

5

Annex-15

5(a) 2023-2024
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BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING
(Approved by AICTE, New Delhi & Affiliated to Guru Gobind Singh Indraprastha University, Delhi)
(An ISO 9001:2015 Certified Institution)
A-4, Paschim Vihar, Main Rohtak Road, New Delhi - 110 063

Grievance Redressal Committee

About the Committee

The Grievance Redressal Committee of BVCOE, N. Delhi is established with an aim to provide easy and readily accessible procedure for prompt disposal of the day to day genuine grievances of the student to maintain a congenial atmosphere. The Committee was set up at in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013), and Article XXV of the constitution for handling day-to-day grievances related to students. Any discontent or dissatisfaction that a student faces or even imagines, when not addressed properly is treated as grievance.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. The Grievance Redressal Committee will address the complaint(s) made by an aggrieved student(s) which were not resolved at Department level.

Any student/staff with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students of Committee. Students can put their grievances and their suggestions for improving the Academics by sending through online webportal <https://bvcoend.ac.in/index.php/student-grievance/>

The information regarding constitution and availability of Grievance Redressal Committee is published on college website (<https://bvcoend.ac.in/index.php/student-grievance/>)

The structure of Grievance Redressal Committee-

The revised structure of the Grievance Redressal Committee of Bharati Vidyapeeth's College of Engineering of Engineering, New Delhi shall be as under:-

Sr. no	Name	Eligibility Details	Appointing Agency	Position
1	Principal of the Institute	Principal	The Gazette of India (AICTE Notification)	Chairperson
2	One Teacher of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Executive Member

Principal
Bharati Vidyapeeth's
College of Engineering
A-4, Paschim Vihar
New Delhi-63

Principal

3	Two Teachers of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Member
4	One Teacher of the Institute	At the rank of the Assistant Professor	To be appointed by Academic Council	Member
5	Admin Officer of the Institute	Admin Officer, BVCOE, New Delhi	Ex-Officio	Member
6	Students of the Institute	Class Representatives of Final Year of every branch	To be elected by the Council of Class Representatives of the Institute	Member

List of Committee members-

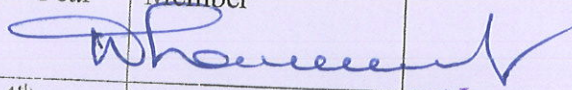
The election process for student representative for Student Grievance Redressal Committee – The class representatives of 4th year class are elected as student representatives by the Council of Class Representatives through Ballot Voting Process.

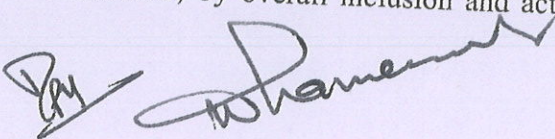
Our Revised Grievance Redressal Committee comprising the following members for academic year 2023-24 is as follows and this committee will attend to all the grievances by student/staff:

Sr. no	Name	Details	Position
1	Dr. Dharmender Saini	Principal	Chairperson
2	Dr. Deepika Kumar	HOD-CSE	Executive Member
3	Dr. Arati Kane	HOD-ICE	Member
4	Dr. Yogita Arora	Associate Professor-ECE	Member
5	Dr. Mahesh Kumar	Asst. Prof.- IT	Member
6	Mr. Sandeep Patil	Admin Officer	Member
7	Mr. Laksh Gambhir (Elected Student Representative)	B.Tech, ECE-2,4 th Year	Member
8	Mr. Yash Dhanwaria (Elected Student Representative)	B.Tech, CSE-2,4 th Year	Member
9	Mr. Kashish Chauhan (Elected Student Representative)	B.Tech, EEE, 4 th Year	Member
10	Ms. Riya Chauhan (Elected Student Representative)	B.Tech, ICE, 4 th Year	Member
11	Mr. Rishab Gulia (Elected Student Representative)	B.Tech, IT-2, 4 th Year	Member
12	Ms. Rupanshi Bhatnagar (Elected Student Representative)	B.Tech, ECE-1, 4 th Year	Member
13	Ms Harshita Gupta (Elected Student Representative)	B.Tech, CSE-1, 4 th year	Member

Preamble:

The objective of the Grievance Redressal Committee is to ensure that the grievances/issues of any of the student/staff are not left un-attended, in the consistent pursuit of academic excellence. This should ensure to have a team with enthusiastic and self motivated participants (staff and students) by overall inclusion and active participation of every person (staff and


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students). The committee will follow standard guidelines and procedures for its meetings and should adhere to the principles of natural justice in its proceedings and dispose of all grievances, as expeditiously as possible, but not later than two weeks of its receipt. The committee should meet at least once in a semester. The quorum of the meeting shall be 1/3 of the members in which presence of one elected student member is required.

Coverage:

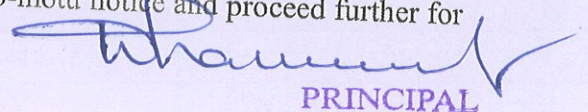
This procedure applies to grievances where any student/staff of Bharati Vidyapeeth's College of Engineering, New Delhi, while acting in an official capacity and indulging in voluntary/involuntary actions like arbitrary actions, personal vendetta or personal grudges, etc. that directly affects the student/staff.

