiences that make them uncomfortable. They can openly share problems that they cannot share with their parents.
- To assist the students in planning for educational and vocational choice.

### Some more Glimpses of the Event ....



### Outcome of the Event

After participation in the event, our students gained with –

- To establish a feeling of mutual understanding between student and teacher.
- The students to make right choices, as well as make adjustments in relation to college, curriculum, courses and college life which contribute to the all-round development.
- The students will acquire the attitudes, knowledge, and skills that contribute to effective learning in college and across the life span.
- The student will understand the relationship between personal qualities, education, training, and the world of work.

**WISH YOU ALL, THE BEST**