



# **JABALPUR INSTITUTE OF NURSING SCIENCES & RESEARCH**

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Hitkarini Sabha Parisar, Jonesganj, JABALPUR (M.P.) - 482001  
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## **GRIEVANCE AND REDRESSEL COMMITTEE**



# JABALPUR INSTITUTE OF NURSING SCIENCES & RESEARCH

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2023-24

## GRIEVANCES REDRESSAL COMMITTEE

Student Grievance Redressal committee is constituted to address, hear student grievances and to take remedial action with the following members.

## COMPOSITION OF STUDENT GRIEVANCE REDRESSAL COMMITTEE

Chairperson : Dr. Sapna Das

Convenor : Dr. Princey Shaji

Member : Dr. Vinitha Suresh

Mrs. Ardhana Dhanyawad

Mrs. G. Sangeeta Pillai

Mrs. Vandita Jain

Secretary : Prof. Surbhi Royna Kehari

Student : Ishita Kaushal

Shaily Gupta

Varsha Patel

  
Dr. (Mrs.) Sapna Das  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur



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## THE COLLEGE GRIEVANCE REDRESSAL COMMITTEE

### POLICY GUIDELINES

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regards to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

### Objectives

- To uphold dignity of the college by ensuring stress free atmosphere in the college by promoting..
- Advising students of the college to respect the right and dignity of one another.
- Advising all staff to behave in a manner which is not vindictive to the student
- Advising all the students to refrain from inciting students against other students, teachers and college administration

### Functions

- The encourage students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Seeks a solution through decision-making process.
- Acknowledges and analyses the grievances.
- Reports the grievances and records how they were redressed.
- The outcome of the discussion is reported to their petition of the same complaint.
- All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures



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## **GRIEVANCE AND REDRESSAL COMMITTEE ACTION TAKEN REPORT 2022-2023**





# JABALPUR INSTITUTE OF NURSING SCIENCES & RESEARCH

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Date:- 23/9/2022

1.

## Circular

The Minutes of the meeting of Grievance and Redressal Committee is scheduled on 26/9/2022 at 11:30 am. The members of the committee are instructed to attend the meeting.

Venue: Principal Office

PRINCIPAL

Dr. (Mrs.) Sapna Das  
Principal

Jabalpur Institute of Nursing  
Science & Research, Jabalpur

Copy to

The Head of the Departments

Faculty and students by name

Committee In charge



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## MINUTES OF STUDENTS GRIEVANCE REDRESSAL CELL HELD ON 26.9.2022

The SGRC meeting was held on 26/9/2022 at Principal Office of Jabalpur institute of Nursing sciences and research at 2:30am after receiving a grievance regarding changing dress code of B. Sc .Nursing students.

### MEMBER PRESENT

Chairperson : Dr. Sapna Das

Convenor : Dr. Princey Shaji

Member : Dr.Vinitha Suresh

Mrs.Ardhana Dhanyawad

Mrs.G.Sangeeta Pillai

Mrs Vandita Jain

Secretary : Prof. Surbhi Royna Kehari

### AGENDA OF THE MEETING

- 1.Action taken report of previous meeting.
- 2.change in the dress code of B. Sc. Nursing students in the year 2022.

### DISCUSSION OF THE AGENDA

#### 1. Action taken report of previous meeting

The action taken report of the previous meeting was presented by the secretary.

#### 2. Change in dress code of B. Sc. Nursing Students.

A discussion was made on the grievance raised by B. Sc. Nursing students regarding discomfort with the typical dress code. Principal enquired the students about their difficulties. The committee decided to change dress code to salwar suit with vase court instead of salwar suit. Three weeks time was allotted for making the arrangement . The meeting adjourned at 1pm.