General Regulations:

- i. In initial phases, student/staff are encouraged, when possible and appropriate, to attempt to resolve the difficulty through discussion with the other person or persons involved. The student/staff is also encouraged to consult/interact with their Peer Groups/CR/Faculty Mentors/Subject Teachers/ Class Advisors/ Members of the Grievance Redressal Committee/Principal/Parents, etc. with the aim of securing clarification and advice, when in dilemma, as they may be very vital source of advice/guidance, right in the beginning.
- ii. Matters pertaining to both potential and actual grievance cases shall be handled with sensitivity and appropriate privacy, to maintain the dignity of the individual. All individuals involved in the committee reviewing the grievances are expected to maintain privacy/confidentiality of a student/staff personal/professional records, in advent of a grievance.
- iii. The remedies and sanctions available through this process are determined by the authority of the relevant level of review, specifically by the Grievance Redressal Committee members, the academic department, and the Principal of the College.
- iv. The Grievance Redressal Committee is empowered to deal with the Grievances of all students and staff members of the College, whether registered online or received offline. The committee may even take the suo-motu notice and proceed further for its Redressal.

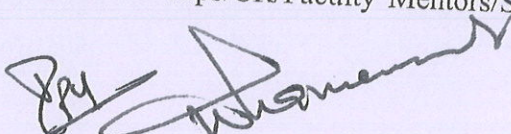
Grievance Redressal Procedure:

- i. If a student/staff faces an issue/grievance, whether behavioural or academic in nature, he/she should at first report the same at the Online Grievance Redressal Portal available on the College website. He/she can also personally consult his/her Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/ Members of



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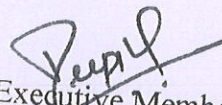
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New Delhi-110063

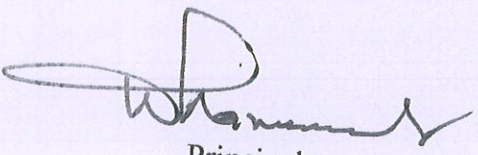


the Grievance Redressal Committee/Principal/Parents, etc. with whomsoever, he/she feel comfortable, regarding the same. The concerned person, who has been contacted by the student/staff having grievance/issues, may also be the potential source of nomination for Redressal of the grievances by the committee.

- ii. The concerned person should discuss the matter with the members of the Grievance Redressal Committee and may request for convening an official meeting for Grievance Redressal.
- iii. The Grievance Redressal Committee members, approached by the student/staff is required, may undertake the ground work by gathering background information regarding the Grievance submitted by personal consultation with concerned Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/Members of the Grievance Redressal Committee/Principal/Parents, etc., to facilitate the grievance redressal process through the meeting, in a better and practical manner.
- iv. For high priority and sensitive issues, the Committee should call for an emergency meeting. However, low priority issues can be set as agenda items in the forthcoming meetings of the Grievance Redressal Committee.
- v. In case, the issue is of highly sensitive in nature and the person is facing serious circumstances like clinical depression, etc., an immediate personal counselling session is to be fixed with the Professional Student Counsellor of the College, available on Record. In case of advance complications, immediate appointments can be fixed with a practicing psychologist/psychiatrist, under information to the parents.

The Principal of the college shall be the first Appellate Authority against the decision of the Grievance Redressal Committee and thereafter student/staff will be free to approach the Grievance Redressal Committee of the University for further appeal, if required.


Executive Member


Principal

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A-4, Paschim Vihar, Main Rohtak Road, New Delhi - 110 063

Ref. No.: BVCOE/ND/ADM/SN/ 028 /2023-2024

Date: 6th November,

NOTICE **Grievances Redressal Committee**

It is for the information of all the concerned that the Grievances Redressal Committee of Bharati Vidyapeeth's College of Engineering (BVCOE) New Delhi, has been revised & re-constituted, as under for the year 2023-2024:-

S. No.	Name	Details	Position
1.	Dr. Dharmender Saini	Principal, BVCOE	Chairperson
2.	Dr. Deepika Kumar	HOD-CSE	Executive Member
3.	Dr. Arati Kane	HOD-ICE	Member
4.	Dr. Yogita Arora	Associate Prof. - ECE	Member
5.	Dr. Mahesh Kumar	Asst. Prof.-IT	Member
6.	Mr. Sandeep Patil	Admin. Officer	Member
7.	Mr. Laksh Gambhir	B.TECH.(ECE-2) - 4 th Year BVCOE (Elected Student Representative)	Member
8.	Ms. Rupanshi Bhatnagar	B.TECH.(ECE-1) - 4 th Year BVCOE (Elected Student Representative)	Member
9.	Mr. Yash Dhanwaria	B.TECH.(CSE-2) - 4 th Year BVCOE (Elected Student Representative)	Member
10.	Ms. Harshita Gupta	B.TECH.(CSE-1) - 4 th Year BVCOE (Elected Student Representative)	Member
11.	Mr. Kashish Chauhan	B.TECH. (EEE) - 4 th Year, BVCOE (Elected Student Representative)	Member
12.	Ms. Riya Chauhan	B.TECH. (ICE) - 4 th Year, BVCOE (Elected Student Representative)	Member
13.	Mr. Rishab Gulia	B.TECH. (IT-2) - 4 th Year, BVCOE (Elected Student Representative)	Member

Legal Advisor and Medical Consultant may be invited in the meetings, as per requirement on case to case basis, as Special Invitee.

