



DELHI TEACHERS' TRAINING COLLEGE

(Affiliated to G.G.S. Indraprastha University, Delhi & Recognised by NRC, NCTE, Govt. of India)

340, Deenpur Bus Stop, Najafgarh, New Delhi-43

Phone : 25026529

Ref. No. DTTC-1684(23)/2023

Dated 27.11.2023

The Registrar (Affiliation),
GGSIU University,
Dwarka,
New Delhi-110078

Sahar
08/12/23
Principal
Delhi Teachers' Training College
New Delhi-110078

Subject: Students' Grievance Redressal Committee 2023-24

Sir/Madam,

The Grievance Redressal Committee for the current session 2023-24 has been constituted.

The Parameters of Grievance Redressal Mechanism are as under-

1. Availability of Students' Grievance Redressal Committee (SGRC).
2. Grievance Redressal Committee has elected students representative and complies with UGC's Regulation 2012.
3. Meticulous and verifiable documentations of the proceedings of students' Grievance Redressal Committee is maintained.
4. Availability of psychiatrist, psychologist and professional student's counselors.
5. Institute has published/notified prominently the details of SGRC on website and admission prospectus.
6. Students are satisfied with the effectiveness of the SGRC.
7. Reports of the proceedings of SGRC is sent to the university every semester.
8. The directions of the university w.r.t. redressal of the student's grievance are complied.

S.K. Mishra
Prof.(Dr.) S.K. Mishra
Principal

DELHI TEACHERS' TRAINING COLLEGE
DEENPUR NAJAFGARH DELHI- 110043
(Affiliated to G.G.S.I.P. UNIVERSITY, DELHI- 110075)

Grievance Redressal

The Grievance Redressal Committee of Delhi Teachers' Training College for the current session 2023-24 in accordance with the UGC (Grievance Redressal) regulation 2018, comprise of the following members and student representative of the college.

- | | |
|--|------------------------|
| 1. Prof. (Dr.) S.K.Mishra (Principal) | Chairman |
| 2. Prof. (Dr.) Amrita Sodhi | Member |
| 3. Dr. Purna Vashistha (Associate Professor) | Member |
| 4. Mr. Zafar Ahmed (Head Assistant) | Member |
| 5. Ms. Deepshikha | Student Representative |
| 6. Ms. Kajal Kumari | Student Representative |

Objectives of Grievance Redressal:

The Objectives of Grievance Redressal is to facilitate and to expedite the redressal of students and offer appropriate remedy.

Procedure for Redressal of Grievance:

The procedure given below is formulated for the grievance of students:

Step 1- Any student having any grievance is requested first to contact and discuss with the student representative for the solution.

Step 2 - The Grievance can also be lodged by e-mail or by registered post.

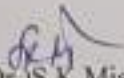
Step 3 - After going through step 1, if the candidate is not satisfied with the remedy or no remedy has been provided within a period of one week from the date of filing the complaint, he/she should fill-in the Form A given on the college's website.

Step 4 - In case of any difficulty in filling Form A, the committee will render all reasonable assistance to the student filing the Grievance.

Step 5 - The committee will intimate the candidate who has submitted the Grievance, the date of hearing of the Grievance in writing giving sufficient advance notice.

Step 6 - After the meeting with the student in the presence of student representatives, the committee will complete the procedure as expeditiously as possible and every endeavor will be made on the grievance for its redressal within a maximum period of four weeks from the date of receipt of the grievance by the student.

Name of the Institute	Constitution of committee with contact numbers	Availability of infrastructure and room	Display of constitution of committee
DELHI TEACHERS' TRAINING COLLEGE, 340, DEENPUR, NAJAFGARH, NEW DELHI-110043	1. Students representative: (whether elected or nominated):- If nominated then Name of nominating Authority: Principal, DTTC	Size of room:- 50 sq.m.	Institute's website Yes
	2. Psychologist/Psychiatrist: Details of availability (days per week):- Dr. Anju Mahal Ms. Shweta Dogra (on call)	Infrastructure:- Adequate Infrastructure	Brochure/Prospectors Yes
	3. Counselor: Details of availability (days per week):- Prof. (Dr.) Amrita Sodhi (Daily) 3-4 p.m		Notice Board Yes
	4. Members:- a) Prof. (Dr.) S.K Mishra (Principal) b) Prof.(Dr.) Amrita Sodhi c) Dr. Prerna Vashistha (Associate Prof.) d) Mr. zafar Ahmad (Head Assistant) e) Ms. Deepshikha (Student Representative) f) Ms. Kajal Kumari (Student Representative)		
	5. Clinic is situated in proximity of the college.		


