



Awadh Centre of Education
Institute of Vocational Studies
Department of Education

0/C

Awadh Bhawan
FC-31, Sheikh Sarai, Phase - II
Institutional Area
Press Enclave Road
New Delhi - 110017

Tele : +91-11-29257793-94

Date: 06-11-2023

To,
The Joint Registrar
Affiliation Branch
GGSIP University
Dwarka, New Delhi

Sailed
07/11/23

Affiliation Branch
GGSIP University
Dwarka, New Delhi-110078

Subject: Report of Proceedings of SGRC (Session 2023-24)

Respected Sir/Madam,
We are submitting the Report of Proceedings of SGRC as required.

Thanks & Regards

Dr. Mandira Gupta
Principal
Institute of Vocational Studies

Dr. (Mrs.) MANDIRA GUPTA
Principal
Institute Of Vocational Studies
FC-31, Awadh Bhawan,
Press Enclave Road, Sheikh Sarai-II,
New Delhi-110017

Students' Grievance Redressal Mechanism SGRC Report (Academic Session 2023-2024)

Under IQAC Cell, Students' Grievance Redressal and Welfare Committee of IVS maintains a conducive and coherent environment. The committee enables the students to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulation of the institution.

In the view of the above provision, IVS has appointed Ms. Aakriti Lajpal, Professional Student Counselor for the Redressal of grievances of students of IVS.

Objectives:

The objectives of the Students' Grievance Redressal and Welfare Committee are as follows:-

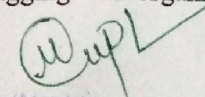
1. To encourage students to share their grievances freely, without any fear and seek solution.
2. To advise the staff members to be sympathetic, active and affectionate in dealing with issues of the students.
3. To uphold the dignity of the institution by ensuring strife free atmosphere.
4. To make students aware of all the services planned and provided by the college.
5. To maintain a cordial relation among students and teachers in the campus.
6. To strictly prohibit ragging and sexual harassment in any form inside and outside the institution.

Some of the Grievances of the semester- I & III that were discussed in the meetings are shared below:-

- Issues related to health and work life balance.
- Issues related to requirement of leaves.
- Problems related to academics & Co-curricular activities
- Issues related to school allotted for PSE III
- Issues related to cool drinking water
- Financial issues

The Committee members discussed the possible solutions to the grievances that the students mentioned and the action were taken accordingly to resolve the same.

- Students were counselled for balancing personal and student life. Regular sessions with an expert counsellor are organized for student welfare.
- Scholarship was shared with the students and verified timely for further process.
- For smooth functioning of the course, issues related to schools were dealt timely and DOE was approached for timely allotment of the schools.
- A health camp was organized to spread awareness on the importance of maintaining mental and physical health. Free health checkups were done in the camp.
- Workshop on placement and communication skills was organized.
- A Webinar on Attitude Towards Sex Education and Ragging was organized for spreading awareness among the students.
- New water cooler was installed in the building.


Dr. (Mrs.) MANDIRA GUPTA
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Institute Of Vocational Studies
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New Delhi-110017



o/c

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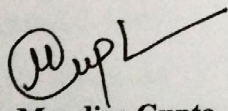
Date: 13-04-2023

To,
The Joint Registrar
Affiliation Branch
GGSIU University
Dwarka, New Delhi

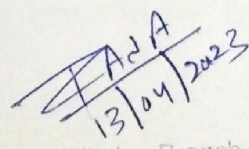
Subject: Report of Proceedings of SGRC (Session 2022-23)

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Institute Of Vocational Studies
FC-31, Awadh Bhawan,
Press Enclave Road, Sheikh Sarai-II,
New Delhi-110017


13/04/2023
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

**Students' Grievance Redressal Mechanism
SGRC Report (Academic Session 2022-2023)**

Under IQAC Cell, Grievance Redressal and Welfare Committee of IVS desires to promote and maintain a conducive and unprejudiced educational environment. The committee enables the students to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulation of the institution.

