

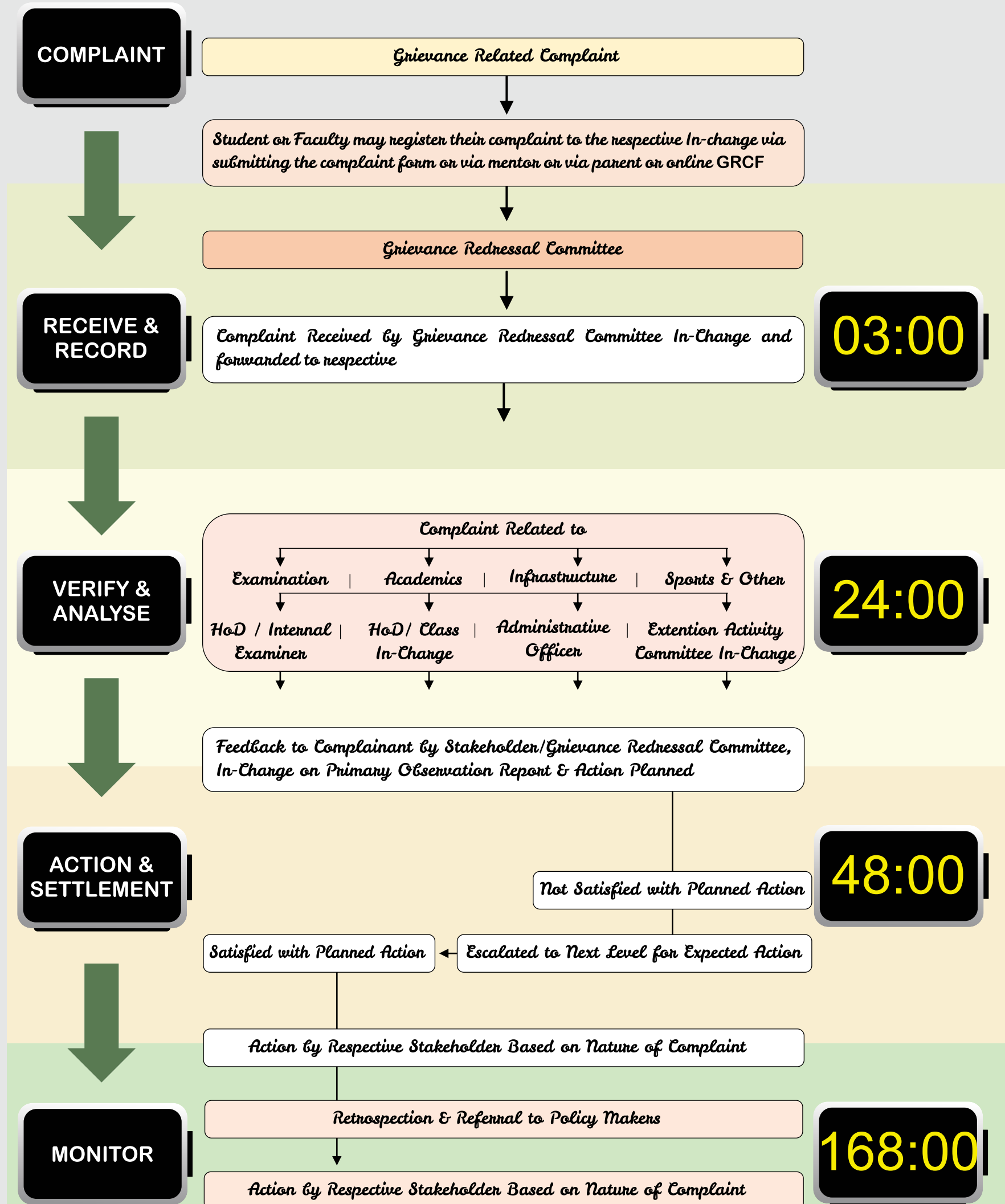


## Grievance Redressal Committee

S. No.	Name	Member	Department	Mobile Number	Email
1	Dr. Monisha	Student Welfare	Dept. of Mgt. Sciences	9467926449	studentswelfare@tecnia.in
2	Md. Haseeb Ahmed	Psychiatrist	Counselor	9718743207	ammed.haseeb@gmail.com
3	Dr. H. L. Nagaraja Murthy	Psychologist	Counselor	9891091998	nagaraja.hin2002@gmail.com
4	Dr. M. N. Jha	Dean Acad.-Director Nominee	Dept. of Journalism and Mass Communication	9873057126	deanjmc@tecnia.in
5	Dr. Preeti Jindal	Nodal Officer	Dept. of Mgt. Sciences	8800398738	studentswelfare@tecnia.in
6	Mr. Hemant Nagpal	Admin Officer	Admin	9953321355	adminofficer@tecnia.in
7	Mrs. Chesta Agarwal	Member	Dept. of Information & Communication Technology	9871234503	chesta.agarwal@gmail.com
8	Mrs. Shikha Yadav	Member Secretary	Dept. of Information & Communication Technology	9643907496	studentswelfare@tecnia.in
9	Manan Arora	Student	MBA	9131485455	Enroll No. : 00417003923
10	Navya Vashisht	Student	BBA	7015731667	Enroll No. : 00217001723
11	Amul	Student	BAJMC	8076834226	Enroll No. : 71417002423
12	Arnav Dua	Student	BCA	8826825267	Enroll No. : 01517002022
13	Nikita Rana	Student	MBA	8630730900	Enroll No. : 35121303923
14	Tathastu Arora	Student	BBA	9711875151	Enroll No. : 00621301723
15	Anshika	Student	BAJMC	9311528857	Enroll No. : 00321302423
16	Harshita Setia	Student	BCA	7988137077	Enroll No. : 01221302022

