

Session : 2019-20



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 Committee

Academic Session: 2019-20

Date: July 12, 2019

Time: 4:30 PM




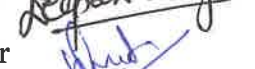

Venue: Administrative Office, Sri Krishna Dutt Academy

Agenda:

1. Review of Grievance Redressal Process
2. Implementation of Awareness Campaign
 - General Grievance Redressal Committee
 - Grievance Registration Process - Acknowledgment and Analysis
 - Decision-Making Process - Reporting and Recording
 - Anti-Ragging Committee
 - Ensuring Regulatory Compliance - Prompt Action on Incidents
 - Vigilance - Fair Enquiry Procedures - Welfare Monitoring
 - Women's Cell
 - Preventive Steps - Remedial Steps
3. Collaboration with Other Committees
 - Discipline Committee
 - Anti-Ragging Committee
 - Women's Cell
4. Monitoring and Evaluation
5. Any Other Business
6. Conclusion and Next Steps

First Sessional Meeting of the Grievance & Redressal Committee (2019-20)

The meeting of the Grievance & Redressal Committee was held on July 12, 2019. The following members were present:

- 1 Dr. Anshul Pant, Convener 
- 2 Mr. Krishna Kumar, Member 
- 3 Mr. Puroshottam Rai, Member 
- 4 Deepak Singh, Student Member 
- 5 Pratima Gupta, Student Member 

Key Decisions and Action Points:




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Raibareilly Road, Lucknow

1. The committee reviewed the grievance redressal process and discussed the need for continuous improvement. It was decided to:

- General Grievance Redressal Committee:

- **Grievance Registration Process:** Ensure that the grievance registration process is streamlined and accessible to all students

- **Acknowledgment and Analysis:** Ensure that grievances are acknowledged promptly and analyzed thoroughly to understand their nature and scope.

- **Decision-Making Process:** Utilize a structured decision-making process to seek viable solutions to the grievances presented

- **Reporting and Recording:** Maintain records of grievances received, actions taken, and how they were resolved to ensure transparency and accountability in the redressal process

- Anti-Ragging Committee:

- **Ensuring Regulatory Compliance:** Ensure strict adherence to regulations and guidelines pertaining to anti-ragging measures.

- **Prompt Action on Incidents:** Act swiftly and decisively in response to any reported incidents of ragging.

- **Vigilance:** Maintain vigilant oversight of activities both within and outside the campus to prevent instances of ragging.

- **Fair Enquiry Procedures:** Conduct thorough enquiries into reported incidents, adhering to fair and transparent procedures.

- **Welfare Monitoring:** Monitor the welfare of new students, particularly outside campus premises, to ensure their safety and well-being.

- Women's Cell:

- **Preventive Steps:** Ensure the college environment is free from sexual harassment, fostering a safe space for all.

- **Remedial Steps:** Establish a streamlined process for registering complaints to ensure swift action.

- **Addressing Complaints:** Promptly address and take cognizance of complaints regarding sexual harassment, providing necessary assistance and redressal.

- **Taking Action:** Initiate appropriate action against harassers in accordance with college policies and legal guidelines.

- **Support Services:** Arrange for comprehensive support services including counseling and security to provide emotional, psychological, and physical support to those affected.

2. The committee emphasized the importance of collaboration among the committees to ensure a comprehensive approach to grievance redressal. It was decided to:

- **Discipline Committee:** Work closely with the Anti-Ragging Committee to address issues related to discipline and ragging.

- **Anti-Ragging Committee:** Collaborate with the Women's Cell to provide support services to students affected by ragging.

- **Women's Cell:** Work with the General Grievance Redressal Committee to ensure that all grievances, including those related to sexual harassment, are addressed promptly and effectively.



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4. The committee decided to meet quarterly to monitor the effectiveness of the grievance redressal process and make necessary adjustments.
5. An annual review will be conducted to evaluate the overall performance and identify areas for improvement.

