

Session : 2020-21



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: 2020-21

Date: November 19, 2020





Time: 4:30 PM

Venue: Administrative Office, Sri Krishna Dutt Academy

1st Sessional Meeting of Grievance & Redressal Committee – 2020-21

The 3rd-year 1st sessional meeting of the Grievance Redressal Committee was held on November 23, 2020, marking the first opening of the college after the lockdown period. The meeting aimed to address student grievances and ensure a smooth transition back to campus life while upholding the safety and well-being of all stakeholders.

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

- 1 Dr. Nahar Singh, Chair-person 
- 2 Dr. Anshul Pant, Convener 
- 3 Mr. Krishna Kumar, Member 
- 4 Mr. Puroshottam Rai, Member 

Agenda:

1. Welcome and Introduction

- Welcome back after the lockdown period and introduction of new committee members.

2. Review of Grievances During Lockdown

- Discussion on grievances reported during the lockdown period and actions taken to address them remotely.

3. Transition Plan

- Develop a transition plan for students returning to campus, addressing any concerns or challenges they may face.


4. Awareness Campaign Post-Lockdown

- Plan and execute an awareness campaign to educate students on the revised policies and procedures post-lockdown.

5. Collaboration with Other Committees

- Coordinate efforts with the Discipline Committee, Anti-Ragging Committee, and Women's Cell to ensure a holistic approach to student welfare.




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Raibareilly Road, Lucknow

6. Monitoring and Evaluation

- Establish monitoring mechanisms to track the effectiveness of grievance redressal post-lockdown and evaluate the committee's performance.

7. Any Other Business

- Open floor for additional grievances or suggestions from committee members.

Minutes of the Meeting:

1. The committee reviewed the grievances reported during the lockdown period, ensuring that all issues were addressed promptly and effectively.
2. A transition plan was developed to support students returning to campus, including mental health support, academic assistance, and safety measures to prevent the spread of COVID-19.
3. An awareness campaign post-lockdown was discussed, focusing on the updated policies and procedures to ensure a safe and conducive learning environment for all students and staff.
4. Collaboration with other committees was emphasized to streamline efforts and provide comprehensive support to students facing challenges post-lockdown.
5. Monitoring and evaluation mechanisms were established to track the impact of the committee's actions and make necessary adjustments to improve the grievance redressal process.

The meeting concluded with a commitment to prioritize student welfare, address grievances effectively, and maintain a harmonious educational environment despite the challenges posed by the lockdown and subsequent reopening of the college.


Convener




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

To,
The Principal,
Sri Krishna Dutt Academy,
Lucknow

Date: September 9, 2020

Subject: Request for Fee Reduction Due to Coronavirus Impact

Dear Sir,

I hope this message finds you well. I am writing to formally request a reduction in fees for my daughter, Ms. Shalu Maurya, who is currently enrolled in the B.Com. undergraduate program at your esteemed institution. As we navigate through the unprecedented challenges posed by the coronavirus pandemic, our family has encountered significant financial difficulties that necessitate this appeal.

The ongoing pandemic has substantially reduced our family income due to unforeseen medical expenses and a decrease in salary. Despite our best efforts to manage our finances prudently, we find it increasingly challenging to meet the current fee obligations without compromising other essential family needs.

We deeply appreciate the school's efforts to ensure continuity in education through online platforms and other supportive measures during these trying times. However, we respectfully request your understanding and consideration of our financial situation.

Given these circumstances, we kindly request a reduction in tuition fees for the upcoming academic term/year. We assure you of our commitment to ensuring that Swati continues to actively participate in all educational activities and maintains her academic progress.

Thank you for your attention to this matter. We eagerly await your favorable response.

Warm regards,

Santosh Maurya
Santosh Maurya
Father of Ms. Shalu Maurya

*forwarded
Received*



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

To,
The Principal,
Sri Krishna Dutt Academy,
Lucknow

20.8.2020

Subject: Request for Fee Reduction Due to Coronavirus Impact

Dear Sir,

I hope this message finds you well. I am writing to formally request a reduction in fees for my child, Swati Singh who is currently enrolled in B.Sc undergraduate programme at your esteemed institution. As we navigate through these unprecedented times of the coronavirus pandemic, our family has encountered significant financial challenges that necessitate this appeal.


The ongoing pandemic has severely impacted our family's income due to medical expenses and reduction in salary. Despite our best efforts to manage our finances prudently, we are finding it increasingly difficult to meet the current fee obligations without compromising other essential needs of our family.