Student Helpline No.: 011-2755121/122, 9910055811

## Grievance Redressal Mechanism



**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2023-24/05

Date: 09.02.2024

**Action Taken Report (ATR)**

A meeting of the Students Grievance Redressal Committee (Students/Faculty) was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 26.09.2022 (Monday). Following members were present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile Number
1.	Dr. Monisha	Student Welfare	Dept. of Mgt. Sciences	9467926449
2.	Md. Haseeb Ahmed	Psychiatrist	Counselor	9718743207
3.	Dr. H. L. Nagaraja Murthy	Psychologist	Counselor	9891091998
4.	Dr. M. N. Jha	Dean Acad.-Director Nominee	Dept. of Journalism and Mass Communication	9873057126
5.	Dr. Preeti Jindal	Nodal Officer	Dept. of Mgt. Sciences	8800398738
6.	Mr. Hemant Nagpal	Admin Officer	Admin	9953321355
7.	Mrs. Chesta Agarwal	Member	Dept. of Information & Communication Technology	9871234503
8.	Mrs. Shikha Yadav	Member Secretary	Dept. of Information & Communication Technology	9643907496

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Program	Mobile No.	E-mail
1.	Manan Arora	00417003923	MBA	9131485455	mananarorac55@gmail.com
2.	Navya Vashisht	00217001723	BBA	7015731667	navyavasisth1006@gmail.com
3.	Amul	71417002423	BAJMC	8076834226	careamulsharma@gmail.com
4.	Arnav Dua	01517002022	BCA	8826825267	arnavdua04@gmail.com

**Elected Student Representatives – 2<sup>nd</sup> Shift**

S. No.	Student Name	Enroll. No.	Program	Mobile No.	E-mail
1.	Nikita Rana	35121303923	MBA	8630730900	nikitarana933@gmail.com
2.	Tathastu Arora	00621301723	BBA	9711875151	tathastuarora0705@gmail.com

3.	Anshika	00321302423	BAJMC	9311528857	anshikakarotiya72@gmail.com
4.	Harshita Setia	01221302022	BCA	7988137077	setiaharshita8@gmail.com

*Following meeting Agenda was taken up in the meeting*

**Item No. 1:** To appraise the new Chairperson, Dr. Monisha appointed by the Director- TIAS, vide Notification No. TIAS/2023-24/SWC/1.

**Resolved :** All the members greeted and welcomed madam in the committee & assured their full support for maintaining the rules and regulations for smoothly functioning of the committee.

**ATR:** The Chair welcomed every staff in the meeting and directs the Secretary of the Committee to undertake the business of the committee.

**Item No. 2:** To appraise new members of SGRC about UGC (Establishment and Mechanism for Grievance Redressal) Regulation 2012.

**Resolved :** The Chair and the committee welcome the new member, Dr. Preeti Jindal, the Nodal Officer of SGRC.

**ATR:** The new member extended his support to the Chair.

**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\_TIAS

**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:** *Faculty Grievance --*

*Regarding the concerns raised by faculty members about the improper functioning of water cooler on 3<sup>rd</sup> Floor, PG Building, TIAS.*

**Resolved:** *Administrative Department was appraised regarding the issue of improper functioning of water cooler on 3<sup>rd</sup> Floor, PG Building, TIAS.*

**ATR:** *PRO agreed to resolve the issue of water cooler on 3<sup>rd</sup> Floor, PG Building, TIAS.in order to facilitate proper provision of water to staff and students.*

**Item No. 12:** Faculty Grievance regarding Biometric Machine Functioning

**Resolved:** *Faculty has complained regarding the slow functioning of Biometric Machine at time of punch in and punch out in detecting the finger prints.*

**ATR:** *ITC Head was informed about the faulty functioning of the Biometric Machine Functioning. He assured installation of new biometric machine in order to facilitate the staff members.*

**Item No. 13:** 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, Dr. Chaitali Bhattacharya, Nodal Officer, Students Grievance Redressal Committee

  
Mrs. Shikha Yadav  
Member Secretary, GRC

Cc to:

- 1) Director, TIAS
- 2) Nodal Officer-GRC
- 3) IQAC, TIAS
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR
- 9) Mr. Vikram Singh, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)



# भारत का राजपत्र The Gazette of India

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असाधारण  
EXTRAORDINARY

भाग III—खण्ड 4  
PART III—Section 4

प्राधिकार से प्रकाशित  
PUBLISHED BY AUTHORITY

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नई दिल्ली, मंगलवार, अप्रैल 11, 2023/चैत्र 21, 1945  
NEW DELHI, TUESDAY, APRIL 11, 2023/CHAITRA 21, 1945

विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

**F.1-13/2022(CPP-II).**—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः:-

1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं;
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निर्गमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रोंकी शिकायत निवारण) विनियम, 2019 के प्रावधानोंके अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव

[विज्ञापन-III/4/असा./13/2023-24]

## UNIVERSITY GRANTS COMMISSION

### NOTIFICATION

New Delhi, the 11th April, 2023

#### University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

**F.1-13/2022 (CPP-II).**— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

#### 1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

#### 2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

**3. DEFINITION:**

(1) In these regulations, unless the context otherwise requires-

- (a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- (b) “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) “declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, 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 a 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. non-payment 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, subject to guidelines, if any, issued by the Commission, from time to time;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided;
  - 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;
  - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
  - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.



- (g) “Institution” means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) “Ombudsperson” means the Ombudsperson appointed under these regulations;
- (i) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) “Student” means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations, at the level of an institution; and
- (l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

#### 4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
- (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
- (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
- (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
- (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
- (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
- (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently indifferent newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

#### **5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
  - a) A Professor - Chairperson
  - b) Four Professors/Senior Faculty Members of the Institution as Members.
  - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

#### **6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

#### **7. FUNCTIONS OF OMBUDSPERSON:**

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

#### **8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

#### **9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

#### **10. CONSEQUENCES OF NON-COMPLIANCE:**

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

**11.** Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]



# GURU GOBIND SINGH INDRPRASTHA UNIVERSITY

"A State University established by the Govt. of NCT of Delhi"