The meeting concluded with a vote of thanks to the chairperson and all the members for their active participation and valuable contributions. The next meeting is scheduled for August 12, 2019.


Convener



Principal


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08.07.2019

NOTICE

A meeting of the Grievance & Redressal Committee will be held at 4:30pm on 16th July, 2019 in the Administrative Office of the college to discuss the following agenda. All the concerned committee members are required to attend the meeting.

Agenda of meeting:

1. Shortage of Computer Systems
2. Any other matter raised by the members


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



The Principal
Sri Krishna Dutt Academy
Degree College
Vrindavan Colony
Lucknow.

Subject - Shortage of Computers in college.

Respected Sir

I am a student of your college and writing this letter to raise my concern about the shortage of Computers in our college. The ratio of students to computers is not justified, everyone should be able to use computers while the teacher is teaching but due to less number of computers, it is not possible for everyone to use computer at the same time.

Therefore, I would like to request you to look into this issue and resolve the problem by installing more computers in the college.

Yours sincerely
Tamij Bajpai,
B.Ed, 2019 Batch



Wivek K. Shukla
B.Ed 2019

Tamij Bajpai
B.Ed 2019

Principal
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Vrindavan Yojna, Raebareilly Road
Lucknow (U.P.)

2019-20

MINUTES OF THE GRIEVANCE REDRESSAL COMMITTEE MEETING:

A meeting of Grievance & Redressal Committee was held on July 16, 2019 at 4:30pm in Administrative Office to address the issues discussed in agenda.

Following members were present for the meeting:

1. Dr. Nahar Singh (Chairperson) *NS*
2. Mr. Subhash Kumar Tiwari (Office Superintendent) *ST*
3. Dr. Anshul Pant *Apant*
4. Mr. Krishna Kumar *KK*
5. Mr. Puroshottam Rai *Pr*
6. Deepak Singh (B.Ed. 2018) *Deepak*
7. Pratima Gupta (B.Ed. 2018) *Pratima*

At the outset, Convener welcomed all the members and laid the agenda of the meeting which was taken up for discussion and resolutions adopted accordingly.

Shortage of Computer Systems

It is noticeable that shortage of computers in the campus for students as well as for faculty members. This significantly hinders students' ability to complete course work and assignments efficiently. The matter is escalated to IQAC and IT Cell.

Any other matter raised by the members

As summers are approaching, there is suggestion by all faculty to install water coolers near all drinking areas. The matter is escalated to Principal for further action.




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

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Vrindavan Yojna, Raebareli Road
Lucknow (U.P.)

ACTION TAKEN REPORT

S.No.	Minutes of Meeting	Action 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.	Any other matter raised by the members	<ul style="list-style-type: none">• Provided an update on the installation procedure and budget of cool water facilities across campus.• Addressed challenges and ensured continuous monitoring of water quality and availability.




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



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ENHANCED COMPUTER LAB CAPACITY: A FULLY EQUIPPED COMPUTER LAB NOW ACCOMMODATES UP TO 32 STUDENTS AT ONCE, FEATURING UPGRADED SYSTEMS TAILORED TO ACADEMIC NEEDS.



Principal
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Raibareilly Road, Lucknow



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11.09.2019


NOTICE

A meeting of the Grievance & Redressal Committee will be held at 4:30pm on 20th September, 2019 in the Administrative Office of the college to discuss the following agenda. All the concerned committee members are required to attend the meeting.

Agenda of meeting:

1. Issue related to Installation of cool water facility.




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

To,
The Principal,
SKD Academy
Lucknow

Subject: Application for installation of water cooler facility,
Date: 5/9/2019

Respected Sir,

I hope this letter finds you in good health and spirits. I am writing to bring to your attention a matter of great importance to the student

As students of SKD Academy, we often face challenges in accessing clean and hygienic and cold drinking water, especially during peak hrs.

A centrally located water cooler would promote sustainability by reducing the use of disposable plastic bottles among students and staff.

Therefore, on behalf of student body, I kindly request your esteemed office to consider our proposal for installing of water cooler.