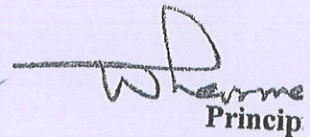
All the concerned may approach the committee for redressal of their grievances.

Copy to:

1. The Regional Director, Bharati Vidyapeeth's Educational Complex, New Delhi
2. Vice Principal (Academics)
3. Vice Principal (Administration)
4. All HODs (For information of All Faculty Members)
5. All Deans
6. Website Incharge
7. All Concerned Members
8. Administrative Office/T & P Cell/Exam Cell/Library/Media Cell/ Maintenance Department
9. Notice Boards
10. Security Incharge


PRINCIPAL

Bharati Vidyapeeth's Educational Complex, New Delhi
College of Engineering
A-4, Paschim Vihar,
New Delhi-63


Principal

Bharati Vidyapeeth's
College of Engineering
New Delhi-11



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Ref No.: BVCOE/ND/SGRC/23-24/03

Date: 12.10.2023

Notice

This is to inform everyone that the election to select the student members for the Student Grievance Redressal Committee (SGRC) will be held on 13th October 2023. The student members will be selected from all departments' 4th-year Class Representatives.

The presence of all 4th-year Class Representatives is mandatory.

Details for the election are as follows:

Date: 13th October 2023

Time: 3:00 PM

Location: B404

Dr. Arati Kane
Executive Member (SGRC)

Prof. Dharmender Saini
Principal and Chairman (SGRC)

Copy to:

1. All HOD's/Deans
2. All Final Year Class Representatives
3. All members of SGRC
4. Student Notice Board
5. Website Incharge

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Ref No.: BVCOE/ND/SGRC/23-24/04

Date: 13.10.2023

Minutes of Meeting

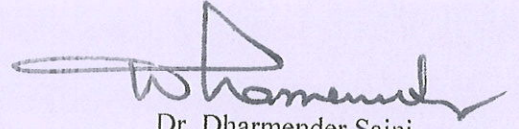
This is to inform everyone that the **Students Grievance Redressal Committee (SGRC)** has conducted election on 13/10/2023 for the Students who will be student representatives of Students Grievance Committee for academic year 2023-24.

Following students are elected as student representatives for SGCE after voting.

1. Mr. Laksh Gambhir (ECE)
2. Ms. Riya Chauhan (ICE)
3. Mr. Kashish Chauhan (EEE)
4. Mr. Yash Dhanwaria (CSE)
5. Mr. Rishab Gulia (IT)



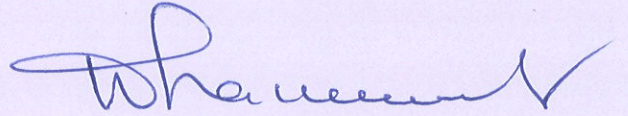
Dr. Arati Kane
Executive Member, SGRC



Dr. Dharmender Saini
Chairperson, SGRC

Copy to:

1. All Dean's/DSW/HOD's
2. All members of SGRC
3. Notice Board



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Attendance for Election of SGRC Student Members

Date:13/10/2023

1. CSE Department

1. Ekagrah Grover (CSE-1) *Ekagrah*
2. Mansi Yagnik (CSE-1)
3. Yash Dhanwaria (CSE-2) *Yash*
4. Abhinav Kumar (CSE-2)

2. IT Department

1. Kushagra Varshney (IT-1)
2. Bhumi Batra (IT-1)
3. Vanshika (IT-2)
4. Rishabh Gulia (IT-1)

3. ECE Department

1. Aryan Sethi (ECE-1) *Aryan*
2. Rupanshi Bhatnagar (ECE-1)
3. Laksh Gambhir (ECE-2) *Laksh*
4. Shubhanshu (ECE-2) *Shubhanshu*
5. Vishnu Tomar (ECE-3) *Vishnu*
6. Gautami Tomar (ECE-3) *Gautami*

4. EEE Department

1. Aman Singh *Aman Singh*
2. Kashish Chauhan *Kashish*

5. ICE Department

1. Chinmay Sharma *Chinmay*
2. Riya *Riya*

Chauhan *Whareent*
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New Delhi



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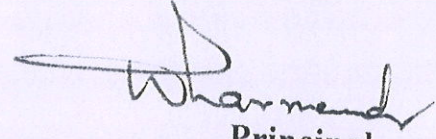
Ref. No.: BVCOE/ND/ADM/SN/006A/2023-2024

Date: 11th September, 2023

NOTICE

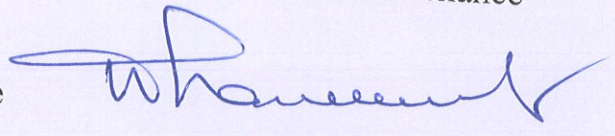
This is to inform all the faculty members and students that **Ms. Ayushi Bhalla, M.A. Applied Psychology, PG Diploma in Guidance and Counselling**, is appointed as **Counsellor/Psychologist** in the college. She will be available in the college for counselling on **Monday, Tuesday and Thursday** every week.

