



**St. Bede's College**

**Shimla - 171002**

**(UGC-NAAC "A+" Grade Re-Accredited)**

**College with Potential for Excellence**

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, E-mail:- [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

### **Grievance Redressal Cell Report – 2022-23**

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the stakeholders.

#### **The objectives of the Grievance Cell are the following:**

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

### **GRIEVANCE REDRESSAL MECHANISM**

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

### **MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2022-23**

Principal	Prof. (Sr.) Molly Abraham	0177- 2642304
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
College Manager	Sr. Reena Kurian	8129959404
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	9805065401

The term of the members shall be two years.

Principal  
St. Bede's College  
Shimla 171002



**St. Bede's College**

**Shimla-171002**

**(UGC-NAAC "A+" Grade Re-Accredited)**

**College with Potential for Excellence**

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, **E-mail:-** [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

Grievance Redressal Cell is headed by the Principal of the college Prof.(Sr.) Molly Abraham. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at Grievance Redressal Cell link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### **Report 2022-23**

The principal introduced the committee members and told them that they must make the students aware about the Grievance Redressal mechanism in the college. The suggestion box was opened in the presence of all the members of the cell. They were then read out and scrutinised in a meeting with the principal Prof.(Sr.) Molly Abraham.

The students freely interact with the teachers as well as the principal. They can meet the principal and discuss their problems freely with her, the principal takes prompt action after discussing with the subject teachers, members of the Grievance cell, prompt action is taken to resolve all the grievances.

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
More days for college election campaign.	Students asked to make use of whatsapp and save time.
Re-tests after minor tests.	Re-test may be taken of students with genuine and valid reasons.
Request to leave early during the minor tests.	The students could leave after attending all the classes.
Date sheet for the final examination issued by the university.	The teachers were asked to revise in the classes so that the students do not have a problem during examination.

Convenor

*gnahendra*

Principal

*mollym*

Principal  
St. Bede's College  
Shimla 171002





### **Grievance Redressal Cell Report – 2021-22**

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially and amicably facilitate the settlement of grievances related to the stakeholders.

#### **The objectives of the Grievance Cell are the following:**

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

#### **GRIEVANCE REDRESSAL MECHANISM**

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

#### **MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2021-22**

Principal	Prof. (Sr.) Molly Abraham	0177- 2642304
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
College Manager	Sr. Reena Kurian	8129959404
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	9805065401

The term of the members shall be two years.

Grievance Redressal Cell is headed by the Principal of the college Prof. (Sr.) Molly Abraham. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

Principal  
St Bede's College  
Shimla 171002



St. Bede's College

Shimla - 171002

(UGC-NAAC "A+" Grade Re-Accredited)

College with Potential for Excellence

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, E-mail:- [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at Grievance Redressal Cell link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### Report 2021-22

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Complaint made by a student, related to her classmate insulting her in public.	The student and her classmate were counselled by the members of the cell and the subject teachers. Feedback was taken from the subject teachers after a few days.
Students bullied and troubled in the hostel.	Apology letters were taken by the students and their parents were also called.
Attendance not marked during online classes.	The students were asked to be more alert and ensure that attendance was given to them.
Were not able to pay fees due to internet issues.	The last date for depositing the fee was extended.

Convenor

*gnahendra*

*mollym*

Principal

St. Bedes College  
Shimla - 171 002





### Grievance Redressal Cell Report – 2020-21

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the stakeholders.

#### The objectives of the Grievance Cell are the following:

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

#### GRIEVANCE REDRESSAL MECHANISM

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

#### MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2020-21

Officiating Principal	Ms. Nandini Pathania	0177- 2642304
Associate Professor	Mr. Vijay Sanoria	9418187201
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
College Manager	Sr. Magdaline	8129959404
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	

Officiating Principal  
St. Bede's College  
Shimla - 2



**St. Bede's College**

**Shimla - 171002**

**(UGC-NAAC "A+" Grade Re-Accredited)**

**College with Potential for Excellence**

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, **E-mail:-** [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

Grievance Redressal Cell is headed by the officiating Principal of the college Ms. Nandini Pathania. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library, in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

### **Report 2020-21**

The college was closed due to the pandemic. Online classes were conducted during this year. The students discussed their problems with the subject teachers online. Some of the suggestions regarding connectivity issues, online attendance etc. were brought to the notice of the officiating Principal, Ms. Nandini Pathania and the members of the cell. Prompt action was taken to resolve the issues by the college management. Some students faced certain psychological problems, the teachers supported and helped such students by giving them extra time and consistently communicating with them. No suggestions were found in the suggestion box.

Convenor

Principal

Officiating Principal  
St. Bede's College  
Shimla - 2





### **Grievance Redressal Cell Report – 2019-20**

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the stakeholders.

#### **The objectives of the Grievance Cell are the following:**

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

#### **GRIEVANCE REDRESSAL MECHANISM**

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

#### **MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2019-20**

Officiating Principal	Ms. Nandani Pathania	0177- 2642304
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Associate Professor	Mr. Vijay Sanoria	9418187201
Associate Professor	Dr. Sanjeev Kumar	9459037091
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	

Officiating Principal  
St. Bede's College  
Shimla - 2



**St. Bede's College**

**Shimla -171002**

**(UGC-NAAC "A+" Grade Re-Accredited)**

**College with Potential for Excellence**

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, **E-mail:-** [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

Grievance Redressal Cell is headed by officiating Principal of the college Ms. Nandini Pathania. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at Grievance Redressal Cell link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### **Report 2019-20**

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Students having issues with spaces for displaying their posters during college elections.	The members of the grievance redressal cell and election committee, resolved the issue with the students amicably.
More time demanded by the students for canvassing during elections.	They were made to realize that there was a constraint of time under the RUSA semester system, and they must be judicious in spending their time.
Suggestion for opening a stationary shop.	The suggestion was forwarded to the management. They contacted a bookstore for opening a stationary shop.
Students participating in extra-curricular activities requested for extra classes.	The Principal asked the teachers to give them extra time after classes.
More variety in the food items served in the canteen.	The suggestion was forwarded to the Canteen Committee. Some healthy food options were added to the canteen menu.