Yours Sincerely
Nayan Kaur (B. Se.)



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

Nayan
Princ. Kaur
Raj Yadav





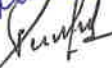


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Vrindavan Yojna, Raebareli Road
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2019-20

MINUTES OF THE GRIEVANCE REDRESSAL COMMITTEE MEETING:

A meeting of Grievance & Redressal Committee was held on September 20, 2019 at 4:30pm in Administrative Office to address the issues discussed in agenda.

Following members were present for the meeting:

1. Dr. Nahar Singh (Chairperson) 
2. Mr. Subhash Kumar Tiwari (Office Superintendent) 
3. Dr. Anshul Pant 
4. Mr. Krishna Kumar 
5. Mr. Puroshottam Rai 
6. Deepak Singh (B.Ed. 2018) 
7. Pratima Gupta (B.Ed. 2018) 

At the outset, Convener welcomed all the members and laid the agenda of the meeting which was taken up for discussion and resolutions adopted accordingly.

Issue related to Installation of cool water facility:

As summers are approaching, there is suggestion by all faculty to install water coolers near all drinking areas. The matter is escalated to Principal for further action.

Concerns regarding the installation of cool water facilities across campus were addressed. The administration provided an update on the progress made and any challenges encountered in ensuring adequate access to cool and pure water for students.





Principal
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2D/HS-1, Vrindavan Yojna
Raibareilly Road, Lucknow

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Vrindavan Yojna, Raebareli Road
Lucknow (U.P.)

ACTION TAKEN REPORT

S.No.	Minutes of Meeting	Action taken
1	Issue Related to Installation of Cool Water Facility	<ul style="list-style-type: none">• The water coolers are installed connected to water purifier at water drinking areas throughout the college.• It is recommended for Scheduled regular maintenance to uphold the functionality of installed facilities.




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GPS Map Camera

Lucknow, Uttar Pradesh, India
2c/147, vrindavan, Vrindavan Yojna-2, Avas Vikas Colony, Vrindavan Colony, Lucknow, Uttar Pradesh 226025, India
Lat 26.761306°
Long 80.951152°
12/06/24 01:09 PM GMT +05:30

Google



GPS Map Camera

Lucknow, Uttar Pradesh, India
2c/147, vrindavan, Vrindavan Yojna-2, Avas Vikas Colony, Vrindavan Colony, Lucknow, Uttar Pradesh 226025, India
Lat 26.761306°
Long 80.951152°
12/06/24 01:08 PM GMT +05:30

Google



GPS Map Camera

Lucknow, Uttar Pradesh, India
2c/147, vrindavan, Vrindavan Yojna-2, Avas Vikas Colony, Vrindavan Colony, Lucknow, Uttar Pradesh 226025, India
Lat 26.76134°
Long 80.950975°
12/06/24 01:10 PM GMT +05:30

Google

REFRESHING HYDRATION: NEW WATER COOLERS, CONNECTED TO PURIFIERS, INSTALLED ACROSS CAMPUS FOR CLEAN AND ACCESSIBLE DRINKING WATER



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2D/HS-1, Vrindavan Yojna
Raibareilly Road, Lucknow



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12.10.2019

NOTICE

A meeting of the Grievance Redressal Committee will be held at 4:30pm on 16th October, 2020 in the Administrative Office of the college to discuss the following agenda. All the concerned committee members are required to attend the meeting.

Agenda of meeting:

1. Grievances regarding extended library hours for students

Apant

Convener



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

To

The Principal

Sri Krishna Dutt Academy

Wardover Lucknow

Date = 16/10/2019

Sub - Request to extend the library hours.

Respected Sir,

I am a student studying in your respected school. I wrote this application to request to extend the working timing for the library as we are not able to read the library books due to its short time and busy school schedule.

I hope that you will consider my request and take the necessary step for extension of library time.