We greatly appreciate the efforts made by the school to ensure continuity in education through online platforms and other supportive measures during these challenging times. However, we humbly request your understanding and consideration regarding our financial situation.

In light of the above circumstances, we kindly request a reduction in tuition fees for the upcoming academic term/year. We assure you of our commitment to ensure that my child continues to actively participate in all educational activities and maintains academic progress.

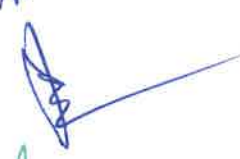
Thank you for your attention to this matter. We look forward to your favorable response.

Warm regards,


Abhishek Kumar Singh,
F/O Ms. Swati Singh



*Forwarded to
Received by
WhatsApp message*


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Raibareilly Road, Lucknow



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26.11.2020


NOTICE

A meeting of the Grievance Redressal Committee will be held at 2:30pm on November 28, 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. Redressal of grievances related to COVID-19
2. A computer training programme for online teaching.


Convener


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

2020-21

MINUTES OF THE GRIEVANCE & REDRESSAL COMMITTEE MEETING

A meeting of R&D members was held on 28.11.2020 at 2.30 p.m. in Administrative office.

Following members were present for the meeting:


1. Mr. Manish Singh (Director) 
2. Dr. Nahar Singh (Principal) 
3. Mr. Subhash Kumar Tiwari (Office Superintendent) 
4. Dr. Anshul Pant (Convener) 
5. Mr. Krishna Kumar 
6. Mr. Puroshottam Rai 

Redressal of grievances related to COVID-19

The UGC issued a guideline on examinations and academic calendar in view of COVID-19 pandemic on April 29.2020. Few issues are raised by parents and staff which are as follows; As it is not feasible to arrange offline classes, the parents and students are asked to support to make proper arrangements for online classes. It is common consensus to conduct online classes via Google Meet app. All the parents/students will be guided how to download the app, and log in using the id provided by the school. Proper guidelines will be prepared by the teachers for all parents to ensure their wards proper attendance and strictly to follow the time table being sent for these classes.

It is required by the parents to provide a link/ QR code to submit fee online. The matter is escalated to management of the college.




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ADDRESSING GRIEVANCES AMIDST THE COVID-19 PANDEMIC

एसकेडी ने वार्षिक शुल्क में दी छूट

लखनऊ। एसकेडी ग्रुप की ओर से गुरु पूर्णिमा के दिन रविवार को वार्षिक फीस में कटौती की घोषणा की गई है। निदेशक मनीष सिंह ने बताया कि कोरोना संक्रमण के इस दौरान में अभिभावकों को राहत देने के लिए वार्षिक शुल्क में 30 प्रतिशत की छूट की घोषणा की गई है।

उन्होंने बताया कि शासन के निर्देश के हिसाब से इस सत्र में किसी भी प्रकार की फीस में बढ़ोतरी न करने का भी फैसला लिया गया है।



अनु व

चाहती है। उनके
से डर लगता था
गया। स्कूल ने

सकेडी एकेडमी ने अपने छात्रों व

लखनऊ। विश्व पर्यावरण दिवस
सकेडी एकेडमी अपने छात्रों व



COLLEGE IMPLEMENTS 30% FEE REDUCTION TO ALLEVIATE FINANCIAL
STRAIN ON PARENTS



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A/C HOLDER NAME : SRI KRISHNA DUTT ACADEMY DEGREE COLLEGE

BANK NAME : HDFC

Account No : 50200065299278

RTGS/NEFT IFSC: HDFC0000078

Account Branch : LUCKNOW HAZRATGANJ UTTAR PRADESH



INTRODUCTION OF ONLINE FEE SUBMISSION VIA QR CODE

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MANDATORY MASK-WEARING AND SANITIZER USE BEFORE DISTRIBUTION OF EXAM MATERIALS, COUPLED WITH SEATING ARRANGEMENTS TO MAINTAIN PROPER DISTANCING.