 Prof.(Dr.)S.K.Mishra
 Principal

DELHI TEACHERS' TRAINING COLLEGE
DEENPUR NAJAFGARH DELHI- 110043
(Affiliated to G.G.S.I.P. UNIVERSITY, DELHI- 110078)

Dated: 25.10.2023

MEETING NOTICE

GRIEVANCE REDRESSAL COMMITTEE

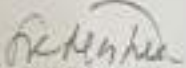
The students Grievance Redressal Committee is schedule to discuss various issues pertaining to students grievances. All the members are requested to attend the meeting.

The details of meeting:-

- Date – 30.10.2023
- Day – Monday
- Time - 3:00 PM
- Venue – SGR Room

AGENDA

1. Students' grievances on Late Admission.
2. Students' grievances on Parking.


Prof.(Dr.)S.K.Mishra
Principal
Delhi Teachers' Training College,
340, Deenpur, Najafgarh,
New Delhi-43

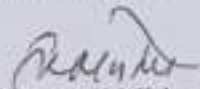
MINUTES OF THE MEETINGAGENDA - 1Students Grievances on Late Admission.

Some students had grievance concerning the classes, they had missed in semester I, due to late admission procedure. The list of students who had missed classes was handed over to Academic Co-ordinator, who assured that extra classes will be held for these students. All members of the student Grievances Redressal Committee accepted the same.

AGENDA - 2Students Grievance on Parking

There were many requests from the students to permit them to park their vehicles inside the college premises as it is unsafe to park outside the college gate. Committee discussed on the same and came to the conclusion that permission to be granted to only those students who have got their vehicles registered and have a permit from the college office.

Meeting concluded with vote of Thanks


Prof. (Dr.) S.K. Mishra
Chairman
Delhi Teachers' Training College,
340, Deanpur, Huda Road,
New Delhi-110043



DELHI TEACHERS' TRAINING COLLEGE

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340, Deenpur Bus Stop, Najafgarh, New Delhi-43

Ref. No. DTTC-1655(i)/2023.

Dated 24.4.2023

The Registrar (Affiliation),
 GGSIP University,
 Dwarka,
 New Delhi-110078

Sankar
 28/04/23
 Affiliation Branch
 Guru Gobind Singh Indraprastha University
 Sector-16C, Dwarka, New Delhi-110078

Subject: Students' Grievance Redressal Committee 2022-23

Sir/Madam,

The Grievance Redressal Committee for the current session 2022-23 has been constituted.

The Parameters of Grievance Redressal Mechanism are as under-

1. Availability of Students' Grievance Redressal Committee (SGRC).
2. Grievance Redressal Committee has elected students representative and complies with UGC's Regulation 2012.
3. Meticulous and verifiable documentations of the proceedings of students' Grievance Redressal Committee is maintained.
4. Availability of psychiatrist, psychologist and professional students counselors.
5. Institute has published/notified prominently the details of SGRC on website and admission prospectus.
6. Students are satisfied with the effectiveness of the SGRC.
7. Reports of the proceedings of SGRC is sent to the university every semester.
8. The directions of the university w.r.t. redressal of the students grievance are complied.

Sankar
 Prof.(Dr.) S.K.Mishra

Principal

Delhi Teachers' Training College,
 340, Deenpur, Najafgarh,
 New Delhi-43

Annex III 5(A)
5(B)

DELHI TEACHERS TRAINING COLLEGE
DEENPUR NAJAFGARH DELHI- 110043
(Affiliated to G.G.S.I.P. UNIVERSITY, DELHI- 110075)

Grievance Redressal

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1. Prof. (Dr.) S.K.Mishra (Principal)	Chairman
2. Prof. (Dr.) Amrita Sodhi	Member
3. Dr. Prema Vashistha (Associate Professor)	Member
4. Mr. Zafar Ahmed (Head Assistant)	Member
5. Ms. Deepshikha	Student Representative
6. Ms. Shivam Dwivedi	Student Representative

Objectives of Grievance Redressal:

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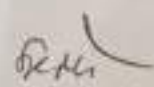
Step 2 - The Grievance can also be lodged by e-mail or by registered post.

Step 3 – After going through step 1, if the candidate is not satisfied with the remedy or no remedy has been provided within a period of one week from the date of filing the complaint, he/she should fill-in the Form A given on the college's website.

Step 4 – In case of any difficulty in filling Form A, the committee will render all reasonable assistance to the student filing the Grievance.

Step 5 – The committee will intimate the candidate who has submitted the Grievance, the date of bearing of the Grievance in writing giving sufficient advance notice.

Step 6 – After the meeting with the student in the presence of student representatives, the committee will complete the procedure as expeditiously as possible and every endeavor will be made on the grievance for its redressal within a maximum period of four weeks from the date of receipt of the grievance by the student.


Principal
Delhi Teachers' Training College,
340, Deenpur, Najafgarh.