Thanking you

Yours sincerely
Anjali Mishra
Ankita Singh
Shreya Gupta



Principal
SRI KRISHNA DUTT ACADEMY
20 HS-1, Vrindavan Yojna
Kamareilly Road, Lucknow








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2019-20

MINUTES OF THE GRIEVANCE REDRESSAL COMMITTEE MEETING:

A meeting of Grievance & Redressal Committee was held on October 16, 2019 at 4:30 p.m. in Administrative Office to address the issues discussed in agenda.

Following members were present for the meeting:


1. Dr. Nahar Singh, Chairperson 
2. Mr. C.L. Gupta, Office Superintendent 
3. Dr. Anshul Pant, Convener 
4. Mr. Krishna Kumar, Member 
5. Mr. Puroshottam Rai, Member 
6. Manish Yadav (B.Ed. 2017) 
7. Pooja Yadav (B.Ed. 2017) 

Welcome and Opening Remarks: The meeting commenced with opening remarks and the convener acknowledged the escalation of grievances regarding the duration of library for students

Discussion on Grievances Regarding Extended Library Hours: The Chairperson opened the floor for discussion on the grievances related to extending library hours for students.

Various concerns were raised by committee members regarding the current library hours and the potential benefits and challenges of extending these hours.




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Raibareilly Road, Lucknow

Members discussed student feedback received through surveys and direct submissions.

Proposed Solutions:

- Several solutions were proposed, including extending library hours on weekdays and weekends.
- The feasibility of hiring additional staff or adjusting current schedules was also considered.

Decision Making:

- After thorough discussion, the committee agreed to propose a trial period for extended library hours to gauge student interest and usage.
- It was decided that the extended hours would be implemented starting from October 20, 2019 with the trial period lasting 10 days.

It was suggested to collect Feedback to monitor student satisfaction and library usage during the trial period.

- Dr. Nahar Singh to communicate the decision to extend library hours to the college administration.
- Mr. Sarvesh Pandey and Ms. Anupama Mishra to coordinate within the library regarding the implementation schedule.
- Programme Incharges; Dr Jaya Sharma (B.Sc.), Ms. Pooja Shukla Dubey (B.Com) and Mr. Sarjun Kumar (B.Ed.) are asked to communicate to students regarding the trial period and revised library hours.

8. Adjournment: There being no further business, the Chairperson adjourned the meeting at 3pm. The date and agenda for the next Grievance & Redressal Committee meeting will be communicated



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**PROOF: EXTENDED LIBRARY HOURS: RESPONDING TO STUDENT NEEDS,
LIBRARY HOURS EXTENDED UNTIL 5PM ON ALL WORKING DAYS, FOSTERING
GREATER RESOURCE UTILIZATION**