### ACTION TAKEN REPORT

| S.NO. | Date of reporting grievance | Grievance | Action Taken Report | Date of implementation |
|-------|-----------------------------|-----------|---------------------|------------------------|
|-------|-----------------------------|-----------|---------------------|------------------------|



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|   |           |  |   |            |
|---|-----------|--|---|------------|
| 1 | 12.9.2022 | Change in dress code of B. Sc. Nursing students. | Dress code was changed from salwar suit to salwar suit with vase court within three weeks . | 25.10.2022 |
|---|-----------|--|---|------------|

There is no other grievance . Meeting ended at 3:30pm.

PRINCIPAL

Dr. (Mrs.) Sapna Das  
Principal

Jabalpur Institute of Nursing  
Science & Research, Jabalpur





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Date:-16/6/2023

2.

## Circular

The Minutes of the meeting of Grievance and Redressal Committee is scheduled on 20/6/2023 at 2:00 pm. The members of the committee are instructed to attend the meeting.


Venue: Principal Office

Copy to

The Head of the Departments

Faculty and students by name

Committee In charge

  
PRINCIPAL  
Dr. (Mrs.) Sapna Das  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur





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2

## MINUTES OF STUDENTS GRIEVANCE REDRESSAL CELL HELD ON 20/6/2023

The SGRC meeting was held on 20/6/2023 at Principal Office of Jabalpur institute of Nursing sciences and research at 2pm after receiving a grievance letter on request for hostel renovation .

### MERMER PRESENT

Chairperson : Dr. Sapna Das

Convenor : Dr. Princey Shaji

Member : Dr. Vinitha Suresh

Mrs. Ardhana Dhanyawad

Mrs. G. Sangeeta Pillai

Mrs Vandita Jain

Secretary : Prof. Surbhi Royna Kehari

### AGENDA OF THE MEETING

1.REPORT OF PREVIOUS MEETING

2.REQUEST FOR RENOVATION OF HOSTEL.

### DISCUSSION OF THE AGENDA

#### 1.REPORTS OF THE MEETING

Meeting started at 2pm in Principal Office. The action taken report of previous was presented.

#### 2.REQUEST FOR RENOVATION OF HOSTEL

Principal enquired the students about their request for renovation of hostel. Students raised need to renovate of breakage of walls , bathroom, toilets in a hostel. Principal informed the student representatives the renovation started and assured them to speed up the process and complete it with in one month.

### ACTION TAKEN REPORT

| S.NO. | Date of reporting grievance | Grievance | Action Taken Report | Date of implementation |
|-------|-----------------------------|-----------|---------------------|------------------------|
|-------|-----------------------------|-----------|---------------------|------------------------|



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|   |           |                                  |   |           |
|---|-----------|----------------------------------|---|-----------|
| 1 | 12/6/2023 | Request for renovation of hostel | Renovated the breakage walls ,bathrooms and toilets of the hostel | 31/7/2023 |
|---|-----------|----------------------------------|---|-----------|

There is no other grievance . Meeting ended at 3pm.

PRINCIPAL

**Dr. (Mrs.) Sapna Das**  
Principal

Jabalpur Institute of Nursing  
Science & Research, Jabalpur



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## **GRIEVANCE AND REDRESSAL COMMITTEE ACTION TAKEN REPORT 2023-2024**



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Date:-3/11/2023

3.

## Circular

The Minutes of the meeting of Grievance and Redressal Committee is scheduled on 6/11/2023 at 3:00 pm. The members of the committee are instructed to attend the meeting.

Venue: Principal Office

PRINCIPAL  
Dr. (Mrs.) Sapna Das  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur

Copy to

The Head of the Departments

Faculty and students by name

Committee In charge





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### **3. MINUTES OF STUDENTS GRIEVANCE REDRESSAL CELL HELD ON 6/11/2023**

The SGRC meeting was held on 6/11/2023 at Principal Office of Jabalpur institute of Nursing sciences and research at 3pm after receiving a grievance from B.Sc.Nursing batch for free use of mobile phones in the Hostel.

#### **MERMER PRESENT**

Chairperson : Dr. Sapna Das

Convenor : Dr. Princey Shaji

Member : Dr.Vinitha Suresh

Mrs.Ardhana Dhanyawad

Mrs.G.Sangeeta Pillai

Mrs Vandita Jain

Secretary : Prof. Surbhi Royna Kehari

#### **AGENDA OF THE MEETING**

- 1.ACTION TAKEN REPORT OF PREVIOUS MEETING
- 2.FREE USE OF MOBILE PHONES IN THE HOSTEL.