Sec. 16-C, Dwarka, New Delhi-110078

25

F.No.: Misc./Estt./P-I/ 2559

Dated: 10/07/2023

## NOTIFICATION

In pursuance of the University Grants Commission Notification dated 11.04.2023 under clause No.6 in respect of Appointment, Tenure, Removal and Conditions of Services of Ombudsperson, the Search-cum-Selection Committee, after taking into consideration the nominations, recommended the name of Prof. M. L. Singla, Retired Professor, FMS, University of Delhi for appointment as Ombudsperson of the Guru Gobind Singh Indraprastha University. Accordingly, Prof. M. L. Singla, Retired Professor, FMS, University of Delhi has been appointed as Ombudsperson of the Guru Gobind Singh Indraprastha University and his contact address/details are as under:-

**Prof. M. L. Singla**

Retired Professor

Faculty of Management Studies (FMS),  
University of Delhi, Delhi-110007

**Residence :-** 23/4, Cavalry Lines  
Delhi University Campus  
Delhi-110007

**Phone No :-** 011-27667555 (Res.)  
98112-78555 (M)

**Email Id :-** mlsingla58@hotmail.com

The Appointment, Tenure, Removal and Conditions of Services of Ombudsperson will be as per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

This issues with the approval of the Competent Authority.

  
(Sunita Shiva)  
Registrar

F.No.: Misc./Estt./P-I/ 2559

Dated: 10/07/2023

### **Copy forwarded to the following for information and necessary action:-**

- 1) The Secretary (TTE/IIE), Department of Training & Technical Education, Govt of NCT of Delhi, Muni Maya Ram Marg, Pitampura, Delhi- 110034
- 2) All Deans/Directors, GGSIP University.
- 3) Prof. M. L. Singla, Retired Professor, FMS, University of Delhi.
- 4) Controller of Finance, GGSIP University.
- 5) Controller of Examination, GGSIP University.
- 6) OSD to the Hon'ble Vice Chancellor, GGSIP University.
- 7) Proctor, GGSIP University.
- 8) Chief Warden, University's Hostel, GGSIP University.
- 9) Librarian, In-Charge, UIRC, GGSIP University.
- 10) Consultant, UWD, GGSIP University.
- 11) All Branch Heads, GGSIP University.
- 12) AR, VC Secretariat, GGSIP University.
- 13) AR, Office of the Registrar, GGSIP University.
- 14) Head, UITS Cell- for uploading the same on the University Website.
- 15) Guard File



# TECNIA INSTITUTE OF ADVANCED STUDIES

GRADE "A" INSTITUTE

Approved by AICTE, Ministry of HRD, Govt. of India, Affiliated to GGSIP University  
Recognized Under Sec. 2(f) of UGC Act 1956

INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085

Tel:91-11-27555121-24, E-Mail : directortias@tecnia.in, Website: www.tiaspg.tecnia.in



## STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Ref. No. : TIAS/SGRC/2022-23/

Date: 04.04.2023

### Action Taken Report (ATR)

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 10:40 AM on 03.04.2023 (Monday). Following members were present in the meeting the names of the members are as follows:-

S. N.	Name	Member	Department	Mobile No.	E-mail
1	Dr. Chaitali Bhattacharya	Nodal Officer	Faculty BBA	9910055811	studentswelfare@tecnia.in
2	Dr. Deepak Sonker	HoD, BCA	Faculty BCA	9711788920	hodbca@tecnia.in
3	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.hase:b@gmail.com
4	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6	Ms. Keenika Arora	Professional Students Counsellor	Faculty- MBA	8800398738	studentswelfare@tecnia.in
7	Mr. Mukesh	Admin Officer	Admin	9582166582	adminofficer@tecnia.in
8	Dr. Preeti Jindal	Member Secretary	Faculty MBA	9717812810	studentswelfare@tecnia.in

### Elected Student Representatives – 1<sup>st</sup> Shift

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

### Elected Student Representatives – 2<sup>nd</sup> Shift

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Ankit Singh	00221303920	2nd Shift	MBA	9718833618	ankysingh9359@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

Following meeting Agenda was taken up in the meeting

Item No. 1: To welcome and introduce the new members of the GRC

The GRC members welcomed the Chair, Dr Chaitali Bhattacharya after her leave and the Admin. Officer, Mr. Mukesh as the new committee member

**Item No. 2: Students' Grievance --**

Regarding the interrupting services of internet connection in the TIAS campus

**Resolved:** ITC Head appraised in the meeting that the stringent firewall application was introduced for open surfing as per requirement of security concerns and certain Chinese origin websites and other non-appropriate sites are blocked as per the directions of statutory agencies.

**ATR:** ITC Head agreed to solve the matter by installing more Internet Modems for the students in the campus to help the students.

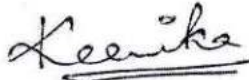
**Item No. 3: Students' Grievance --**

Regarding the availability of books, e-books, journals and e-journals

**Resolved:** The committee discussed the above grievance with the Library Dept. of TIAS and suggested to arrange and submit the details of existing and new addition of books, e-books, journals and e-journals

**ATR:** The matter was discussed with the Dean- Academics and with the HoDs of BBA- Morning, BBA- Evening, MBA- Morning, MBA-Evening, BCA- Morning, BCA- Evening, BAJMC- Morning and BAJMC- Evening to look into the matter and solve it.

Meeting ended with the thanks to the Chair Dr. Chaitali Bhattacharya, Students Grievance Redressal Committee.