Please contact admin office for further information.


Principal

Copy to:

1. Regional Director, Bharati Vidyapeeth Regional Office, New Delhi
2. All Head of Departments
3. All Deans
4. Website Incharge
5. Administrative Office/T&P Cell/Exam Cell/Library/Media Cell/Maintenance Department
6. Members of Internal Complaint Committee
7. Students Notice Board
8. Security Incharge


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A-4, Paschim Vihar, Rohtak Road, New Delhi -110063

☎ 25278443, 25278444, 25258637, 25275436

E-mail : coedelhi@bharatividyaapeeth.edu

Website : www.bvcoend.ac.in

FOUNDER :

Dr. Patangrao Kadam
M.A., LL.B., Ph.D

SECRETARY :

Dr. Vishwajit Kadam
B.E. (Comp.), M.B.A., Ph.D



PRIN
Dr. Dharmen
B. Tech., M. Te

Ref. No.: BVCOE / ND / 355 / 2022 - 2023

Date: 12th January, 2023

To,

Ms. Ayushi Bhalla

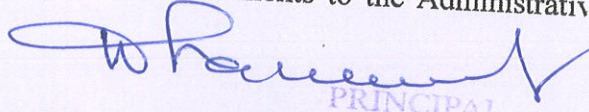
M.A. (Applied Psychology)

P.G. Diploma in Guidance & Counselling

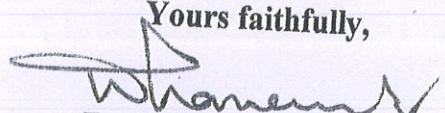
Dear Madam,

With the reference to your application and subsequent interview in **Bharati Vidyapeeth College of Engineering, New Delhi**, the undersigned is pleased to inform you that you are hereby appointed as Counsellor in the college, with effect from 16/01/2023. The terms conditions are mentioned below:

1. Your appointment is for the Academic Year 2022-2023.
2. You will be paid on basis @Rs. 750/- per hour.
3. You are requested to submit your updated CV along with photocopy of PAN, Aadhar Card, qualifying degree, marksheets and other academic related documents to the Administrative Office for record and account purpose.
4. Your services may be terminated at any time with 24 hours of notice to you.
5. You are required to take sessions and do the counselling of the students.


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Yours faithfully,


(Prof. Dharmender Saini)
Principal

Bharati Vidyapeeth

ACCEPTANCE OF APPOINTMENT AND JOINING REPORT

(Note: Both (A & B) should be send together)

(A) LETTER OF ACCEPTANCE

Date: 12 / 01 / 2023

To
The Principal
Bharati Vidyapeeth's College of Engineering,
New Delhi -110063

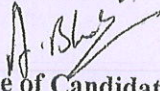
Respected Sir,

I Received your Appointment Order No. BVCOE/ND/ 355 / 2022-2023, dated 12 / 01 / 2023, and I am thankful for the same. I accept the Appointment / Transfer Order with term and conditions mentioned therein.

I am joining my duties as Counsellor in Bharati Vidyapeeth's College of Engineering, New Delhi. 110063 on 16/01/2023 Forenoon / afternoon.

Thanking you.

Yours faithfully,


(Signature of Candidate)

Name and Address of the Candidate

Ms. Agushi Bhalla.
110, West Arzad Noyars,
Chhachi building, Kaishna Noyars, Delhi - 110051.

(B) Joining Report

Name & Address of the Institute

Bharati Vidyapeeth
College of Engineering
New Delhi-110063

The Principal,
Bharati Vidyapeeth's College of Engineering,
New Delhi -110063

Sir,

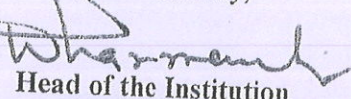
With reference to the Appointment / Transfer Order No. BVCOE /ND / 355 / 2022-2023, dated 12 / 01 / 2023. Mr. / Mrs. / Miss. Agushi Bhalla. has joined his / her duties as Counsellor in this institution on 16 / 01 / 2023 forenoon / afternoon.

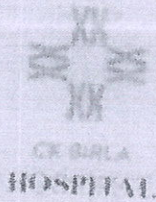
This is for your kind information and record.