#### **DISCUSSION OF THE AGENDA**

##### **1.ACTION TAKEN REPORTS OF PREVIOUS MEETING**

Meeting started at 3pm in Principal Office. The action taken report of previous was presented.

##### **2.FREE USE OF MOBILE PHONES WITHIN THE HOSTEL**

Principal enquired the students about their concerns on use of mobile phones. The student representatives raised difficulty on completing assignment and referring notes at hostel due to restriction in mobile use. A discussion was made on the issue and it was decided to grant permission to use cell phones without any restrictions to combat with the need of hour. Principal also instructed students not to use phones during the class time and clinicals.

#### **ACTION TAKEN REPORT**




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| S.NO. | Date of reporting grievance | Grievance                                    | Action Taken Report  | Date of implementation |
|-------|-----------------------------|--|--|------------------------|
| 1     | 4/11/2023                   | Free use of mobiles phones within the campus | Students were granted permission to use mobile phones without any restriction within the campus. | 7/11/2023              |

There is no other grievance . Meeting ended at 4pm.

  
PRINCIPAL  
Dr. (Mrs.) Sanna Das  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur



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Date:-15/4/2024

4.

## Circular

The Minutes of the meeting of Grievance and Redressal Committee is scheduled on 18/4/2024 at 03:00 pm. The members of the committee are instructed to attend the meeting.

Venue: Principal Office

PRINCIPAL

**Dr. (Mrs.) Sopna Das**  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur

Copy to

The Head of the Departments

Faculty and students by name

Committee In charge





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## 4. MINUTES OF STUDENTS GRIEVANCE REDRESSAL CELL HELD ON 18/4/2024

The SGRC meeting was held on 18/4/2024 Principal Office of Jabalpur institute of Nursing sciences and research at 3pm after receiving a grievance from B. Sc. Nursing students about confidentiality issues of mentoring programme.

### MERMER PRESENT

Chairperson : Dr. Sapna Das

Convenor : Dr. Princey Shaji

Member : Dr. Vinitha Suresh

Mrs. Ardhana Dhanyawad

Mrs. G. Sangeeta Pillai

Mrs. Vandita Jain

Secretary : Prof. Surbhi Royna Kehari

### AGENDA OF THE MEETING

1. ACTION TAKEN REPORT OF PREVIOUS MEETING

2. CONFIDENTIALITY ISSUES IN MENTOR-MENTEE PROGRAMME.

### DISCUSSION OF THE AGENDA

1. ACTION TAKEN REPORTS OF PREVIOUS MEETING

Meeting started at 3pm in Principal Office. Minutes of the previous meeting was read by secretary. The student concerns on cleaning and maintenance of toilets were informed to the maintenance section and the defects were rectified within one month.

2. CONFIDENTIALITY ISSUES IN MENTOR MENTEE PROGRAMME

Student representatives reported confidentiality issues in personal matters discussed with mentors during mentor mentee programme. A discussion was made on the concern and suggestions were taken from nodal officer. Principal instructed to treat the concern as very important and instructed all teachers to be very careful while dealing with student matters and try to win their trust in future and consider students as your own children.

### ACTION TAKEN REPORT





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| S.NO. | Date of reporting grievance | Grievance  | Action Taken Report  | Date of implementation |
|-------|-----------------------------|--|--|------------------------|
| 1     | 16/4/2024                   | Confidentially issues in mentor mentee programme | Reported to nodal officer instruction given to teachers to maintain confidentiality in handling student matters. Assurance to students not to repeat the same in future. | 20/4/2024              |

There is no other grievance . Meeting ended at 4pm.

PRINCIPAL

Dr. (Mrs) Geeta Das  
Principal  
Jabalpur Institute of Nursing  
Science & Research, Jabalpur