Ms Keenika Arora,  
Secretary of the Committee, SGRC

Cc to:

- 1) Director, TIAS
- 2) Nodal Officer-GRC
- 3) IQAC, TIAS
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR
- 9) Mr. Mukesh, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)



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**INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085**

Tel: 91-11-27555121-24, E-Mail : [directories@tecnia.in](mailto:directories@tecnia.in), Website: [www.tiaspg.tecnia.in](http://www.tiaspg.tecnia.in)



Ref. No.: TIAS/2022-23/

Date: 12.04.2023

The Director,  
Tecnia Institute of Advanced Studies,  
Institutional Area, Madhuban Chowk,  
Rohini, New Delhi-110085

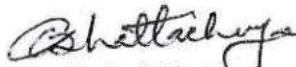
**Subject: Action Taken Report of Student Grievance Redressal Committee (SGRC) of TIAS**  
**Reference: GGSIP University letter no. GGSIPU/2019-20/Legal/1916 Dt. 23.05.19 and**  
**GGSIU/2017-18/1039/Legal Dt. 18.07.17**

Dear Sir,

This has reference to the subject cited above and compliance of the same; please find the attached files of the following items of SGRC – Tecnia Institute of Advanced Studies: -

1. Report of the proceedings of SGRC at the start of session is enclosed dt. 04.04.2022.

With thanks and regards,

  
Dr Chaitali Bhattacharya  
Nodal Officer- SGRC

Nodal Officer: SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi-110085





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Tel: 91-11-27555121-24, E-Mail: directortias@tecnia.in, Website: www.tiaspg.tecnia.in



Ref. No. : TIAS/SGRC/2022-23/ 06B

Date: 17.01.2023

## STUDENTS GRIEVANCE REDRESSAL COMMITTEE

### Minute of Meeting

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of Tecnia Institute of Advanced Studies at 11:00 AM on 14.01.2023 (Saturday). Following members were present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile No.	E-mail
1.	Dr. Deepak Sonker	Nodal Officer	Faculty BCA	9711788920	hodbca@tecnia.in
2.	Ms. Megha Sharma	Students Welfare	Faculty BBA	9891864968	studentswelfare@tecnia.in
3.	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
4.	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5.	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6.	Ms. Keenika Arora	Professional Students Councilor and Member Secretary	Faculty MBA	8800398738	studentswelfare@tecnia.in

### Elected Student Representatives – 1<sup>st</sup> Shift

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

### Elected Student Representatives – 2<sup>nd</sup> Shift

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Deepanshu Mittal		2nd Shift	MBA	9811273114	deepmittal2000@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

*Keenika*

Nodal Officer-SGRC

Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85

Following meeting Agenda was taken up in the meeting:-

**Item No. 01:** Student Grievance

Girl student's grievance regarding non-working of incinerator in their washroom

**Resolved:** Admin officer was in the meeting and he assured to resolve the same within a weeks' time.

**Item No. 02:** Student Grievance

MBA students grievance regarding non-functional of Canteen Services in PG building and they have to go to UG Building.

**Resolved:** The student welfare department has again requested Admin officer to open up separate canteen facility in PG Building premises too.

**Item No. 03:** Student Grievance

Few students criticized non-functionality of various other websites during surfing in campus.

**Resolved:** ITC Head appraised in the meeting that the stringent firewall application was introduced for open surfing as per requirement of security concerns and certain Chinese origin websites and other non-appropriate sites are blocked as per the directions of statutory agencies.

**Item No. 04:** Faculty Grievance

Faculty members raised an issue regarding the availability of proper facilities for person with disability (PWD) in washrooms.

**Resolved:** Administrative Department was communicated regarding the requirement of proper facilities for person with disability (PWD) in washrooms to cater the special needs and to make toilets accessible to them considering their physical deformity.

Note: No other Agenda was left or introduced.

Meeting ended with the thanks to the Chair Ms. Keenika Arora, Member Secretary, SGRC

  
Ms Keenika Arora,  
Secretary of the Committee, SGRC

Nodal Officer-SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85

Cc to:

- 1) Director, TIAS
- 2) Nodal Officer-GRC
- 3) IQAC, TIAS
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR

- 9) Mr. Mukesh, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1 st & 2 nd Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1 st & 2 nd Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1 st & 2 nd Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1 st & 2 nd Shift)



**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2021-22/13

Date: 04.01.2022

**Minute of Meeting**

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 04.01.2022 (Tuesday). Following members are present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile No.	E-mail
1.	Dr. Deepak Sonker	Nodal Officer	Faculty BCA	9711788920	hodbca@tecnia.in
2.	Ms. Megha Sharma	Students Welfare	Faculty BBA	9891864968	studentswelfare@tecnia.in
3.	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
4.	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5.	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6.	Mr. R.D. Pandey	Admin Officer	Admin	9971609277	adminofficer@tecnia.in
7.	Ms. Keenika Arora	Professional Students Councilor and Member Secretary	Faculty MBA	8800398738	studentswelfare@tecnia.in

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

*Dipesh  
Swayam  
Parth  
@Rishika*

**Elected Student Representatives – 2<sup>nd</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Ankit Singh	00221303920	2nd Shift	MBA	9718833618	ankysingh9359@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

*Ankit  
Mahesh  
Sanket  
Swati*

*Deek MS*  
 TECNIA INSTITUTE OF ADVANCED STUDIES  
 NEW DELHI - 85

*Rishika  
Swati*

*Sanket*

*Mahesh Pathak  
Parth*

*Dipesh  
Ankit*

*Swayam*

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

**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

**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.

**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.

**Item No. 5:** To Appraise all stakeholders about Notice of UGC/AICTE/GGSIPU @SGRC\_TIAS

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

**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.

**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.

MS  
Dush  
Rishika Swati  
Shahesh  
Saurabh  
Awayam Parth  
Di Pesh  
Ankit

TECNIA INSTITUTE OF ADVANCED STUDIES  
NEW DELHI - 85

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

**Resolved:** The Student and Stake Holders are apprised and notify about "Online Student Grievance" 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.