Thanking you,

PRINCIPAL
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Yours faithfully,


Head of the Institution
(PRINCIPAL)
Bharati Vidyapeeth's
College of Engineering
A-4, Paschim Vihar,
New Delhi-63



Date: 21st July 2022

To

Prof. M.N. Hoda
Director
Bharti Vidyapeeth's Institute of Computer Applications & Management
A-4, Paschim Vihar,
New Delhi 110053, India

Sub: Empanelment of CK Birla Hospital, Punjabi bagh-New Delhi

Season's Greetings from CK Birla Hospital, Punjabi bagh-New Delhi.

This has reference to the discussion we had with you on the above-mentioned subject; we would like to partner with **Bharti Vidyapeeth**.

Our facility is spread over 65000 sq. ft. with 45 bedded at Punjabi bagh-New delhi with following services

- ✓ NABH Accreditation
- ✓ 24 x7 Emergency, ICU and Critical Care Facility
- ✓ Multi-Specialty Expertise
- ✓ 24 x7 inhouse diagnostic, radiology, and pharmacy
- ✓ Adherence to international protocols
- ✓ State of the art modular OTs
- ✓ 15+ cashless insurance tie ups in Delhi unit
- ✓ Comfortable and spacious patients' room and amenities

As a valued corporate, we are pleased to offer you the following facilities for the treatment of employees and their dependents (employee id must be shown).

Facilities in Emergency --

1. 24*7 FREE Ambulance coverage for pickup in emergency will be provided to your employees for up to 10KM only from our unit. For more than 10 KM, it will be on chargeable basis as per our standard rates.

Facilities in OPD --



37101, Punjabi Bagh (West), New Delhi-110016
Block J, Mayapuri Garden, Sector-41, Gurgaon-122002
+91 124 4832200 | +91 11 42092198 (Fax) | reachus@ckbhospital.com | www.ckbhospital.com
Registered Office: Birla Tower, 8th floor, 25 Barakhamba Road, New Delhi 110001, India
CIN No: U74140DL2014PTC219527

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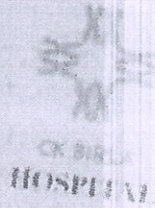
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New Delhi-63

Whanem

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Prof. M.N. HODA
Director
Bharti Vidyapeeth's
Institute of Computer Applications & Management
A-4, Paschim Vihar, Rohtak Road,
New Delhi-110053

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1. Your employees would be given priority for any booking of consultation
2. **OPD Consultations:** Flat Rs. 250/- per consultation for select doctors (list attached) for other doctors Flat 400/- Rs. Consultation will be applicable.
3. 20% Discount on in-house radiology and investigations
4. Free blood sample collection from **Bharti Vidyapeeth** campus for investigations more than 500 Rs.
5. **Free room upgrade:** One room category complimentary upgrade.
6. **IPD Services:** 15% Discount excluding drugs, implant & consumables only (Not applicable on TPA routed cases).
7. 10% Discount on Preventive Health Checkup Packages.

Other Specialized services

1. 25% discount on our Yoga, Pilates & Lamaze courses.

Awareness & Education programs -

1. Health Camps/ Talks on topics as requested by your organization
2. Health tips/ education material by experts (if required)

Please note

1. Discount will be applicable only on current rate list of CK Birla Hospital.
2. No two offers can be clubbed together.
3. Offer validity is 30th June, 2024
4. Discount is applicable for **Bharti Vidyapeeth** staff and students including dependents

We hope the above offer will suffice the purpose of empaneling our hospital for the benefit of your employees and their dependents

A line of acceptance in this regard will be highly appreciated. In case you have any query please feel free to contact.

Looking forward towards long lasting business relationship

Yours Sincerely

PRINCIPAL
Bharati Vidyapeeth's
College of Engineering
 -4, Paschim Vihar
 New Delhi

For Bharti Vidyapeeth

Prof. N.N. MOHA
 Director
 Bharati Vidyapeeth's
 Institute of Computer, Applications & Management
 10, Sector 14, Okhla, Rohini, New Delhi - 110025



For CK Birla Hospital

PRINCIPAL
Bharati Vidyapeeth's
College of Engineering

67/41, Punjabi Bagh (West), New Delhi-110026
 Block J, Mayapuri Garden, Sector 51, Gurgaon-122015, India
 +91 124 4832200 / +91 11 42092198 / Fax: +91 11 42092198 | reach.us@ckbhospital.com
 Registered Office: Birla Tower 8th floor, 25 Barakhamba Road, New Delhi 110002
 CIN: U11109DL2014PTC0273662

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Grievance
CEM

HOME ABOUT US ACADEMICS ADMINISTRATION PLACEMENTS LIFE@BVCOE RESEARCH IIC IQAC NOTICES MANDATORY DISCLOSURE CONTACT MGT QUOTA ADMISSIONS

Bharati Vidyapeeth's College of Engineering

Dear Students,

Bharati Vidyapeeth's College of Engineering, New Delhi, Student Grievance Redressal Committee has been established to provide a forum for addressing complaints, misconduct, and grievances from students and to ensure systemic transparency. The committee's objective is to investigate complaints from any student and inspect their legitimacy and details of them. Any student may personally contact the designated committee In-Charge with an issue or complaint. If the student is unwilling to appear in person, complaints can be conveyed by email to the committee that oversees the matter.

