



B.B.M. B.Ed. COLLEGE

SARDAHA, CHAS, BOKARO

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Grievance Redressal Cell (GRC)

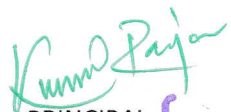
According to UGC, The Grievance Redressal Cell deals with all types of Grievance, Complaints, Malpractices, including those received from students, faculty and other stakeholders.

Objectives of the Grievance Redressal Cell included:-

- Developing an organizational framework to resolve guidelines.
- Providing students with immediate access to have their grievance redressed.
- Investigating complaints lodged by students and judging their merits.
- Investigating matters of harassments.

Guidelines regarding Grievance Redressal Cell

1. B.B.M. B.Ed. College, Sardaha, Chas, Bokaro has a grievance redressal cell as per UGC guidelines.
2. The college grievance redressal cell GRC will monitor and try to solve grievance relating student, faculty and other stakeholders.
3. Student can register their grievance both offline and online mode as per convenience.
4. The student may submit their offline grievance either directly to principal or dropping to the complaint box.
5. There is a complaint box inside the college campus in which the student can drop their grievance.
6. The received complaint will be forwarded to the related committee.
7. Grievance Redressal Cell conducted meeting in regular interval.
8. Institutional tries to solve their grievance by Grievance redressal cell as soon as possible.
9. After redressing the GRC tries to reduce and prevent that type of complain.
10. Awareness programmes are organized about GRC by the Institution.


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Meeting for the academic year 2017-2018

A meeting was held on 18-04-2017 at 02:30 PM about Grievance Redressal Cell at multipurpose hall under the chairmanship of Mr. Manoj Kumar, Following Members were present in this meeting are as follows:-

Sl.No.	Name of the Present Member	Designation	Signature
1	Mr. Manoj Kumar	Principal In Charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mr. Bharat Mahato	Asst. Prof.	
5	Mrs. Kumud Ranjan	Asst. Prof.	
6	Mrs. Reena Rani Singh	Asst. Prof.	
7	Mrs. Gayatri Kumari	Asst. Prof.	
8	Miss Suman	Asst. Prof.	
9	Miss Chanda Kumari	Student Representative	

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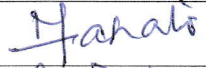
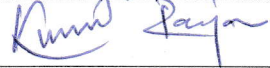
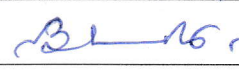
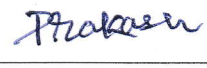

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AGENDA


1. Formation of GRC
2. Regarding Member selection
3. Regarding Guidelines of GRC

RESOLUTION

GRC was formed and members were selected for GRC. Following members were selected for GRC.

Sl. No.	Name of Members	Designation	Signature
1	Mr. Manoj Kumar	Principal In Charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mrs. Kumud Ranjan	Asst. Prof.	
4	Mr. Bharat Mahato	Asst. Prof.	
5	Mr. Prakash Kumar	Asst. Prof.	
6	Miss Chanda Kumari	Student Representative	

In this meeting, guidelines of GRC were discussed in details in this meeting.


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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2017-2018

A meeting was held on 13-05-2017 at 03:00 PM by GRC of B.B.M. B.Ed. College, Sardaha, Chas, Bokaro under the chairmanship of Mr. Manoj Kumar. All the members of GRC were present in this meeting.

Sl. No.	Name of Members	Designation	Signature
1	Mr. Manoj Kumar	Principal In Charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mrs. Kumud Ranjan	Asst. Prof.	
4	Mr. Bharat Mahato	Asst. Prof.	
5	Mr. Prakash Kumar	Asst. Prof.	
6	Miss Chanda Kumari	Student Representative	

AGENDA

- ❖ Collection of Grievance Complain Letter.
- ❖ Facility of Transportation.
- ❖ Cleanliness of Classroom regularly.

RESOLUTION

- ❖ A Grievance Complaint box will be provided in the college campus.
- ❖ For better transportation, availability of bus will be provided.
- ❖ Classroom and campus should be cleaned regularly.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2017-2018

A meeting of GRC was conducted on 11-01-2018 at 02:30 PM at multipurpose hall under the chairmanship of Mr. Manoj Kumar. These members were present in the meeting are in the below: -

Sl. No.	Name of Members	Designation	Signature
1	Mr. Manoj Kumar	Principal In Charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mrs. Kumud Ranjan	Asst. Prof.	
5	Mrs. Gayatri Kumari	Asst. Prof.	
6	Miss Ankita Kumari	Student Representative	

AGENDA

- ❖ Discussion on water supply in science lab.
- ❖ To aware the rest students about grievance.

RESOLUTION

- ❖ As per the need, Water supply will be provided in science lab as soon as possible.
- ❖ Guidelines will be provided and awarded to the rest students about grievance.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2018-2019

A meeting of GRC has been conducted on 16-03-2019 at 03:30 PM at Principal Room under the chairmanship of Mr. Manoj Kumar. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Mr. Manoj Kumar	Principal In Charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mrs. Kumud Ranjan	Asst. Prof.	
5	Mrs. Gayatri Kumari	Asst. Prof.	
6	Miss Ankita Kumari	Student Representative	

AGENDA

- ❖ Discussion on water purifier installation in college campus.
- ❖ Discussion on cleanliness of staff's toilet regularly.