**Item No. 11: Student Feedback**

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

Meeting ended with the thanks to the chair Dr. Deepak Sonker, Nodal Officer, Students Grievance Redressal Committee

*Keenika*  
4/1/2  
**Nodal Officer-SGRC**  
**Tecnia Institute of Advanced Studies**  
**Madhuban Chowk, Rohini, Delhi -85**  
Ms. Keenika Arora,  
Member Secretary, SGRC  
Professional Students Councilor  
Faculty-MBA

Cc to:

- 1) Director, TIAS *Dr. Sonker*
- 2) Nodal Officer-GRC *Dr. Sonker*
- 3) IQAC, TIAS *(A)*
- 4) Dean / Academic Coordinator, TIAS *-H*
- 5) In-Charge, Student Welfare *MS*
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting *(N)*
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR *H*
- 9) Mr. R.D. Pandey, Admin Officer *R. Pandey*
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *(A)*
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *Dr. Sonker*
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *V. Patel*
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *Dr. Sonker*

*Dr. Sonker*

*@Rishika Swati*

*Shahenaz*

**NODAL OFFICER**  
**TECNIA INSTITUTE OF ADVANCED STUDIES**  
**NEW DELHI - 85**

*MS* *Sonker*

*Swayam Parth*

*Ankit Dipesh*



**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2021-22/14

Date: 04.01.2022

**Action Taken Report (ATR)**

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 04.01.2022 (Tuesday). Following members are present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile No.	E-mail
1.	Dr. Deepak Sonker	Nodal Officer	Faculty BCA	9711788920	hodbca@tecnia.in
2.	Ms. Megha Sharma	Students Welfare	Faculty BBA	9891864968	studentswelfare@tecnia.in
3.	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
4.	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5.	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6.	Mr. R.D. Pandey	Admin Officer	Admin	9971609277	adminofficer@tecnia.in
7.	Ms. Keenika Arora	Professional Students Councilor and Member Secretary	Faculty MBA	8800398738	studentswelfare@tecnia.in

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

*Dipesh*  
*Swayam*  
*Parth*  
*@Rishika*

**Elected Student Representatives – 2<sup>nd</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Ankit Singh	00221303920	2nd Shift	MBA	9718833618	ankysingh9359@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

*Ankit*  
*Mahesh*  
*Sanket*  
*Swati*

**Nodal Officer-SGRC**

**Tecnia Institute of Advanced Studies**

**Madhuban Chowk, Rohini, Delhi**

*Dipesh* *Swati* *Sanket* *Mahesh* *Ankit* *Parth* *Dipesh* *Swayam* *Ankit*



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;

  
NORMA OFFICER  
NORMA INSTITUTE OF ADVANCED STUDIES  
NEW DELHI - 85

  
Rishika  
Swati  
Saurabh

Harshdeep K

Swayam  
Parth  
Ankit  
Dipesh

- 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\_TIAS

**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

*D. H.*

*M/S*

*Swati*  
*Sabot*

*Shahenaz*

*Ajayam*  
*Parth*

*Dipesh*  
*ankit*

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

**ATR:** All the students and stakeholders are apprised 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 apprised and notify about "Online Student Grievance" link on Institute website for **Grievance Form**

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

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

Meeting ended with the thanks to the chair Dr. Deepak Sonker, Nodal Officer, Students Grievance Redressal Committee

*Keenika*  
*4/1/22*  
Ms. Keenika Arora,  
Member Secretary, SGRC  
Professional Students Councilor  
Faculty-MBA

Nodal Officer-SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85

Cc to:

- 1) Director, TIAS *for DSK*
- 2) Nodal Officer-GRC *Dishika*
- 3) IQAC, TIAS *(A)*
- 4) Dean / Academic Coordinator, TIAS *- Him*
- 5) In-Charge, Student Welfare *Ms*
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting *(B)*
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR. *H*
- 9) Mr. R.D. Pandey, Admin Officer *R. Pandey*
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *(A)*
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *MS*
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *Whitney*
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) *Dishika*

*Dishika*  
TECNIA INSTITUTE OF ADVANCED STUDIES  
NEW DELHI - 85

*Ms*  
*Dishika*  
*Swati*  
*Sanket*

*Shahin*  
*Pooja*

*on kit*  
*Dipesh*

*Swayam*



# TECNIA INSTITUTE OF ADVANCED STUDIES

NAAC ACCREDITED GRADE "A" INSTITUTE

Approved by AICTE, Ministry of HRD, Govt. of India, Affiliated to GGSIP University  
Recognized Under Sec. 2(f) of UGC Act 1956

INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085

Tel: 91-11-27555121-24, E-Mail : directortias@tecnia.in, Website: www.tiaspg.tecnia.in



## STUDENT GRIEVANCE REDRESSAL COMMITTEE

### MEETING ATTENDANCE SHEET

Attendance of Students Grievance Redressal Committee meeting of Members held in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 04.01.2022

S. No.	Members of SGRC	SIGNATURE
1	Dr. Deepak Sonker	
2	Ms. Megha Sharma	
3	Ms. Keenika Arora	
4	Md. Hasib	
5	Dr. H.L. Nagaraja Murthy	
6	Dr. M N Jha	
7	Mr. R.D. Pandey	

S. No.	Enroll. No.	Elected Student Representatives of SGRC - 1st Shift	SIGNATURE
1	00817003921	Dipesh Chaudhary – MBA	
2	09917001721	Swayam Gupta – BBA	
3	35317002421	Parth Bhatnagar – BA(JMC)	
4	00417002021	Rishika Arora - BCA	

S. No.	Enroll. No.	Elected Student Representatives of SGRC - 2nd Shift	SIGNATURE
1	00221303920	Ankit Singh -MBA	
2	11121301721	Mahesh Pathak – BBA	
3	06721302421	Sanket Gulyani – BA(JMC)	
4	01821302021	Swati Chandola – BCA	

Nodal Officer-SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85



**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2021-22/18

Date: 28.03.2022

**Action Taken Report (ATR)**

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 28.03.2022 (Monday). Following members are present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile No.	E-mail
1.	Dr. Deepak Sonker	Nodal Officer	Faculty BCA	9711788920	hodbca@tecnia.in
2.	Ms. Megha Sharma	Students Welfare	Faculty BBA	9891864968	studentswelfare@tecnia.in
3.	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
4.	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5.	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6.	Mr. R.D. Pandey	Admin Officer	Admin	9971609277	adminofficer@tecnia.in
7.	Ms. Keenika Arora	Professional Students Councilor and Member Secretary	Faculty MBA	8800398738	studentswelfare@tecnia.in

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

**Elected Student Representatives – 2<sup>nd</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Ankit Singh	00221303920	2nd Shift	MBA	9718833618	ankysingh9359@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