The Grievance Committee of the College has been constituted as under:

1. Prof. Dharmender Saini Principal, Chairperson
2. Dr. Deepika Kumar, HOD-CSE, Executive Member
3. Dr. Arati Kane, Associate Professor-ICE, Member
4. Dr. Yogita Arora, Associate Professor-ECE, Member
5. Dr. Mahesh Kumar, Asst. Prof.- IT, Member
6. Mr. Sandeep Patil Admin Officer, Member
7. Ms Aonusha Saigal , CSE-2, 3rd Year (Elected Student Representative), Member
8. Mr. Yash Singhal, ECE-1 3rd Year (Elected Student Representative), Member
9. Mr. Kartish Bhaduria, IT-1, 3rd Year (Elected Student Representative), Member
10. Ms Soumyaa Miglani, ECE-2, 3rd Year (Elected Student Representative), Member
11. Ms. Nehal Gupta, EEE, 3rd Year (Elected Student Representative), Member
12. Ms. Priyal Agarwal, ICE, 3rd Year (Elected Student Representative), Member

Grievance Redressal Committee 2024-25 Circular

To Add Grievance – Register Here

PRINCIPAL
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New Delhi-63

Student Grievance Registration

mrsdeepika.kumar@gmail.com [Switch account](#)



The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

* Indicates required question

Email *

Your email

Name *

Your answer

Roll Number *

Your answer

Branch *

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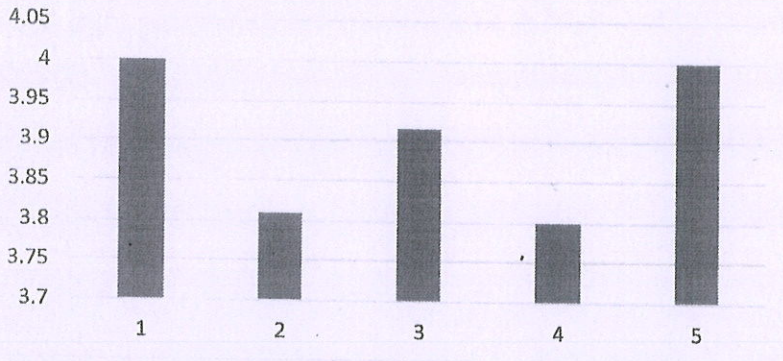
Grievance Redressal Committee Feedback Analysis

Academic Year: 2023-2024

Sr.no	Parameter for feedback Analysis	Points
1	Whether constitution of grievance redressal committee has been uploaded on college website	4
2	Is grievance redressal committee working effectively	3.8
3	Whether action taken report is conveyed to complainant	3.9
4	Whether grievances are resolved in time	3.8
5	Whether behavior of the committee members is good while addressing the complaint	4

Bar Chart:

SGRC Chart



Analysis: The details of grievance redressal committee have been uploaded on college website. Student's complaints are resolved fairly and in expeditious manner.

Executive Member, SGRC

Chairperson, SGRC

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Grievance Redressal Committee Feedback Form
Academic Year: 2023-24

Name of Student/Faculty (optional): *Ekagraah Grover*
Name of Department: *CSE* Semester/Designation: *8th*
Email ID: *egrover46@gmail.com* Mobile No: *+91-9990717366*

Please rate the followings

1. Whether constitution of committee of Grievance Redressal Committee has been uploaded on college website?

1 2 3 4

2. Is Grievance and Redressal Committee working effectively?

1 2 3 4

3. Whether action taken report is conveyed to the complainant?

1 2 3 4

4. Whether grievances are resolved within prescribed timeframe?

1 2 3 4

5. Whether behaviour of team members of Grievance Redressal Committee is good while addressing the complaint?

1 2 3 4

1. Poor 2. Good 3. Excellent 4. Outstanding

D. Suggestions (if any)

Whamant

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New Delhi-63



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Grievance Redressal Committee Feedback Form
Academic Year: 2023-24

Name of Student/Faculty (optional): Harshita Gupta

Name of Department: CSE

Semester/Designation: 8th

Email ID: guptaharshita423@gmail.com Mobile No: 8130788283

Please rate the followings

1. Whether constitution of committee of Grievance Redressal Committee has been uploaded on college website?

2. Is Grievance and Redressal Committee working effectively?

3. Whether action taken report is conveyed to the complainant?

4. Whether grievances are resolved within prescribed timeframe?

5. Whether behaviour of team members of Grievance Redressal Committee is good while addressing the complaint?

1. Poor 2. Good 3. Excellent 4. Outstanding

D. Suggestions (if any)

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Grievance Redressal Committee Feedback Form Academic Year: 2023-24