Convenor

*[Signature]*

*[Signature]*  
Principal  
Officiating Principal  
St. Bede's College  
Shimla - 2





### **Grievance Redressal Cell Report – 2018-19**

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the stakeholders.

#### **The objectives of the Grievance Cell are the following:**

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

#### **GRIEVANCE REDRESSAL MECHANISM**

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

#### **MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2018-19**

Principal	Dr. (Sr.) Beena John	0177- 2642304
Associate Professor	Dr. Gitanjali Mahendra	9816022297
Associate Professor	Mr. Vijay Sanoria	9418187201
Associate Professor	Dr. Sanjeev Kumar	9459037091
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	



**St. Bede's College**  
**Shimla-171002**  
**(UGC-NAAC "A+" Grade Re-Accredited)**  
**College with Potential for Excellence**  
Phone : 0177-2842304, Fax :- 0177-2842498  
www.stbedescollege.in, **E-mail:-** [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

Grievance Redressal Cell is headed by the Principal of the college. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at Grievance Redressal Cell link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### Report 2018-19

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Suggestion for allotment of time, class-wise to play in the basketball court.	The suggestion was forwarded to the NSO cell, and they took measures to help maximum students play in the basketball court.
Complaint related to students belonging to ships not vacating the auditorium during practice for inter-ship competitions.	The ship Mistresses/ Masters took prompt action and assigned time slots to the four ships.
Shortage of water supply in the toilets, in the month of July.	The complaint was forwarded to the college management. They took further action to redress the problem.
Complaint regarding maintenance of hygiene in the college canteen.	The canteen committee was informed about the complaint of the students. The members of the committee ensured that hygiene was maintained.

Convenor

*Sprahendra*

Principal

*Bunoy*  
St. Bede's College  
Shimla 171002





**St. Bede's College**

**Shimla-171002**

**(UGC-NAAC "A+" Grade Re-Accredited)**

**College with Potential for Excellence**

Phone : 0177-2842304, Fax :- 0177-2842498

www.stbedescollege.in, E-mail:- [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

### **Grievance Redressal Cell Report – 2017-18**

The college has constituted a Grievance Redressal Cell with a commitment to provide security and good atmosphere for all round development of the students and to promote good professional relationships among the students and the staff (teaching and non-teaching). The cell intends to genuinely, impartially, and amicably facilitate the settlement of grievances related to the stakeholders.

#### **The objectives of the Grievance Cell are the following:**

- To provide access to the stakeholders so that the remedial action related to grievances, can be ensured immediately.
- To be fair and impartial in finding solutions for the issues faced by the grievant.
- To ensure that complete confidentiality is maintained and the grievant is not victimized or harassed.
- To monitor the smooth functioning of the college and oversee the protection of human rights and civil liberties.

#### **GRIEVANCE REDRESSAL MECHANISM**

The students can make an appeal/complaint against any grievance. Such appeal may be made to the Principal of the college on a prescribed form and should clearly state in writing the reason(s) for the complaint/appeal. The appeal/complaint will be placed before the Grievance Redressal cell, chaired by the College Principal.

#### **MEMBERS OF THE GRIEVANCE REDRESSAL CELL 2017-18**

Principal	Dr. (Sr.) Beena John	0177- 2642304
Associate Professor	Ms. Anuja Sharma	9816030009
Associate Professor	Mr. Vijay Sanoria	9418187201
Associate Professor	Dr. Sanjeev Kumar	9459037091
Assistant Professor	Ms. Unnatti Chauhan (Secretary)	9816410665
Assistant Professor	Mr. Manu Mahajan	9816327990
Senior Assistant	Mr. Salil Sood	9418659871
Lab Attendant	Mr. Bihari Lal	8219483723
Student	College Admiral	

The term of the members shall be two years.

Principal  
St. Bede's College  
Shimla 171002



**St. Bede's College**  
**Shimla-171002**  
**(UGC-NAAC "A+" Grade Re-Accredited)**  
**College with Potential for Excellence**  
Phone : 0177-2842304, Fax :- 0177-2842498  
www.stbedescollege.in, E-mail:- [bedescollege@gmail.com](mailto:bedescollege@gmail.com)

Grievance Redressal Cell is headed by the Principal of the college. It addresses the sensitive areas that need patient listening, understanding, care and of course needy action. Suggestion boxes are installed near the principal's office and in the library in which the students can drop their suggestions and complaints/ appeals with or without revealing their identity.

The College portal has an online Grievance Redressal area for registering their complaints. Complaints can be filed online at Grievance Redressal Cell link given in the website on academic and non-academic matters. This is introduced to enable the students to express their grievances easily without delay.

### **Report 2017-18**

The appeal/ suggestion/ complaints were as follows:

Appeal/ Complaint/ Suggestion	Redressal
Some more volumes of books can be added to the library.	The suggestion was forwarded to the library committee.
Some students requested to shift some classes from afternoon to morning hours for attending coaching class.	The suggestion was forwarded to the Timetable Committee. They made possible changes to help the students.
Grievance of a student related to the negative influence of peer pressure experienced by her.	The students asked to consult the counsellor in the college.

Convener

*lynalendra*

Principal

*Principal*  
St. Bede's College  
Shimla 171002