*Dipesh (Dipesh)*

*Sanket (Sanket)*

*Mahesh Pathak [MAHESH PATHAK]*

*Swati Rishika*

*Dipesh*  
*Swayam*  
*PARTH*  
*Rishika*

*Ankit*  
*Mahesh*  
*Sanket*  
*Swati*

Following meeting Agenda was taken up in the meeting

**Item No. 1:** 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.

Meeting ended with the thanks to the chair Dr. Deepak Sonker, Nodal Officer, Students Grievance Redressal Committee

*Keenika*  
28/3/22  
Nodal Officer-SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85  
Ms. Keenika Arora,  
Member Secretary, SGRC  
Professional Students Councilor  
Faculty-MBA

Cc to:

- 1) Director, TIAS *for DSI*
- 2) Nodal Officer-GRC
- 3) IQAC, TIAS
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare *MS*
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR
- 9) Mr. R.D. Pandey, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)

*Dipesh*  
(Dipesh)

*Rishika*  
(Rishika)

*Swati*  
(Swati)

*(Parth)*  
PARTH:  
Ankit  
(Ankit)

*Swayam*  
(Swayam)

*Sarvesh*  
(Sarvesh)

[MAHESH PATHAK]  
Mahesh Pathak



**TECNIA INSTITUTE OF ADVANCED STUDIES**  
NAAC ACCREDITED GRADE "A" INSTITUTE  
Approved by AICTE, Ministry of HRD, Govt. of India, Affiliated to GGSIP University  
Recognized Under Sec. 2(f) of UGC Act 1956  
**INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085**  
Tel: 91-11-27555121-24, E-Mail : directortias@tecnia.in, Website: www.tiaspg.tecnia.in



## STUDENT GRIEVANCE REDRESSAL COMMITTEE

### MEETING ATTENDANCE SHEET

Attendance of Students Grievance Redressal Committee meeting of Members held in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 28.03.2022

S. No.	Members of SGRC	SIGNATURE
1	Dr. Deepak Sonker	
2	Ms. Megha Sharma	
3	Ms. Keenika Arora	
4	Md. Hasib	
5	Dr. H.L. Nagaraja Murthy	
6	Dr. M N Jha	
7	Mr. R.D. Pandey	

S. No.	Enroll. No.	Elected Student Representatives of SGRC - 1st Shift	SIGNATURE
1	00817003921	Dipesh Chaudhary – MBA	
2	09917001721	Swayam Gupta – BBA	
3	35317002421	Parth Bhatnagar – BA(JMC)	
4	00417002021	Rishika Arora - BCA	

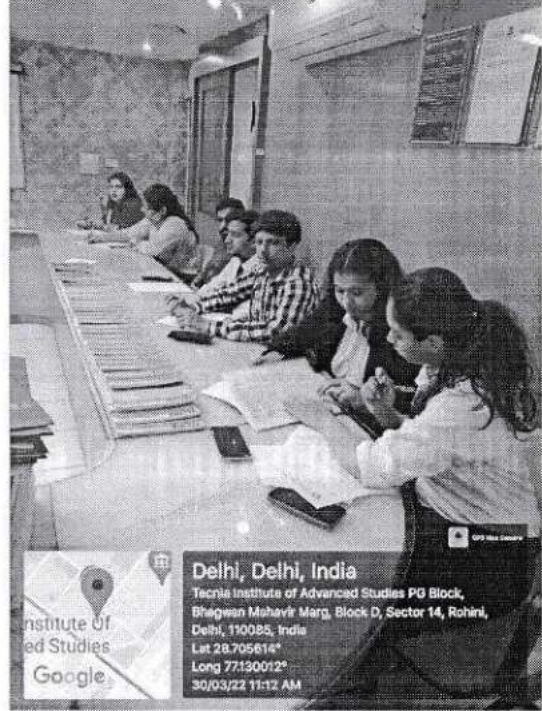
S. No.	Enroll. No.	Elected Student Representatives of SGRC - 2nd Shift	SIGNATURE
1	00221303920	Ankit Singh -MBA	
2	11121301721	Mahesh Pathak – BBA	
3	06721302421	Sanket Gulyani – BA(JMC)	
4	01821302021	Swati Chandola – BCA	

NODAL OFFICER  
TECNIA INSTITUTE OF ADVANCED STUDIES  
NEW DELHI - 85

Nodal Officer-SGRC  
Tecnia Institute of Advanced Studies  
Madhuban Chowk, Rohini, Delhi -85

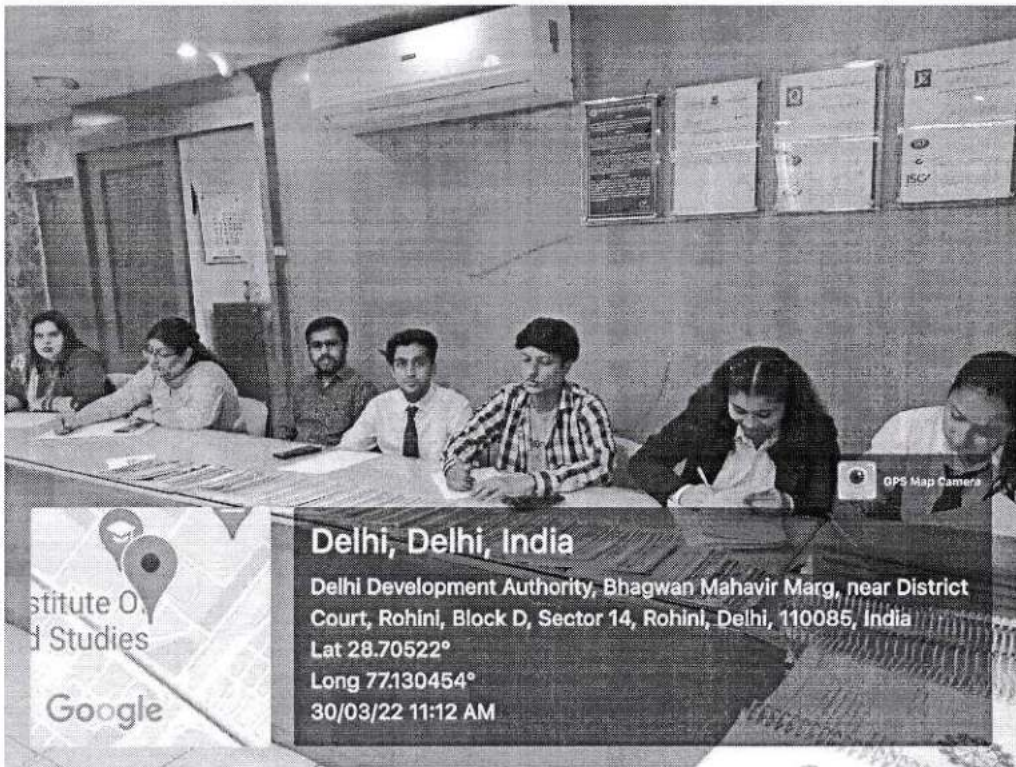
**STUDENT GRIEVANCE REDRESSAL COMMITTEE  
MEETING**