X

DATE - 05/07/2022

S.N.	COURSE	NAME	PURPOSE	TIME IN	TIME OUT	SIGN.	S.N.	COURSE	NAME	PURPOSE	TIME IN	TIME OUT	SIGN.
10	B.Sc	Ashish Danyu	Reading	9:10	9:40	Ashish	300	B.Com	English Daily	Book refer	2:38	2:40	Sona
20	B.Sc	Diksha	"	9:20	9:40	Diksha	310	B.Com	Ray Patel	Issue	2:45	2:50	Katy
30	B.Sc	ISHA RISHI	ISSUE	9:18	9:50	Isha	320	B.Com	Prashant	"	2:45	2:50	Prashant
40	B.Ed	Kanchan Singh	Reading				330	B.Sc	Sulali Kumar	De. Issue	2:55	3:00	Sulali
50	B.Ed	Nisha	Study	10:05	10:20	Nisha	340	B.Sc	Vijaya	Book refer	3:08	3:20	Vijaya
60	B.Com	Dani	Book Issue	10:21	10:32	Dani	350	B.Ed	Shady	"	"	"	Shady
70	B.Com	ANKIT ARYAN	Issue	10:30	10:35	Ankit	360	B.Sc	Shivangoli	Reading	4:00	4:30	Shivangoli
80	B.Sc	Usha Yadav	Issue	10:35	10:40	Usha	370	B.ED	DEEPIKA	Reading	4:50	5:00	Deepika
90	B.Sc	Shardha	"	10:35	10:40	Shardha	380	B.Sc	Pransali	Issue	4:30	4:38	Pransali
100	B.Com	Neelish	ISSUE	10:45	11:05	Neelish	390	B.Com	Deveshwar	Issue	4:30	4:35	Deveshwar
110	B.Sc	Anamika	Book Refer	11:05	11:25	Anamika	400	B.Com	Kanshi	Issue	4:35	4:40	Kanshi
120	B.Com	Akhilendra Singh	Book Issue			Akhil	410	B.Ed	Anita Singh	Issue	4:35	04:40	Anita
130	B.Com	Usha	Issue	11:10	11:20	Usha	420	B.Sc	Jyoti Guleria	Reading	04:35	04:45	Jyoti
140	B.Sc	Shivangoli Singh	Refer	11:30	11:35	Shivangoli	430	B.Com	Neha	"	04:38	5:00	Neha
150	B.Com	Bhavana Rana	Issue	11:30	11:40	Bhavana	440	B.Com	Dhruv	"	4:40	4:45	Dhruv
160	B.ED	Nisha Kumar	Issue	11:40	11:45	Nisha	450	B.Sc	Vishnu	Issue	4:45	"	Vishnu
170	B.ED	Neha Kumar	Issue	11:40	11:45	Neha	460						
180	B.Com	Kavya	Refer	11:35	11:55	Kavya							
190	B.Com	Rucha Yadav	Refer	12:05	12:15	Rucha							
200	B.Ed	Kanchan Singh	Reading	12:15	12:38	Kanchan							
210	B.Ed	NEHA BHOT	Refer	12:25	12:30	Neha							
220	B.Ed	Anita Singh	"	12:25	12:30	Anita							
230	B.Com	Nidhi Yadav	Issue	12:35	12:50	Nidhi							
240	B.Ed	Shikha Singh	Issue	12:40	1:05	Shikha							
250	B.Sc	Usha	Reading	12:42	12:48	Usha							
260	B.Com	Varbhav	Issue	12:50	12:56	Varbhav							
270	B.Sc	Shruti Yadav	Issue	1:40	1:45	Shruti							
280	B.Sc	Sushro Devi	Re. Issue	1:40	1:45	Sushro							
290													



Principal
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DATE - 14-09-22

S.No	COURSE	NAME	PURPOSE	TIME IN	TIME OUT	DATE	PAGE
12	B.Sc	Pranav Kaha	Issue				95
20	B.Sc	Ruhi Yadav	Reading	9:05	9:15		
30	B.Sc	Chalini Yadav	Issue	9:15	9:45		
40	B.Sc	Swati Kumar	Issue	9:45	9:50		
50	B.Com	Ajeesh Kashyap	Issue	9:50	9:55		
60	B.Com	Anvita Gupta	Reading	9:55	10:00		
70	B.Com	Bhavna Rana	Reading	10:05	10:10		
80	B.Com	Rishu Singh	Issue	10:40	11:20		
90	B.Com	Hareesh Dewal	Re-Issue	10:25	10:30		
100	B.Sc	Komal	Reading	10:30	10:35		
110	B.Sc	Mahak	Reading	10:40	11:00		
120	B.Sc	Disha	Study	10:45	11:00		
130	B.Ed	Anita Singh	Issue	11:10	11:40		
140	B.Ed	Shivangi Sin.	Issue	11:45	11:50		
150	B.Ed	Nisha Kumar	Re-issue	11:50	11:55		
160	B.Ed	Himanshu Pal	Re-issue	11:55	12:00		
170	B.Sc	Somya	Study	12:00	12:05		
180	B.Sc	Shruti	Reading	12:10	12:40		
190	B.Sc	Vidhi	Issue	12:20	12:45		
200	B.Sc	Apoorva Bapui	Issue	12:20	12:35		
210	B.Sc	Jaha Bhatt	Issue	12:00	12:05		
220	B.Sc	Mansi Dubey	Reading	12:05	12:10		
230	B.Sc	Akshita Singh	Reading	12:10	12:40		
240	B.Com	Akshay Yadav	Issue	12:40	2:20		
250	B.Com	Janni Tiwari	Re-Issue	2:20	2:25		
260	B.Com	Mounya Das	Study	2:25	2:30		
270	B.Com	Pooja Kushwa	Study	2:30	2:55		
280	B.Sc	Dnyanshi	Reading	2:55	3:40		
290	B.Sc	Pratik	Study	3:10	3:35		
300				3:35	3:45		

