



ST. THOMAS' COLLEGE OF EDUCATION

(Managed by St. Thomas' Higher Education Society)

Reg. Office: Plot No. 33A/2, Knowledge Park-3, Greater Noida, Distt: Gautam Budh Nagar, U.P.-201310

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Grievance Redressal Committee Minutes of the Meeting

14 August 2025

The meeting of Grievance Redressal Committee was held on 14 August 2025 in the seminar hall of the college at 11:00 am. The following members were present in the meeting:

- Dr. Kavita Singh, convener
- Dr. M.K. Tyagi
- Dr. Mugdha Anand
- Dr. Poonam Pandey
- Mr. Lovey Messey
- Dr. Indu Bala Kushwaha
- Dr. Priyanka Bhardwaj

The following agenda was discussed in the meeting:

- **Review** of the functioning of suggestion and grievance boxes and related actions after six months of implementation.
- **Discussion Points and Observations:**
 1. **Suggestion Boxes Placement:** It was observed that suggestion boxes have been installed at prominent locations across the campus, making it convenient for students to submit feedback or grievances.
 2. **Monitoring and Review:** The Committee Convener has been checking the boxes regularly, as per the guidelines. Complaints and suggestions have been recorded systematically and necessary actions have been taken in coordination with the concerned departments.
 3. **Communication and Accessibility:** The names, contact details, and email IDs of the Committee Members have been displayed on notice boards and the college website. This has improved transparency and accessibility for students wishing to communicate directly with the committee.
 4. **Confidentiality Maintenance:** All grievances have been handled with strict confidentiality and no breach of privacy was reported during the review period.
- **Decisions and Further Actions:**
 1. Regular monitoring of the suggestion/complaint boxes on a weekly basis.
 2. Encourage students to actively use the boxes for submitting feedback.
 3. Organize an awareness session for students during regular classes to inform them about the purpose and functioning of the Grievance Redressal Committee.


Dr. M. K. Tyagi
Dean


Dr. Kavita Singh
Convener



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Grievance Redressal Committee

Minutes of the Meeting

15 January 2026

The meeting of Grievance Redressal Committee was held on 15 January 2026 in the seminar hall of the college at 11:00 am. The following members were present in the meeting:

- Dr. Kavita Singh, convener
- Dr. M.K. Tyagi
- Dr. Mugdha Anand
- Dr. Poonam Pandey
- Mr. Lovey Massey
- Dr. Indu Bala Kushwaha
- Dr. Priyanka Bhardwaj
- Dr. Nisha Tyagi

Agenda: To review the implementation of previous decisions and to plan further actions for strengthening the functioning of the Grievance Redressal Committee.

Proceedings of the Meeting:

1. Review of Previous Decisions: The convener briefed the members on the actions taken since the last meeting. It was confirmed that suggestion/complaint boxes continue to be placed at prominent locations and are monitored weekly.
2. Monitoring and Documentation: Members appreciated the systematic recording of grievances and the timely redressal of issues in coordination with concerned departments. It was agreed that proper documentation would be maintained for future reference and audit.
3. Student Awareness and Participation: The committee discussed the need to encourage students to use the grievance mechanism actively. Members emphasized that many students may still hesitate to submit grievances due to lack of awareness or apprehension.
4. Awareness Program: It was resolved that short awareness sessions would be organized during regular class hours to explain the purpose, procedure, and benefits of the Grievance Redressal Committee. Faculty members would assist in communicating this information to students.

Resolutions Passed:

1. To continue the weekly monitoring of suggestion/complaint boxes.
2. To conduct student awareness sessions during regular classes.
3. To display brief information regarding grievance procedures on notice boards and digital platforms.
4. To review the effectiveness of these measures in the next scheduled meeting.

Conclusion: The meeting concluded with a vote of thanks to the Chair. The members expressed satisfaction with the smooth functioning of the Grievance Redressal Committee and reaffirmed their commitment to student welfare.


Dr. M.K. Tyagi
Dean


Dr. Kavita Singh
Convener