



SRI KRISHNA DUTT ACADEMY

Recognized by NCTE & Affiliated to University of Lucknow

2D/HS-1, Vrindavan Yojna, Raibareilly Road, Lucknow, Ph. : 2443963, 7080111596

GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2022-23

SUMMARY

The annual report showcases the comprehensive activities of the Grievance Redressal Cell at Sri Krishna Dutt Academy for the academic year 2022-23. We are delighted to announce that few grievances were lodged throughout this period, underscoring the efficacy of our proactive strategies in resolving issues and fostering a conducive atmosphere within the college. This report accentuates the initiatives undertaken to preempt grievances and sustain a campus environment devoid of complaints.

INTRODUCTION

1. The Grievance Redressal Cell is instrumental in maintaining harmony at Sri Krishna Dutt Academy by effectively addressing concerns and grievances.
2. Our college prioritizes student welfare and fosters a supportive learning environment.
3. An efficient grievance redressal process is crucial for upholding transparency and trust.
4. Promptly addressing student concerns ensures an optimal learning experience for all.

GRIEVANCE REDRESSAL PROCESS

Explain the grievance redressal process followed by the cell, even in the absence of any formal complaints. Describe how the cell proactively addresses potential issues and fosters a culture of transparency, fairness, and accountability. Highlight the importance of effective communication channels, regular student engagement initiatives, and feedback mechanisms.

GRIEVANCE REDRESSAL STATISTICS

S.NO	AGENDA	DECISION TAKEN
1	Less number of books in library	The list of books to be purchased along with number of copies is being collected and order is placed to purchase.
2	Absence of mirrors in washrooms	IQAC suggested to install mirror of 50cm x15cm sizes in each washroom. It is

		required for proper personality development.
3	Regarding clash of class timings with term end examinations	The management also understood the situation and classes of all streams will start after 4 th June
4	Grievances regarding gender bias	Volleyball/ Basketball girls teams are made and proper training will be provided to girl players to play at district level Girls competitions to be held in January, 2023
5	Few students in commerce department were heard using abusive language. The matter is escalated to IQAC.	Parents were called of these students and students apologised in front of parents and had given in written not to repeat such behaviour in future



Principal
SRI KRISHNA DUTT ACADEMY
2D/HS-1, Vrindavan Yojna
Raibareilly Road, Lucknow



GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2021-22

SUMMARY

The annual report showcases the comprehensive activities of the Grievance Redressal Cell at Sri Krishna Dutt Academy for the academic year 2021-22. We are delighted to announce that few grievances were lodged throughout this period, underscoring the efficacy of our proactive strategies in resolving issues and fostering a conducive atmosphere within the college. This report accentuates the initiatives undertaken to preempt grievances and sustain a campus environment devoid of complaints.

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GRIEVANCE REDRESSAL STATISTICS

S.NO	AGENDA	DECISION TAKEN
1	Review of COVID-19 situation	Based on the instructions of Government, the Convener provided an update on the current COVID-19 situation, including local infection rates, vaccination status, and any specific concerns related to the college community.

2	Planning for college reopening	All attendees to disseminate information to their respective departments and encourage compliance with health and safety measures
3	Health and safety measures	The rules finalized by University of Lucknow for health and safety protocols and ensure adequate supply of personal protective equipment
4	Academic arrangements	The Dean of Academics to finalize the hybrid learning schedule and coordinate with faculty on instructional arrangements.
5	Communication strategy	The Head of Student Affairs to develop a comprehensive communication plan and establish a communications team.



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GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2020-21

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S.NO	AGENDA	DECISION TAKEN
1	Grievances Regarding Online classes	The content is provided by the teachers to students after completion of the topic in online classes
2	Examination Related matters	<ul style="list-style-type: none">• Sanitizer spray, N-95 masks and surgical gloves have been provided in each class.

		<ul style="list-style-type: none"> • It is mandatory to wear masks and use sanitizer before distribution of exam related materials. • All students must be seated at proper distance. • Students having health problem must keep their recent COVID test report along with them. And such individuals must be seated in separate room
3	Redressal of grievances related to COVID-19	<ul style="list-style-type: none"> • Online classes of all streams implemented. • Fee is reduced by 30% by the college authority • QR code for submission of fee is updated as a weblink on college website • Online mock test powered by Microsoft will be utilized to assess students' preparation. • 5. Various webinars from eminent scholars and online practical training programs and quizzes will be organized and its preparation is in process
4	A computer training programme for online teaching.	A short training programme of 2 days from 03/7/20 to 05/7/20 is organised for faculty to make them comfortable for online teaching



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GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2019-20

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GRIEVANCE REDRESSAL STATISTICS

S.NO	AGENDA	DECISION TAKEN
1	Shortage of Computer Systems	<ul style="list-style-type: none"> • A computer lab is prepared to accommodate 32 students at a time. • Computers in the lab are well configured suitable for the users. These computers are upgraded as per the need of university syllabus and the software version change
2	Decision on installing water coolers	The water coolers are installed connected to water purifier at water drinking areas.
3	Decision on increasing library hours for better utilization of library	Library will remain open till 5pm on all working days for making full utilization of resource for students
4	Decision on increasing Housekeeping and physical infrastructure in canteen	<ul style="list-style-type: none"> • Installing new ceiling fans to improve ventilation. • Ensuring the availability of sufficient dustbins for proper waste disposal. • Conducting regular cleanliness inspections to maintain hygiene standards.
5	Grievances on Response time on food ordered	<ul style="list-style-type: none"> • Canteen manager asked to record food orders in a systematic manner to avoid confusion. • During orientation programme, students were requested to follow decorum in the canteen to avoid crowding while placing orders
6	Grievances on increasing the number of food items in the menu	<ul style="list-style-type: none"> • As an added initiative by the Committee, it was recommended that healthy juices etc. may be introduced for students.

Principal
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GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2018-19

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1	Grievances regarding class-hygiene	Dustbins were placed in all the classes, common areas and washrooms.
2	Request to provide mobile phones to students in classrooms	Not considered, however office and reception number is provided to students to call their parents and vice versa

3	Exam-related issues	Follow-ups were taken up by Mr. Sarvesh Panday and the student will receive the corrected marksheet soon
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