RESOLUTION

- ❖ Complaint has been arise by the students that water purifier should be installed in college campus and it was decided in the meeting that water purifier will be provided in the college campus.
- ❖ Staffs toilet will be cleaned regularly.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2019-2020

A meeting of GRC was conducted on 19-02-2020 at 03:00 PM at Principal Room under the chairmanship of Dr. Manoj Kumar. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Manoj Kumar	Principal In charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mrs. Kumud Ranjan	Asst. Prof.	
5	Mr. Bharat Mahato	Asst. Prof.	
6	Mr. Himadri Mandal	Student Representative	

AGENDA

- ❖ Discussion on Boys Common room.
- ❖ Discussion on not credited Scholarship inspite of E-Kalyan approval.

RESOLUTION

- ❖ Separate facility for boys common room will be provided in the college campus.
- ❖ Payment of Scholarship has not credited in two student's account, action will be taken promptly about this.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2020-2021

A meeting of GRC has been conducted on 08th March, 2021 at 03:30 PM at Principal Room under the chairmanship of Dr. Manoj Kumar. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Manoj Kumar	Principal In charge	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Dr. Kumud Ranjan	Asst. Prof.	
5	Mr. Bharat Mahato	Asst. Prof.	
6	Mr. Vivek Chandra Das	Student Representative	

AGENDA

- ❖ Discussion on Hostel in College Campus.

RESOLUTION

- ❖ Facility of Non Profitable Hostel for the boys will be provided for the remote area student.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2021-2022

A meeting of GRC was conducted on 23rd April, 2022 at 03:30 PM at Principal Room under the chairmanship of Dr. Kumud ranjan. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Kumud Ranjan	Principal	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mr. Bharat Mohato	Asst. Prof.	
5	Dr. Manoj Kumar	Asst. Prof.	
6	Mr. Rishabh Agarwal	Student Representative	

AGENDA

- ❖ To aware all the present students about the guidelines of GRC.
- ❖ Discussion regarding Scholarship has been not credited in student's account.

RESOLUTION

- ❖ All the present student will be aware about GRC guidelines in detail.
- ❖ Payment of Scholarship has not been credited till now, action will be taken about this.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2022-2023

A meeting was held on 1st April, 2023 at 02:00 PM by GRC of our institution by the chairmanship of Dr. Kumud ranjan. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Kumud Ranjan	Principal	
2	Mr. Mantu Lal Mahato	Management	
3	Mr. Prakash Kumar	Asst. Prof.	
4	Mr. Bharat Mohato	Asst. Prof.	
5	Dr. Manoj Kumar	Asst. Prof.	
6	Mr. Arvind Kumar Mahato	Student Representative	

AGENDA

- ❖ Discussion on changing of allotted P.O.T School due to physical handicapped.

RESOLUTION

- ❖ Being physically handicapped, a student of B.Ed. Session 2021-2023 named Padmalochan Choudhary complaint for changing his allotted school and it was decided in this meeting. A request letter will be sent for changing of the school through e-mail.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2023-2024

A meeting was held on 18th January, 2024 at 12:30 PM by GRC of our institution by the chairmanship of Dr. Kumud Ranjan. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Kumud Ranjan	Principal	
2	Mr. Mantu Lal Mahato	Management	
3	Dr. Manoj Kumar	Asst. Prof.	
4	Mr. Prakash Kumar	Asst. Prof.	
5	Mr. Bharat Mohato	Asst. Prof.	
6	Mr. Bikram Kumar	Student Representative	

AGENDA

- ❖ Discussion on changing of allotted P.O.T school of physically handicapped student.

RESOLUTION

- ❖ Being physically handicapped, three students of B.Ed. Session 2022-2024 named Basudev Gorain (61), Sabir Ansari (86) and Taleshwar Mahato (87) had complained regarding changing of allotted P.O.T school and it was decided in the meeting that an email will be sent to JCERT for request of changing P.O.T School.

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Minutes of Grievance Redressal Cell (GRC)

Meeting for the academic year 2023-2024

A meeting was conducted on 4th March, 2024 at 02:00 PM by GRC of our institution by the chairmanship of Dr. Kumud Ranjan. The following members were present in this meeting are as follows:-

Sl. No.	Name of Members	Designation	Signature
1	Dr. Kumud Ranjan	Principal	
2	Mr. Mantu Lal Mahato	Management	
3	Dr. Manoj Kumar	Asst. Prof.	
4	Mr. Prakash Kumar	Asst. Prof.	
5	Mr. Bharat Mahato	Asst. Prof.	
6	Mr. Bikram Kumar	Student Representative	

AGENDA

- ❖ Discussion about final examination pending result of Savita Kumari (B.Ed. Session 2020-22)

RESOLUTION

- ❖ It was decided in the meeting that Md. Mustakim Ansari, Office Assistant of our institution will be sent by Examination Committee to University, Department of Examination to resolve this problem as soon as possible.

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