Name of the Institute	Constitution of committee with contact numbers	Availability of infrastructure and room	Display of constitution committee of
DELHI TEACHERS' TRAINING COLLEGE, DEENPUR, NAJAFGARH, NEW DELHI-110043	1. Students representative: (whether elected or nominated):- If nominated then Name of nominating Authority: Principal, DTTC	Size of room:- 50 sq.m.	Institute's website Yes
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	3. Counselor: Details of availability (days per week):- Prof. (Dr.) Amrita Sodhi (Daily) 3-4 p.m		Notice Board Yes
	4. Members:- a) Prof. (Dr.) S.K Mishra (Principal) b) Prof.(Dr.) Amrita Sodhi c) Dr. Purna Vashista (Associate Prof.) d) Mr. zafar Ahmad (Head Assistant) e) Ms. Deepshikha (Student Representative) f) Mr. Shivam (Student Representative)		

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Grievance Redressal

This cell is established with an aim and objective to provide the students an easy and readily accessible mechanism for prompt disposal of their day to day grievances.

A complaint by the students concerning the overlap/clash of the subjects in the Datesheet/Exam of MOOC'S (SWAYAM) which was held on 25th -26th Feb, 2023. A complaint was registered and the action plan was formulated. A quick action was taken by the student's representatives and the case was forwarded to the members and chairperson after a deep study of the problem.

The member of the Grievance Redressal Committee under the leadership of the Chairperson promptly acted on the issue reported by the students. The co-ordinator of B.Ed (Affiliated Colleges) in GGSIPU, New Delhi, Dr. Jai Bhagwan, (Principal, Sant Haridas College, Bani Camp, New Delhi) was contacted and the problem was put in black and white in front of him. After a series of meetings with the co-ordinator and the Principals and Directors of other colleges, a decision was taken and the list of courses of MOOC's selected by the students was forwarded to NTA along with a request letter to formulate the datesheet in the interest of the students, so that they could appear for all the exams for which they had registered themselves.

Amrita Sodhi

Prof. (Dr.) Amrita Sodhi
 Counselor

S.K. Mishra

Prof. (Dr.) S.K. Mishra
 Principal

Principal
 Delhi Teachers' Training College,
 340, Deenpur, Najafgarh,
 New Delhi-43

DELHI TEACHERS' TRAINING COLLEGE
DEENPUR, NAJAFGARH, DELHI 110 043
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Report on Satisfaction of Students on Effectiveness of SGRC (2023-24)

A Survey was conducted on the satisfaction of students on effectiveness of SGRC. The study of responses shows that the satisfaction of students was on higher side and they were aware of the mechanism of SGRC. Regular counseling sessions were conducted and timely solution was provided to the students.


Prof. (Dr.) S.K. Mishra
Principal

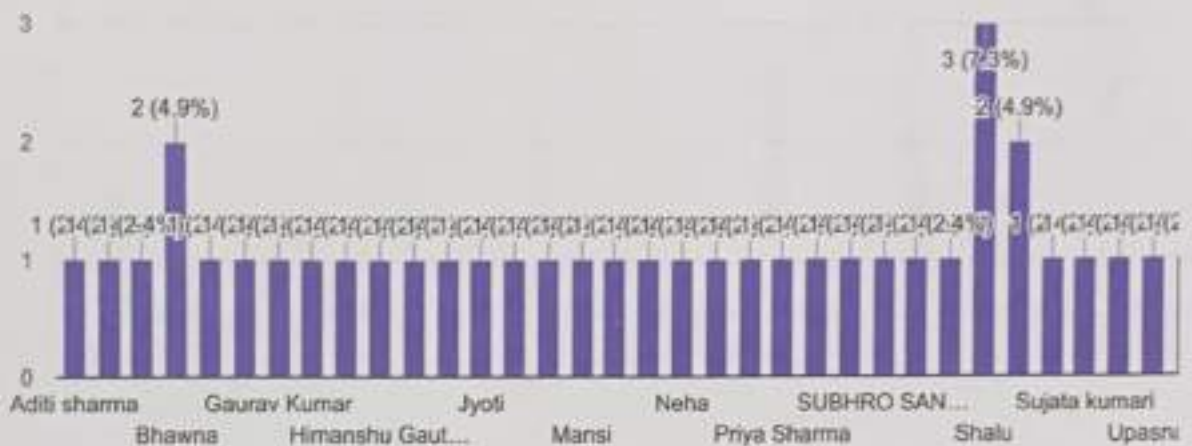
Report on Satisfaction of Students on Effectiveness of SGRC