Name of Student/Faculty (optional): *yashkumar*

Name of Department: *CSE*

Semester/Designation: *8th sem*

Email ID: *yashkumar90155@gmail.com*

Mobile No: *7838077245*

Please rate the following

1. Whether constitution of committee of Grievance Redressal Committee has been uploaded on college website?

1

2

3

4

2. Is Grievance and Redressal Committee working effectively?

1

2

3

4

3. Whether action taken report is conveyed to the complainant?

1

2

3

4

4. Whether grievances are resolved within prescribed timeframe?

1

2

3

4

5. Whether behaviour of team members of Grievance Redressal Committee is good while addressing the complaint?

1

2

3

4

1. Poor

2. Good

3. Excellent

4. Outstanding

(Signature)

D. Suggestions (if any)

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New Delhi-63



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Grievance Redressal Committee Feedback Form
Academic Year: 2023-24

Name of Student/Faculty (optional): Ananya

Name of Department: CSE

Semester/Designation: 6th

Email ID: sharmananya23@gmail.com

Mobile No: 9540569589

Please rate the followings

1. Whether constitution of committee of Grievance Redressal Committee has been uploaded on college website?

1	2	3	4
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2. Is Grievance and Redressal Committee working effectively?

1	2	3	4
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3. Whether action taken report is conveyed to the complainant?

1	2	3	4
---	---	---	---

4. Whether grievances are resolved within prescribed timeframe?

1	2	3	4
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5. Whether behaviour of team members of Grievance Redressal Committee is good while addressing the complaint?

1	2	3	4
---	---	---	---

1. Poor 2. Good 3. Excellent 4. Outstanding

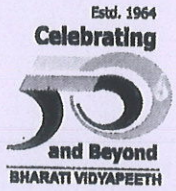
D. Suggestions (if any)

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College of Engineering
A-4, Paschim Vih
New Delhi-6

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BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING



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(An ISO 9001:2015 Certified Institute)

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☎ 25278443, 25278444, 9289792621, 9650435096

E-mail : coedelhi@bharativedyapeeth.edu

Website : www.bvcoend.ac.in

FOUNDER :
Dr. Patangrao Kadam
M.A., LL.B., Ph.D

SECRETARY :
Dr. Vishwajit Kadam
B.E. (Comp.), M.B.A., Ph.D

PRINCIPAL :
Dr. Dharmender Saini
B. Tech., M. Tech, Ph.D

Ref. No.: BV/COE/ND/18/2024-2025

Date:29/08/2024

To,
The Incharge
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi-110078.

Saini
29/08/24
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Subject : Student's Grievance Redressal Committee (SGRC) report for Academic Year 2023-2024

Dear Sir/Madam

No complaint has been raised by students for Academic Year 2023-24.SGRC has also conducted meeting on 2nd Feb 2024 and 22nd May 2024 to discuss the SGRC report.

Thanking you

Yours Sincerely

Deepika
Dr. Deepika Kumar
Executive Member, SGRC

Dharmender

PRINCIPAL
Bharati Vidyapeeth's
College of Engineering
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New Delhi-63

Dharmender
Principal
Chairperson, SGRC



Bharati Vidyapeeth
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New Delhi-110063

Encl.: Notice and MoMs.

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Grievance Redressal Committee

Ref: BVCOE/ND/SGRC/2023-24/04

Dated: 29/01/2024

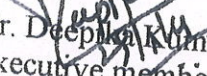
NOTICE


This is to inform all the members of Student Grievance Redressal Committee that a meeting has been scheduled in the Conference Room at 11.00 AM on 2nd Feb 2024.

Agenda:

1. Discussion on SGRC activities
2. Any other point of discussion, with permission of the Chair

All members of SGRC are requested to be kindly present for the same.


Dr. Deepika Kumar
Executive member, SGRC


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New Delhi-63

Cc:

1. All HoDs (App.Sciences /CSE/IT/ECE/ICE/EEE)
2. Admin Office
3. SGRC Committee members.



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Grievance Redressal Committee

Ref: BVCOE/ND/SGRC/2023-24/05

Dated: 2/02/2024

Minutes of Meeting

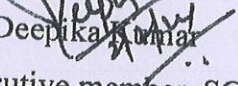
A Meeting of Student Grievance Redressal Committee (SGRC) was held on 2nd February 2024 at 11:00 AM in Conference Room.

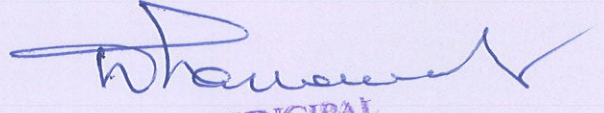
Meeting started with the welcome address by Dr Deepika Kumar, Executive Member, SGRC. Then the meeting started by taking agenda into consideration.

It was observed that no complaint was registered by the students in ODD semester of Academic Year 2023-24.