**DOCUMENTING ATTENDANCE FROM 2 TO 5 FOR VARIOUS MONTHS,
ENSURING ACCOUNTABILITY AND PROGRESS TRACKING.**



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

DATE - 01-12-2022

S.No	Course	NAME	Purpose	Time In	Time Out	Sign
1	B.Ed	Arysha	Study	7:25	10:00	Shruti
2	"	Nidhi Katiyar	Study	7:25	10:00	Shruti
3	"	Sushil Singh	"	7:25	10:00	Nidhi
4	"	Sejal	Study	7:26	10:00	Sushil
5	B.Ed	Nishu	Study	7:27	10:00	Sejal
6	B.Ed	Shriahli	STUDY	7:50		(Nidhi)
7	B.Ed	Kashish Singh	Reading	7:40	10:40	Shriahli
8	B.Ed	Kubum	Reading	10:00		Kashish
9	B.Ed	Sadaf	Studying	10:12		Kubum
10	B.Ed	Rohit Singh	Study	11:00		Sadaf
11	B.Ed	Sachin Yadav	Study	11:00		Rohit
12	B.Ed	Ankit	Book Revue	11:10	11:20	Sachin
13	B.Ed	Venja	"	11:20	11:45	Ankit
14	B.Ed	Pooja	Study	11:21		Venja
15	B.Ed	Aditi Agrawal	"	11:22		Pooja
16	B.Ed	Greena Khan	"	11:25	12:30	Aditi
17	B.Ed	Vanshika	Study	12:00	12:10	Greena
18	B.Ed	Jasvi	Study	12:10	12:40	Vanshika
19	B.Ed	Anugya	"	12:22		Jasvi
20	B.Ed	Shivan	Study	12:30		Anugya
21	B.Ed	Divyansh	"	12:35	1:10	Shivan
22	B.Ed	Pooja Shastri	Study	12:40	1:05	Divyansh
23	B.Ed	Kushal Singh	Reading	1:00	1:25	Pooja
24	B.Ed	Sahil Chaudhan	Reading	1:15		Kushal
25	B.Ed	Aryan Ankit	Study	1:20	2:00	Sahil
26	B.Ed	Vidha Singh	"	2:00	2:20	Aryan
27	B.Ed	Saanya Singh	Study	2:10	2:35	Vidha
28	B.Ed	Tisha Arora	Study	2:15	2:40	Saanya
29	B.Ed	Devash	"	2:22		Tisha
30	B.Ed	Madha Gupta	Study	2:30		Devash
				2:42	3:00	Madha

DATE - 1-12-22

S.No	Course	NAME	Purpose	Time In	Time Out	Sign
31	B.Ed	Shweta Tiwari	Study	2:30		Shweta
32	"	Pooja Singh	Study	2:42		Pooja
33	B.Ed	Sanjana Singh	Study	3:05	3:25	Sanjana
34	B.Ed	Shivangi	Study	3:15		Shivangi
35	B.Ed	Tejaswini	Study	3:25	4:00	Tejaswini



Principal
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Lucknow (U.P.)

ACTION TAKEN REPORT

Following the trial period for extended library hours and considering the positive feedback received from students regarding the increased access and utilization of library resources, the Grievance Redressal Committee has decided to permanently extend library hours on weekdays until 5:00 PM. This decision aims to ensure maximum utilization of the library facilities and better cater to the academic needs of students.