**SGRC Meeting in progress with Members & Student Representatives**



**Date: 30.03.2022 Time: 11 AM**

**Venue: Board Room, 2<sup>nd</sup> Floor, Tecnia Institute of Advanced Studies, Delhi**



*Deepak*  
**(Dr. Deepak Sonkel)**





# TECNIA INSTITUTE OF ADVANCED STUDIES

NAAC ACCREDITED GRADE "A" INSTITUTE

## STUDENTS WELFARE

### Student's Grievance Redressal Committee (SGRC)



In pursuance to the directions of the Hon'ble Delhi High Court dated 17.05.2019 in WP (Crl.) 793/2017; Guru Gobind Singh Indraprastha University under clause 3(ii)(d) of Statute 24 issues directions vide letter no. GGSIPU/2019-20/Legal/1916 Dt. 23.05.2019.

Institute in compliance of same notify newly constitute Grievance Redressal Committee as per UGC (Grievance Redressal) regulations 2012; (to be notified before 15th September every year)

S. No.	Name	Member	Department	Mobile No.
1.	Dr. Deepak Sonker	Nodal Officer	BCA	9711788920
2.	Ms. Megha Sharma	Students Welfare	BBA	9891864968
3.	Md. Hasib	Psychiatrist	AIRSR	9718743207
4.	Dr. H.L. Nagaraja Murthy	Psychologist	BA(JMC)	9891091998
5.	Dr. M. N. Jha	Dean (Acad.) Director Nominee	BA(JMC)	9873057126
6.	Mr. R.D. Pandey	Admin Officer	Admin	9971609277
7.	Ms. Keenika Arora	Professional Students Councilor & Member Secretary	MBA	8800398738

Student Representative – 1 <sup>st</sup> Shift			
S. No.	Name	Enroll. No.	Program
1.	Dipesh Chaudhary	00817003921	MBA
2.	Swayam Gupta	09917001721	BBA
3.	Parth Bhatnagar	35317002421	BAJMC
4.	Rishika Arora	00417002021	BCA

Student Representative – 2 <sup>nd</sup> Shift			
S. No.	Name	Enroll. No.	Program
1.	Ankit Singh	00221303920	MBA
2.	Mahesh Pathak	11121301721	BBA
3.	Sanket Gulyani	06721302421	BAJMC
4.	Swati Chandola	01821302021	BCA

Nodal Officer E-Mail	Student Welfare E-Mail
hodbca@tecnia.in	studentwelfare@tecnia.in

Institute in compliance of notice vide letter ref. no. GGSIPU/2017-18/1039/Legal Dt.18.07.2017 on the subject: Advisory under Clause 3(ii)(d) of Statute 24 of the GGSIP University. Institute in compliance of same notified as under and necessary action forthwith:-

- 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 counseling and short term training may be advised.
- Every letter/representation/e-mail in the nature of appeal by students should be attended with reformatory 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 parent's may also be informed by e-mail or telephonically about such cases.
- Institution officials 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.
- Institute has constituted 'Students Grievance Redressal and Welfare Office' which is 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. SGR Committee constituted at the Institute is notified 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. Institution SGR Committee is federated with the Directorate of Students' Welfare of the University which may supervise and advise them, actively engage them and assist them in redressing the grievances of the students from time to time.
- 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 Director of the Institute. If the issues are not resolved at the level of Institute, the student should be advised to approach the Grievance Redressal Mechanism at the director level of the Institute which shall act as the appellate mechanism.

#### Code of Professional Ethics & Responsibilities of (Teaching Staff)

Excerpts from GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY Act 9 of 1998 [Act, Statutes & Ordinances (amended up to 30th June 2012)], New Delhi; ORDINANCE 32 of CODE OF PROFESSIONAL ETHICS and RESPONSIBILITIES OF (TEACHING STAFF).

#### Clause : 2. TEACHERS AND THEIR RESPONSIBILITIES

2.1 Whosoever adopts teaching as a profession assumes the obligation to conduct himself/ herself in accordance with the ideals of the teaching profession. A teacher is constantly under the scrutiny of his students and the society at large. Therefore, every teacher should see that there is no incompatibility between his precepts and practices. The national ideals of education which have already been set forth and which he/she should seek to inculcate among students must be his/her own ideals. The profession further requires that the teachers should be calm, patient and communicative by temperament and amiable in disposition.

#### Teachers should:

- Adhere to a responsible pattern of conduct, behaviour and demeanor expected of them by the community;
- Manage their private affairs in a manner consistent with the dignity of the profession;
- Seek to make professional growth continuous through study, research, consultancy, industrial liaisons and the use of networking;
- Express free and frank opinion by participation at professional meetings, seminars, conferences etc., towards the contribution of knowledge;
- Maintain active membership of professional organizations and strive to improve standards of education to achieve excellence through knowledge generation and dissemination of the latest techniques in the class;
- Perform their duties in the form of teaching, tutorial, practical, academic and seminar work conscientiously and with complete dedication to develop expertise in their domain;
- Co-operate and assist in carrying out functions relating to the educational responsibilities of the Institute such as: assisting in appraising applications for admission, advising and counseling students as well as assisting in the conduct of Institute examinations, including supervision, invigilation and evaluation; and
- Participate in extension, co-curricular and extracurricular activities including community service to encourage teamwork.
- Strive to bring transparency and equity in his day to day work and generate knowledge to achieve excellence in the field of research.
- Disseminate thought provoking knowledge to encourage students for development of innovative research work.