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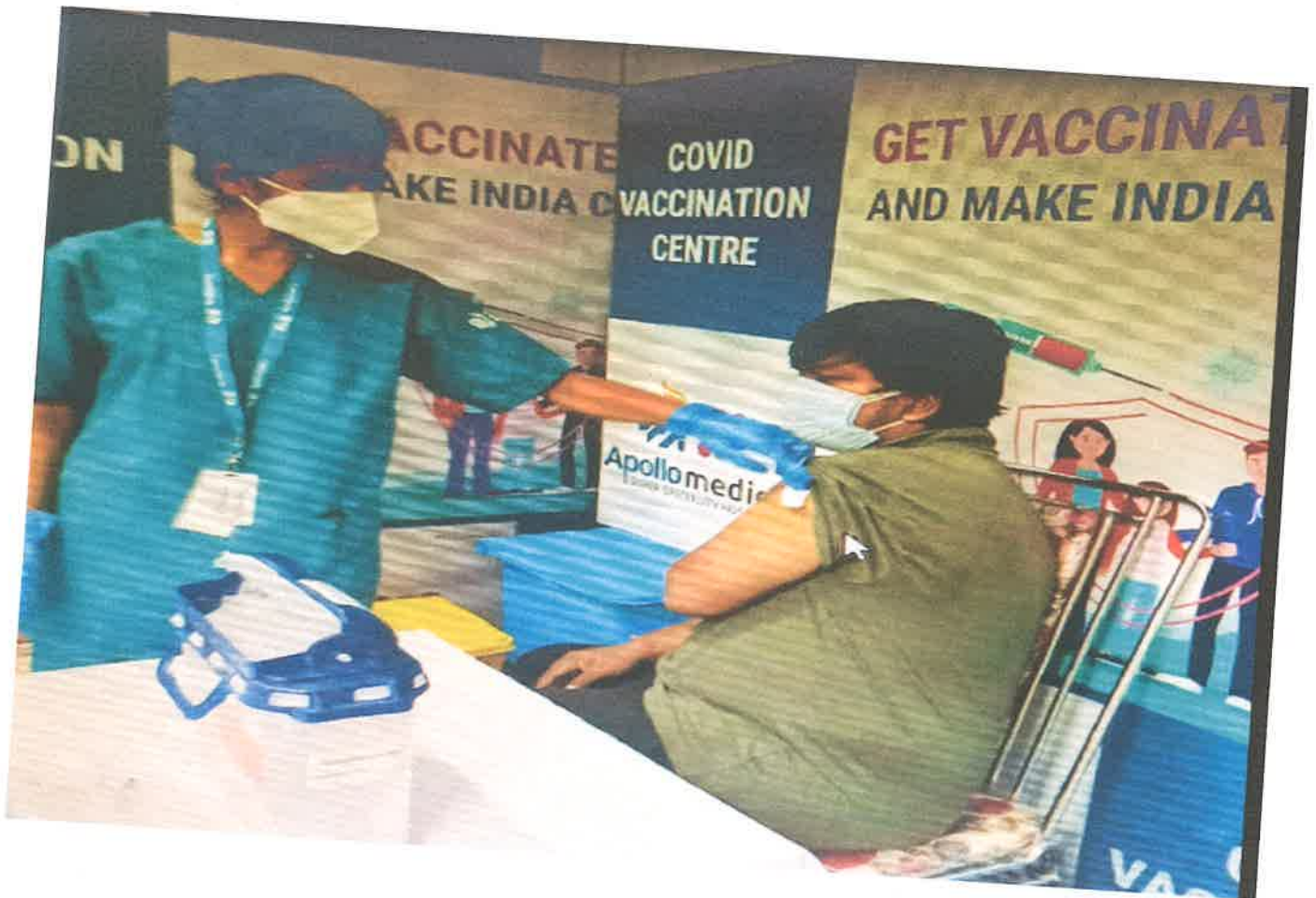


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FACULTY AND COMMUNITY VACCINATION CAMP HOSTED AT COLLEGE PREMISES



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EMBRACING ONLINE CLASSES TO ENSURE UNINTERRUPTED LEARNING DURING THE PANDEMIC



MS
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Raibareilly Road, Lucknow



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Close Participants (14)

- Dr N Kumar Kulshrestha
- Mohd Asif
- SD S d
- SA skd academy
- SA skd academy
- SA SKD ACADEMY
- JAYA SHARMA
- KS Kranti Singh
- PK pawan kumar bishnoi
- SA skd academy
- SA SKD Academy Degree C...
- SF SKD Faculty- SHRUTI S...

Invite

FACULTY EMPOWERMENT: TWO-DAY COMPUTER TRAINING PROGRAM FOR FACULTY TO ENHANCE ONLINE TEACHING SKILLS, ENSURING EFFECTIVE REMOTE LEARNING DELIVERY.



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GRIEVANCE REDRESSAL CELL

ANNUAL REPORT 2020-21

SUMMARY

The annual report showcases the comprehensive activities of the Grievance Redressal Cell at Sri Krishna Dutt Academy for the academic year 2020-21. 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.

GRIEVANCE REDRESSAL STATISTICS

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.



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		<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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