In the view of the above provision, IVS has appointed **Ms. Aakriti Lajpal, Professional Student Counselor** for the Redressal of grievances of students of IVS.

Objectives:

The objectives of the Grievance Redressal and Welfare Committee are as follows:-

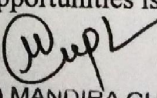
1. Upholding the dignity of the institution by ensuring strive free atmosphere.
2. Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. - Suggestions / Complaint box have been installed in the institution in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college.
4. Advising all staffs to be affectionate to the students.
5. Ragging and sexual harassment in any form is strictly prohibited in and outside the institution.

Some of the Grievances of the semester-II and Semester-IV students that were discussed in the meetings are shared below:-

- Anxiety issues.
- Issues about opting and changing Pedagogy subjects
- Issues related to school allotted for PSE
- Issues related to canteen
- Issues related to sports
- Job related issues.

The Committee members discussed the possible solutions to the grievances that the students mentioned and the action were taken accordingly to resolve the same.

- Canteen was made functional for the students
- Anxiety issues were resolved
- Sanskrit faculty was arranged for pedagogy subject
- PSE was planned for B.Ed. 1 year
- Sports Day was organized on 20 and 21 March 23, 2023
- Workshop on placement and career opportunities is under process


Dr. (Mrs.) MANDIRA GUPTA
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Institute Of Vocational Studies
FC-31, Awadh Bhawan,
Press Enclave Road, Sheikh Sarai-II,
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Institute of Vocational Studies
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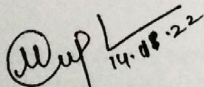
Date: 14-11-2022

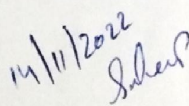
To,
The Joint Registrar
Affiliation Branch
GGSIP University
Dwarka, New Delhi

Subject: Report of Proceedings of SGRC (Session 2022-23)

Respected Sir/Madam,
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Thanks & Regards


Dr. Mandira Gupta
Principal
Institute of Vocational Studies


14/11/2022
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Students' Grievance Redressal Mechanism SGRC Report (Academic Session 2022-2023)

Under IQAC Cell Grievance Redressal and Welfare Committee of IVS desires to promote and maintain a conducive and unprejudiced educational environment. The committee enables the students to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulation of the institution.

In the view of the above provision, IVS has appointed **Ms. Aakriti Lajpal, Professional Student Counselor** for the redressal of grievances of students of IVS.

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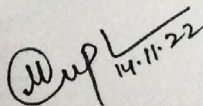
The objectives of the Grievance Redressal and Welfare Committee are as follows:-

1. Upholding the dignity of the institution by ensuring strive free atmosphere.
2. Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Suggestions / Complaint box have been installed in the institution in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the academics / administration in the college.
4. Advising all staffs to be affectionate to the students.
5. Ragging and sexual harassment in any form is strictly prohibited in and outside the institution.

Some of the Grievances of the semester-I and Semester-III students that were discussed in the meetings on 28th October, 2022 are shared below:-

- Examination related issues
- Issues about change of Pedagogy subjects
- Issues related to canteen
- Issues related to sports
- Anxiety issues
- Issues related to school allotted for PSE
- Issues related to Degree and Mark sheet record

The Committee members discussed the possible solutions to the grievances that the students mentioned and the action were taken accordingly to resolve the same.


14.11.22

Principal
Institute Of Vocational Studies
I-C-91, Awadh Saharan,
Pratap Estate Road, Chalkh Sarai-II,
Aizawl



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Institute of Vocational Studies
Department of Education

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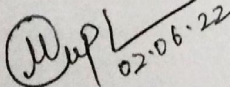
Date: 02-06-2022

To,
The Registrar
Affiliation Branch
GGSIU University
Dwarka, New Delhi

Subject: Report of Proceedings of SGRC (Session 2022-23)

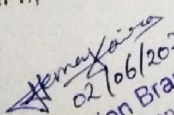
Respected Sir/Madam,
We are submitting the Report of Proceedings of SGRC as required.