#### Clause: 3.0 TEACHERS AND THE STUDENTS

##### Teachers should:

- Respect the right and dignity of the students in expressing their opinion;
- Deal justly, fairly and impartially with students regardless of their religion, caste, political, economic, social and physical characteristics to reflect transparency and equity;
- Recognize the difference in aptitude and capabilities among students and strive to meet their individual needs;
- Encourage students to improve their attainments, develop their personalities and at the same time contribute to community welfare;
- Inculcate among students scientific outlook and temperament and respect for physical labour and ideals of democracy, patriotism, peace and improvement of environment;
- Be affectionate to the students and not behave in a vindictive manner towards any of them for any reason whatsoever;
- Pay attention to only the attainment of the student in the assessment of merit;
- Make themselves available to the students willingly even beyond their class hours and help and guide students without any remuneration or reward;
- Aid students to develop an understanding of national heritage and national goals; and
- Refrain from inciting students against other students, colleagues or administration or any authority.

#### Clause: 7.0 TEACHERS AND GUARDIANS:

##### Teachers should:

- Try to maintain contact with the guardians of their students to keep them informed of the state of their ward's academic pursuits, their general conduct or behaviour and interest in cultural and other co-curricular activities etc.

#### Clause: 8.0 GENERAL

- Every teacher shall at all times maintain absolute integrity and devotion to duty, and also be strictly honest and impartial in all its official dealings.
- Every teacher should at all times be courteous in his dealings with members of public and prompt in his official dealings.
- Unless otherwise stated specifically in the terms of appointment, every teacher is a whole time teacher of the Institute, and may be called upon to perform such duties as may be assigned to him by the Competent Authority, beyond scheduled working hours and on closed holidays. These duties inter-alia shall include attendance at meetings of Committees to which he may be appointed by the Institute.
- Every teacher shall do nothing which is unbecoming of a teacher of the Institute.
- No teacher shall indulge in acts of sexual harassment of any person at his/her work place.
- Every teacher shall observe the scheduled hours of working during which he must be present at the place of his duty.
- Except for valid reason and/ or unforeseen contingencies, no teacher shall be absent from duty without prior permission.

Aggrieved students their parents and others may approach the Head, Students' Grievance Redressal Committee, TIAS.

• Details about Institute's Online Students' Grievance Portal:-

Name of the Portal:- Online Grievance Redressal

Website:- tiaspg.tecnia.in

Link:- <https://tiaspg.tecnia.in/online-grievance-redressal/>

Nodal Officer-SGRC

Tecnia Institute of Advanced Studies  
Madhuban Nagar, Students Welfare

**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2020-21/57

Date: 21.10.2020

**Action Taken Report (ATR)**

An online meeting of the Students Grievance Redressal Committee (Students/Faculty) was convened through Zoom at 10:40 AM on 20.10.2020 (Tuesday). Following members were present in the meeting the names of the members are as follows:-

S. N.	Name	Member	Department	Mobile No.	E-mail
1	Dr. Namita Mishra	Nodal Officer	HoD BBA	9871416542	studentswelfare@tecnia.in
2	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
3	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
4	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
5	Ms. Keenika Arora	Professional Students Counsellor	Faculty- MBA	8800398738	studentswelfare@tecnia.in
6	Mr. Mukesh	Admin Officer	Admin	9582166582	adminofficer@tecnia.in
7	Ms. Megha Mohan	Member	Faculty BBA	9999878955	Meghamohan13@gmail.com

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1	Bharat	00717003920	1st Shift	MBA	9911173010	bharatmathur98@gmail.com
2	Jatin Kumar	00517001719	1st Shift	BBA	9711873226	jatinjat28@gmail.com
3	Abhishek	00617002420	1st Shift	BAJMC	8057440064	abhisheksajwan407@gmail.com
4	Anurag Bhardwaj	00817002020	1st Shift	BCA	7703879963	anurag03bhardwaj@gmail.com

**Elected Student Representatives – 2nd Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1	Gaurav Kalra	01321301719	2nd Shift	BBA	9990515057	gauravkalragkl@icloud.com
2	Ananya	00921302420	2nd Shift	BAJMC	6392765940	ananyaabhinav16@gmail.com

Following meeting Agenda was taken up in the meeting

**Item No. 1:** To welcome and introduce the new members of the GRC

The GRC members welcomed the Ms. Megha Mohan as new committee member.

**Item No. 2:** Students' Grievance --

Regarding the issues being faced by the students in online classes conducted through Zoom App.

**Resolved:** ITC Head was appraised in the meeting that alternate platform i.e. Microsoft Teams instead of Zoom (Chinese Origin App.) should be used for the classes for the smooth conduct of the classes.

**ATR:** ITC Head agreed to solve the matter by shifting the platform of online classes from Zoom to MS Teams for smooth conduction of classes.

**Item No. 3:** Faculty Grievance --

Regarding the concerns raised by faculty members about the necessity of using a bell to signify the beginning and conclusion of lectures.

**Resolved:** Administrative Department was appraised regarding the issue of using a bell to signify the beginning and conclusion of lectures in order to maintain a smooth academic experience

**ATR:** Administrative Department agreed to resolve the issue of using a bell to signify the beginning and conclusion of lectures in order to maintain a smooth academic experience

Meeting ended with the thanks to the Chair Dr. Dr. Namita Mishra, Students Grievance Redressal Committee.

Dr. Namita Mishra,  
Nodal Officer SGRC

Cc to:

- 1) Director, TIAS
- 2) Nodal Officer-GRC
- 3) IQAC, TIAS
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR
- 9) Mr. Mukesh, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift)