

# Criteria 4 (Institutional Management)

## Point 4.4

|   |                                               |                                                                                                                                                                                      |
|---|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Grievance Redressal of students and employees | A complaint filed by Dr. Veshalee regarding requirement of computers for hands on training of students of commerce. This complaint was redressed with in week. (documents attached). |
|   | 1. Redressal within week                      | Students grievances are redressed with in week.<br>(Documents available) file no. G-34 available in the office<br><i>Shirley</i>                                                     |
|   | 2. Redressal within month                     | nil                                                                                                                                                                                  |
|   | 3. No redressal                               | nil                                                                                                                                                                                  |

(3)

25-11-2024

## Commerce Department Grievance

The Grievances Redressal Cell of the College today received a grievance application from Dr. Veshalee Singh (H.O.D Commerce Dept.) regarding Practical periods and Practical Exam of B.Com. II<sup>nd</sup> year of Income Tax (2.2) and E-Commerce (2.6) carrying compulsory Practical Exam of 20 marks and CCA in each Subject. She has also mentioned that hands on Practicals are required for students. She had asked for the direction from the Principal regarding unavailability of a single computer system for the students and required software for the above mentioned papers. She had asked for Principal's direction in this regard.

The above letter was received by the Committee on 26th of November. (photo copy of the letter)  
(Copy attached at page no-~~3~~)(6)

*Shirley*

Dr. Shirley Bala

(Convenor)

1. Dr. Suneeta Sharma *Suneeta*
2. Prof. Krishna Prakash *Krishna*
3. Prof. Pallavi Chaudhary *Pallavi*
4. Ms. Shailly Mahajan (Supdt. Grade-II)
5. Ms. Simran (Student B.A. II) - *Simran*



28-11-2024

College Grievances Redressal Committee received a copy of office Order from the Principal Dr. Anjari madam regarding the request made by Dr. Veshalee Singh, Associate Professor in Commerce for students of the commerce department and the following directions were received regarding her (Dr. Veshalee Singh's) grievance with the following directions:

1. Mr. Naveen Singh JAO (I.T.) was directed that computer and printer of Principal room and computer of staff room be installed in the Examination Room so that the computer is utilised by the students and staff. As purchase committee is processing the request and may take some time to procure the required stuff. (Copy attached) at page no 6.
2. Principal madam had directed the Mr. Naveen Singh JAO (I.T.) to shift Computer and printer of Principal room and computer of staff room (as agreed upon by the staff members) to be installed in the Examination Room so that Teachers and students can utilise these. Principal had directed the College purchase Committee to start the process to purchase the required articles. So as this process will take some time, the shifting of above mentioned articles was a kind of stop gap arrangement in the interest of the Commerce and Arts students of the College.
3. Principal <sup>advised</sup> directed Dr. Veshalee Singh to procure / purchase required software by following all the codal formalities which are as per Dr.

Veshalee Singh urgently required for conducting practicals related to their department. It was also reiterated by Principal madam that the arrangement was done keeping in mind the limited resources and funds available with the College and timing of intimation by the Dr. Veshalee Singh. Madam directed Dr. Veshalee Singh to take charge of the Examination room and the keys also for the convenience of their students and teachers.

4. Principal madam directed Ms. Shally Mathajan (Suptd. Grade-II) to arrange the shifting of furniture of Examination room in record room of Principal office as per the telephonic approval by Dr. Shishu Bala, Convenor of Mid-Term Examination Committee 2024-25.

~~Shishu~~

Dr. Shishu Bala  
Convenor  
College Grievances and  
Redressal Committee

1. Dr. Suneela Sharma *Suneela*
2. Prof. Kristina Prakash *K Prakash*
3. Prof. Pallavi Chaudhan *Pallavi*
4. Ms. Shally Mathajan (Suptd. Grade-II)
5. Ms. Simran (BA-III) *Simran*
- 6.



College Grievances Redressal cell received an application written to the Principal of the College today on 05-12-2024 with reference to Dr. Veshalee Singh's previous application regarding her demand of computers for the students of Commerce stream for hands on practice by the students. The application is attached on page no 9 of the register. On going through this application it appeared that she has adopted certain method to cope up with her requirement of hands on practice for the students of commerce. Therefore her grievance was redressed by the Principal of the College and the Committee (College Grievances Redressal Cell) including the members of this Committee find her (Dr. Veshalee's) grievance redressed.

1. Dr. Shishu Bala Shishu
2. Dr. Suneela Sharma Suneela
3. Prof. Krishna Prakash Krishna
4. Prof. Pallavi Chaurasia Pallavi
5. Ms. Shailly Mathajan
6. Ms. Simran - Simran

The issue has been resolved and smart board, You-tube videos and personal mobile phones/laptops were used for the practicals of various subjects. The staff / IQAC computer <sup>is also</sup> being used for this purpose. Hence, the issue has already been resolved.

Veshalee

[DR VESHALEE SINGH]  
Dept. of Commerce.