Thanks & Regards


02.06.22

Dr. Mandira Gupta
Principal
Institute of Vocational Studies

Institute of Vocational Studies
FC-31, Awadh Bhawan,
Press Enclave Road, Sheikh Sarai-II,
New Delhi - 110017


02/06/2022
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Students' Grievance Redressal Mechanism SGRC Report (Academic Session 2022-2023)

Overview:

Under IQAC Cell Grievance Redressal and Welfare Committee of JVS assures accountability, responsiveness, user friendly and healthy working atmosphere for the students of the institution. The committee helps students to record their complaints, if any and solve their problems related to academics, resources and personal grievances.

IVS held Grievance and Redressal and Welfare Committee meeting on 31st May'22 (semester-II) through the physical mode from 2:00 pm, wherein the students discussed their problems faced and accordingly suggestions were given by the committee members and also by our **Professional Student Counselor Ms. Akriti Lajpal**.

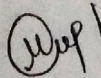
Some of the Grievances of the students that were discussed in the above meetings are shared below:-

- Library should be updated with collection of new books.
- Limited number of books get issued in library.
- Canteen should be instructed to sell good quality and iron rich product.
- More excursions/educational visit should be included during the academic session.
- Students asked for maintenance of classrooms and other college basic infrastructure.
- Consideration of attendance for students participating in cultural activities /sports/NSS students.

Committee members discussed the possible solutions to the grievances that the students mentioned. Some of the possible solutions were-

- More books were added in the library and librarian was instructed to issue 3 books at a time to one student.
- Formation of canteen committee to monitor the cleanliness quality of food & hygiene of the canteen.
- Visits such as visit to surajkund mela, NCERT & Delhi Haat were organized during the current academic session keeping in mind all the COVID Protocol.
- Attendance in-charge was asked that attendance would be considered if students are taking part in cultural activities/sports/NSS.
- Infrastructure Committee has been instructed to look into the maintenance of Class room infrastructure and accordingly they have taken steps (repairing, whitewash etc.)

The meeting ended with the discussion of various solutions that could be suggested in order to assure the students with smooth functioning of the teaching and learning process.


02.06.22
DR. (Mrs.) MANDIRA GUPTA
Principal
Institute Of Vocational Studies
FC-31, Awadh Bhawan,
Phase Enclave Road, Sholikh Sarai-II,
New Delhi-110017



O/C

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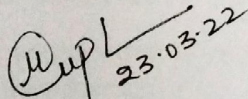
Date: 23-03-2022

To,
The Registrar
Affiliation Branch
GGSIU University
Dwarka, New Delhi

Subject: Report of Proceedings of SGRC (Session 2021-22)

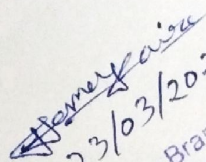
Respected Sir/Madam,
We are submitting the Report of Proceedings of SGRC as required.

Thanks & Regards


23.03.22

Dr. Mandira Gupta
Principal
Institute of Vocational Studies

Principal
Institute of Vocational Studies
FC-31, Awadh Bhawan,
Press Enclave Road, Sheikh Sarai-II,
New Delhi-110017


23/03/2022
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Students' Grievance Redressal Mechanism SGRC Report (Academic Session 2021-2022)

Overview:

Under IQAC Cell Grievance Redressal and Welfare Committee of IVS assures accountability, responsiveness, user friendly and healthy working atmosphere for the students of the institution. The committee helps students to record their complaints, if any and solve their problems related to academics, resources and personal grievances.

IVS held Grievance and Redressal and Welfare Committee meeting on 15th November'21 and on 10th February'22 respectively through the virtual as well as physical mode from 2:20 pm and 2:00 pm onwards, wherein the students discussed their problems faced and accordingly suggestions were given by the committee members.

Some of the Grievances of the students that were discussed in the above meetings are shared below:-

- Network issues that the students face while joining the classes.
- The students weren't able to enter the virtual classrooms due to recurring technical glitches.
- Students not being able to avail library services during the pandemic.
- No proper teaching and learning material for the Hindi Medium students in the market.
- Students were tensed about online exams.
- Students not able to attend classes in physical mode due to health conditions, belonging to other cities, etc.
- The students felt the canteen menu could be elaborate with more variety.
- Some books in the library were out of stock.
- The Students were not able to go for educational trips, excursions due to the pandemic.
- The Students found it difficult to concentrate during the offline classes, since they were not habitual of attending classes in the physical mode.
- Students wanted some more activities to be introduced during the day in the college apart from academics.

Committee members discussed the possible solutions to the grievances that the students mentioned. Some of the possible solutions were-

- Changing the meeting settings in order to allow all the participants belonging to the virtual class team to be able to join the meeting.
- Assigning roles in MS Teams such as Presenters and Attendees.
- Providing teaching and learning material to the students in the forms of PPTs and PDFs, in both Hindi and English.
- The students were asked to submit leave applications and medical certificates wherever applicable.
- The menu of the canteen was decided to be more elaborate.
- The Library was decided to be restocked with latest edition of the books.
- The Committee Members decided to formulate plans for educational trips and excursions keeping in mind the COVID norms.
- The timetable for the offline classes could include activities such as Sports, and Lab periods.

The meeting ended with the discussion of various solutions that could be suggested in order to assure the students with smooth functioning of the teaching and learning process.

(Signature)
23.03.22



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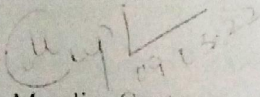
Date: 08-03-2022

To,
The Registrar
Affiliation Branch
GGSIP University
Dwarka, New Delhi

Subject: Report of Proceedings of SGRC

Respected Sir/Madam,
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Dr. Mandira Gupta
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Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078
Amey
09/03/2022

Students' Grievance Redressal Mechanism

SGRC Report (Academic Session 2020-21)

Overview:

Under IQAC Cell Grievance Redressal and Welfare Committee of IVS assures accountability, responsiveness, user friendly and healthy working atmosphere for the students of the institution. The committee helps students to record their complaints, if any and solve their problems related to academics, resources and personal grievances.

IVS held Grievance and Redressal and Welfare Committee meeting on 29th December, 2020 and on 18th May, 2021 respectively through online mode from 2:00 p.m. onwards, wherein the students discussed their problems faced and accordingly suggestions were given by the committee members.

Some of the Grievances of the students that were discussed in the above meetings are shared below:-

- The students were having network issues while joining the virtual classes on Zoom.
- The students lacked clarity of the online teaching and learning process.
- The students were not habitual of online teaching and learning process.
- The students did not have a proper access to the study material, since the markets were shut due to the pandemic.
- Students not being able to avail library services during the pandemic.
- The students faced difficulty in paying the course Fee due to the financial loss during the pandemic.
- The students faced certain security issues in virtual classes through MS Teams.
- The students did not have a proper access to the study material.
- Students not being able to avail library services during the pandemic.
- The students were stressed due to various reasons, pandemic being the root cause.

Committee members discussed the possible solutions to the grievances that the students mentioned. Some of the possible solutions were-

- Giving the students relaxation in attendance.
- Solving their doubts and queries on a regular basis.
- Providing the students with PPTs and PDFs of the concerned subjects and papers.
- Sending the PDFs of the books suggested by the University.
- Conducting weekly CCA activities in order to create a relaxed and positive atmosphere.
- Giving the students an option to pay the fee in installments, guiding them to apply for various scholarships.
- Changing the settings of MS Teams and assigning roles such as Presenters and Attendees.
- Providing the teaching and learning material in the form of PDFs and PPTs.
- Giving the students relaxation in attendance and assuring the support of the college and faculties.

The meeting ended with the discussion of various solutions that could be suggested in order to assure the students with smooth functioning of the teaching and learning process.

WapL 09/05/22