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1. Your Name

Copy chart

41 responses



2. Name of Your Institute

Copy chart

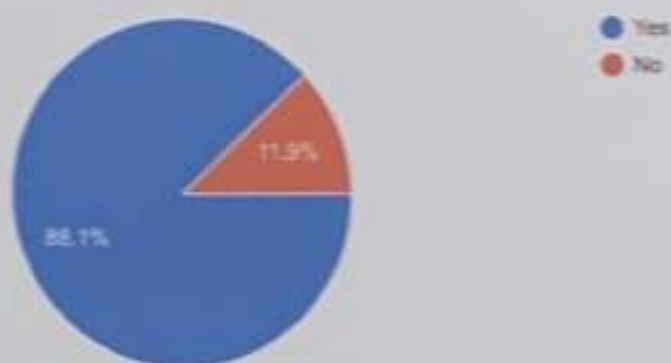
42 responses



5. Was your Grievance heard timely and patiently?

[Copy chart](#)

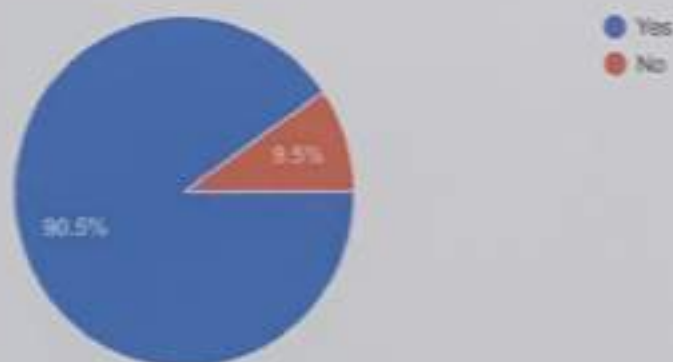
42 responses



6. Were you provided with the timely solution of your Grievance?

[Copy chart](#)

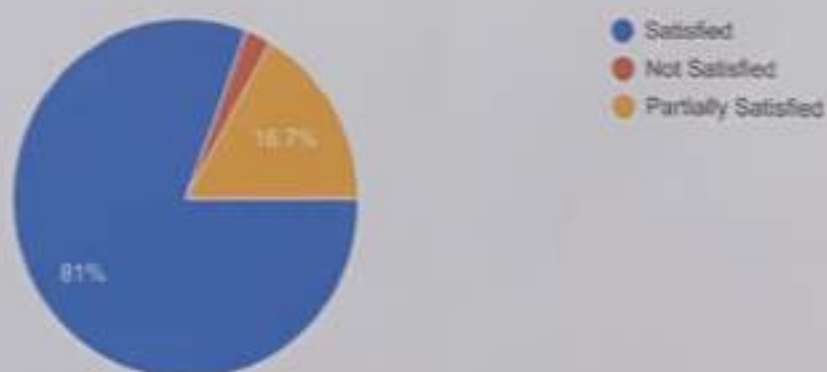
42 responses



7. Are you satisfied with the Mechanism of Grievance Cell

[Copy chart](#)

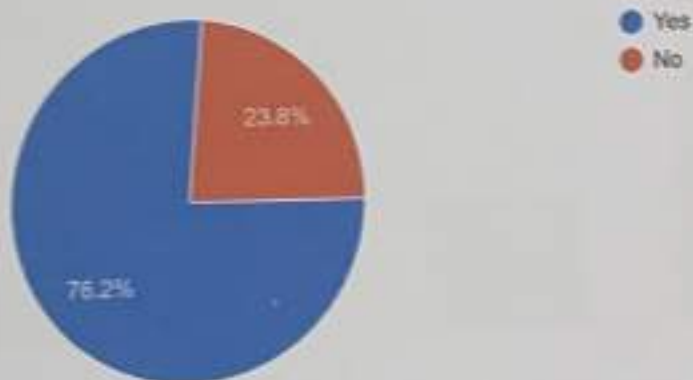
42 responses



8. Is there a professional student counselor appointed in your institute to resolve your issues?

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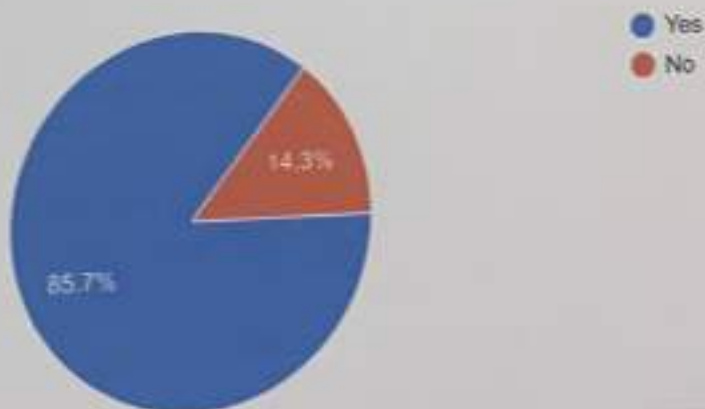
42 responses



9. Were there regular counselling sessions in your institute?

Copy chart

42 responses



10. How will you rate the student Grievance Cell of your Institute?

Copy chart

41 responses

