



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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Internal Complaint Committee

Minutes of the Meeting

12 August 2025

The meeting of Internal Complaint Committee (ICC) was held on 12 August 2025 in the seminar hall of the college at 11:00 a.m. The following members were present in the meeting:

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

Agendas of the Meeting:

1. To review the annual report of the Internal Complaint Committee (ICC) for the previous academic year.
2. To provide updated information regarding the composition, objectives, and functioning of the ICC.
3. To inform students about the facilities available in the college for female students.
4. To discuss additional issues, including procedures for filing complaints and maintaining confidentiality of the complainant/client.

Discussion and Observations:

1. **Review of Annual Report:** The Committee reviewed the ICC annual report for the previous academic year. It was observed that all reported cases were handled in accordance with institutional guidelines. Awareness programs on gender sensitization were conducted during regular classes successfully.
2. **Information Dissemination about ICC:** The members discussed the need for enhanced visibility of ICC information on the college notice boards and website. It was agreed that updated details of ICC members, their roles, and contact information should be displayed prominently for student reference.
3. **Facilities for Female Students:** The Committee reviewed existing facilities such as the Girls' Common Room, counseling support, and safety measures within the campus. It was recommended to maintain these facilities regularly and explore options for adding more amenities based on student feedback.
4. **Complaint Procedure and Confidentiality:** Members discussed the importance of guiding students about the proper procedure for filing complaints both written and online and ensuring that the confidentiality and dignity of complainants are strictly maintained at all stages.

Resolutions and Future Actions:

1. The ICC shall prepare and submit the Annual Action Plan for the forthcoming academic year, incorporating recommendations from the reviewed report.
2. Updated information about ICC members, contact details and grievance procedures shall be displayed on the college website and notice boards.
3. Organize orientation and awareness sessions for students, particularly first-year female students, to inform them about ICC objectives and the support mechanisms available in the college.
4. Periodic maintenance checks of facilities for female students' shall be conducted to ensure accessibility, safety and hygiene.
5. Strict confidentiality of all complaints shall be maintained and sensitization training shall be provided to staff and students regarding respectful grievance handling.
6. The next ICC meeting will be scheduled after six months to review the progress of these action points.


Dr. M. K. Tyagi
Dean


Dr. Mugdha Anand
Convener



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Internal Complaint Committee

Minutes of the Meeting

13 January 2026

The meeting of Internal Complaint Committee (ICC) was held on 13 January 2026 in the seminar hall of the college at 11:00 a.m. The following members were present in the meeting:

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

Agenda of the Meeting:

1. To review the progress of action points agreed in the previous ICC meeting.
2. To assess the implementation of awareness and orientation programs for students.
3. To review the status of facilities available for female students.
4. To evaluate the dissemination of ICC information on notice boards and the college website.
5. To discuss grievance handling procedures and compliance with confidentiality requirement.
6. Any other matter with the permission of the Chair.

Discussion and Observations:

1. Review of Previous Action Points: The committee reviewed the resolutions passed in the previous meeting. It was observed that most of the action points had been initiated as planned. The preparation of the Annual Action Plan for the current academic year was completed and submitted for approval.
2. Awareness and Orientation Programs: Members noted that orientation and awareness sessions had been conducted for first-year students to make them familiar with the objectives, composition and functioning of the ICC. The sessions were found to be effective, with positive student participation and interaction.
3. Facilities for Female Students: The committee reviewed the status of facilities such as the Girls' Common Room, counseling services, and campus safety measures. It was observed that regular maintenance checks were being carried out. Suggestions from students regarding additional amenities were noted for further consideration.
4. Display and Accessibility of ICC Information: The updated list of ICC members, contact details, and complaint procedures was displayed on the college notice boards and uploaded to the college website. Members expressed satisfaction with the improved visibility and accessibility of information.
5. Complaint Procedure and Confidentiality: The committee reiterated the importance of maintaining strict confidentiality in all grievance-related matters. It was noted that no breach of confidentiality had been reported. Members emphasized continuous sensitization of staff and students regarding respectful grievance redressal mechanisms.

Resolutions and Future Action Plan:

1. The ICC shall continue conducting periodic awareness programs on gender sensitization and grievance redressal.
2. Student feedback regarding facilities for female students shall be reviewed periodically and feasible improvements to be implemented.
3. Refresher sensitization training on confidentiality and ethical handling of grievance shall be organized for teaching and non-teaching staff.
4. ICC information displayed on the website and notice boards shall be reviewed and updated regularly.
5. The committee shall maintain detailed records of complaints and actions taken.
6. The next ICC meeting shall be convened after six months to review progress and address emerging concerns.

Dr. M.K. Tyagi
Dean

Dr. Mugdha Anand
HOD