1. Extended Library Hours: Effective immediately, library hours on weekdays will be extended until 5:00 PM.


2. Implementation: The decision has been communicated to the college administration, and Mr. Sarvesh Pandey would be sitting from 2 pm to 5 pm as adjustment with Ms. Anupama Mishra to accommodate the extended hours.

3. Communication: Students have been informed of the permanent extension through various communication channels, including email, notices within the college premises, and announcements during classes.

1. The Grievance Redressal Committee will continue to review feedback periodically to ensure the effectiveness of the extended hours.

2. Any further adjustments or enhancements to library services will be considered based on future assessments of student needs and feedback.




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02.02.2020

NOTICE

A meeting of the Grievance Redressal Committee will be held at 4:30pm on 8th February, 2020 in the Administrative Office of the college to discuss the following agenda. All the concerned committee members are required to attend the meeting.

Agenda of meeting:

2. Grievances regarding college canteen

Aparajita
Convener

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



To
The Principal
Sri Krishna Dutt Academy
Lucknow.

1/02/2020

Subject - Grievance regarding college canteen.
Sir,

I am writing to you to bring your kind attention towards the fact that most of the food items that are being sold at the college canteen are either canned, packed, processed items or fast food. This is seriously affecting the health of the students. Besides, the quality of Tea & other food items at the times is ignored. Not only our money is wasted but our health is being affected.

Our college canteen requires complete upgradation & must sell nutritious & healthy food.

I am hopeful that you will look into the problem & instruct the canteen in charge to do the needful.

Thanking you

Yours truly

Divya Rathor
Garima Kumari

Kim Madhu
Nukesh K. Rai

Neha Kumari Yadav.

Divya Rathor

Garima Kumari

Madhu

Nukesh

Neha Kumari



Principal
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2019-20

MINUTES OF THE GRIEVANCE REDRESSAL COMMITTEE MEETING:

A meeting of Grievance & Redressal Committee was held on February, 8 2020 at 4:30pm in Administrative Office to address the issues discussed in agenda.


Following members were present for the meeting:

1. Dr. Nahar Singh, Chairperson 
2. Mr. C.L. Gupta, Office Superintendent 
3. Dr. Anshul Pant, Convenor 
4. Mr. Krishna Kumar, Member 
5. Mr. Puroshottam Rai, Member 
6. Manish Yadav (B.Ed. 2017) 
7. Pooja Yadav (B.Ed. 2017) 

Welcome and Opening Remarks:

The meeting commenced with opening remarks and the convenor acknowledged the escalation of grievances regarding the college canteen to the Principal for consideration.




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

Agenda:

1. Grievances regarding college canteen

It was reported that students expressed concerns about our college canteen's current state. The committee discussed the concerns raised by students regarding the current state of the college canteen.

It was noted that students have expressed dissatisfaction with the current tea options available in the canteen and the brewages available. There is a demand for healthier food alternatives to fast food options. Students have requested the installation of a fan /cooler near the sitting area for convenience.

The convener reported that these issues have been escalated to the Principal for review and necessary action.




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CANTEEN BEFORE REPAIR



CANTEEN INFRASTRUCTURE UPGRADE: IMPROVING CANTEEN FACILITIES WITH ENHANCED VENTILATION AND CLEANLINESS MEASURES, INCLUDING NEW CEILING FANS AND AMPLE DUSTBINS

CANTEEN AFTER REPAIR



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MENU

TEA TIME
The magic of Tasty Moments

Hot Beverages

Cold Beverages

Coolers	Premium Shakes
Lime Mint Cooler ₹ 45	Mulberry Shake ₹ 99
Ginger Lemon Ice Tea ₹ 45	Pista Shake ₹ 99
Matka Lassi ₹ 45	Californian Shake ₹ 99
Water Melon ₹ 59	Italian Shake ₹ 99
Fizi Mojito ₹ 59	Royal Dates ₹ 99
Cold Coffee ₹ 59	Cranberry Shake ₹ 99
	Ban the Banana ₹ 99
	Star Blast Shake ₹ 99
Milk Shakes	Snacks
Chocolate Shake ₹ 49	Osmania Biscuit ₹ 08
Strawberry Shake ₹ 49	Fruit Biscuit ₹ 08
Vanilla Shake ₹ 49	
Orio Milkshake ₹ 49	
Mango Milkshake ₹ 49	
Flavoured Milk	Dum Tea Flask
Rose Milk ₹ 45	500 ml ₹ 99
Chilled Badam Milk ₹ 45	

TEA FLASK ₹ 99

COOLERS	MILK SHAKES	PREMIUM SHAKES
LIME MINT COOLER ₹ 35	CHOCOLATE SHAKE ₹ 49	MULBERRY SHAKE ₹ 99
GINGER LEMON ICE TEA ₹ 35	STRAWBERRY SHAKE ₹ 49	PISTA SHAKE ₹ 99
WATER MELON ₹ 45	VANILLA SHAKE ₹ 49	CALIFORNIAN SHAKE ₹ 99
FIZI MOJITO ₹ 55	ORIO MILKSHAKE ₹ 49	ITALIAN SHAKE ₹ 99
MATKA LASSI ₹ 45	MANGO MILKSHAKE ₹ 49	ROYAL DATES ₹ 99
COLD COFFEE ₹ 49		CRANBERRY SHAKE ₹ 99
		BAN THE BANANA ₹ 99
		STAR BLAST SHAKE ₹ 99
FLAVOURED MILKS	SNACKS	MAGGI
ROSE MILK ₹ 45	SAMOSAS ₹ 10	PLAIN MAGGI ₹ 30
CHILLED BADAM MILK ₹ 45	OSMANIA BISCUIT ₹ 8	MASALA MAGGI ₹ 35
	FRUIT BISCUIT ₹ 8	VEGETABLE MAGGI ₹ 40
	BUN MACHHAN ₹ 20	BUTTER MAGGI ₹ 45
	BUN MACHHAN DEE ₹ 20	PANZER MAGGI ₹ 60
	BUN SAMOSA ₹ 40	CHEESE MAGGI ₹ 65
	AULO PATTIES ₹ 20	SANDWICH ₹ 35
	PANZER PATTIES ₹ 20	
MOMO'S		
STEAM MOMO'S (4PCS) ₹ 30		
FRIED MOMO'S (4PCS) ₹ 35		

EARLIER MENU LIST
FOR STUDENTS

REVISED MENU LIST
FOR STUDENTS AFTER COMPLAINT

MENU DIVERSIFICATION: ADDRESSING STUDENT FEEDBACK, THE CANTEEN INTRODUCES A VARIETY OF HEALTHY OPTIONS, INCLUDING NUTRITIOUS JUICES, TO ENHANCE THE DINING EXPERIENCE

Principal
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ACTION TAKEN REPORT

Grievances regarding college canteen

- i. The Canteen caters the food requirements, particularly of students and staff members. Therefore, timely quality-control measures are brought into effect to improve the standard of this facility. To meet the criteria for satisfactory services by the caterer the following measures were taken

S.No.	Improvement Sought In	Action taken
1.	Housekeeping and physical infrastructure	ii. Installation of new ceiling fan iii. Provision of adequate dustbins iv. Regular cleanliness checks
2.	Response time on food ordered	v. Canteen manager asked to record food orders in a systematic manner to avoid confusion.




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GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2019-20

SUMMARY

The annual report showcases the comprehensive activities of the Grievance Redressal Cell at Sri Krishna Dutt Academy for the academic year 2019-20. 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

1. Explain the grievance redressal process followed by the cell
2. Describe how the cell proactively addresses potential issues and fosters a culture of transparency, fairness, and accountability.
3. Highlight the importance of effective communication channels, regular student engagement initiatives, and feedback mechanisms.



Principal
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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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