Following Members were present for the Meeting:

1. Dr. Arati Kane
2. Dr. Yogita Arora
3. Dr. Mahesh Kumar
4. Mr. Sandeep Patil


Dr. Deepika Kumar
Executive member, SGRC


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New Delhi-63

Cc:

1. All HoDs (App. Sciences /CSE/IT/ECE/ICE/EEE)
2. Admin Office
3. SGRC Committee members.



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Grievance Redressal Committee

Ref: BVCOE/ND/SGRC/2023-24/06

Dated: 16/05/2024

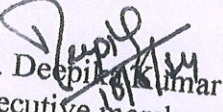
NOTICE

This is to inform all the members of Student Grievance Redressal Committee that a meeting has been scheduled in the Conference Room at 11.30 AM on 22nd May 2024.

Agenda:

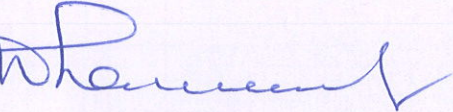
1. Discussion on SGRC activities
2. Any other point of discussion, with permission of the Chair

All members of SGRC are requested to be kindly present for the same.


Dr. Deepika Kumar
Executive member, SGRC

Cc:

1. All HoDs (App. Sciences /CSE/IT/ECE/ICE/EEE)
2. Admin Office
3. SGRC Committee members.


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Grievance Redressal Committee

Ref: BVCOE/ND/SGRC/2023-24/07

Dated:22/05/2024





Minutes of Meeting

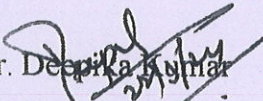
A Meeting of Student Grievance Redressal Committee (SGRC) was held on 22nd May 2024 at 11:30 AM in Conference Room.

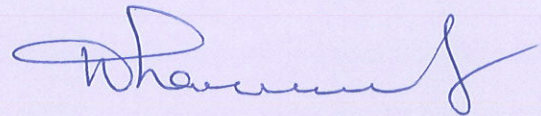
Meeting started with the welcome address by Dr Deepika Kumar, Executive Member, SGRC. Then the meeting started by taking agenda into consideration.

It was observed that no complaint was registered by the students in EVEN semester of Academic Year 2023-24.

Following Members were present for the Meeting:

1. Dr. Arati Kane 
2. Dr. Yogita Arora 
3. Dr. Mahesh Kumar 
4. Mr. Sandeep Patil 

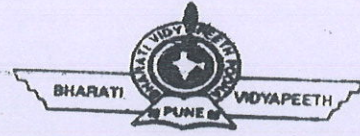

Dr. Deepika Kumar
Executive member, SGRC



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New Delhi-63

Cc:

1. All HoDs (App.Sciences /CSE/IT/ECE/ICE/EEE)
2. Admin Office
3. SGRC Committee members.



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Grievance Redressal Committee

About the Committee

The Grievance Redressal Committee of BVCOE, New Delhi is established with an aim to provide easy and readily accessible procedure for prompt disposal of the day to day genuine grievances of the student to maintain a congenial atmosphere. The Committee was set up in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013), and Article XXV of the constitution for handling day-to-day grievances related to students. Any discontent or dissatisfaction that a student faces or even imagines, when not addressed properly is treated as grievance.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Department (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. The Grievance Redressal Committee will address the complaint(s) made by an aggrieved student(s) which were not resolved at Department level.

Any student/staff with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students of Committee. Students can put their grievances and their suggestions for improving the Academics by sending through online webportal <https://bvcoend.ac.in/index.php/student-grievance/>

The information regarding constitution and availability of Grievance Redressal Committee is published on college website (<https://bvcoend.ac.in/index.php/student-grievance/>)

The structure of Grievance Redressal Committee-

The revised structure of the Grievance Redressal Committee of Bharati Vidyapeeth's College of Engineering, New Delhi shall be as under:-

Sr. no	Name	Eligibility Details	Appointing Agency	Position
1	Principal of the Institute	Principal	The Gazette of India (AICTE Notification)	Chairperson
2	One Teacher of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Executive Member
3	Two Teachers of the Institute	At the rank of the Associate Professor	To be appointed by Academic Council	Member

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New Delhi-63

[Handwritten signatures]

4	One Teacher of the Institute	At the rank of the Assistant Professor	To be appointed by Academic Council	Member
5	Admin Officer of the Institute	Admin Officer, BVCOE, New Delhi	Ex-Officio	Member
6	Students of the Institute	Class Representatives of Final Year of every branch	To be elected by the Council of Class Representatives of the Institute	Member

List of Committee members-

The election process for student representative for Student Grievance Redressal Committee – The class representatives of 3rd year class are elected as student representatives by the Council of Class Representatives through Ballot Voting Process.

Our Revised Grievance Redressal Committee comprising the following members for academic year 2024-25 is as follows and this committee will attend to all the grievances by student/staff:

Sr. no	Name	Details	Position
1	Prof. Dharmender Saini	Principal	Chairperson
2	Dr. Deepika Kumar	HOD-CSE	Executive Member
3	Dr. Arati Kane	Associate Professor-ICE	Member
4	Dr. Yogita Arora	Associate Professor-ECE	Member
5	Dr. Mahesh Kumar	Asst. Prof.- IT	Member
6	Mr. Sandeep Patil	Admin Officer	Member
7	Ms. Aonusha Saigal (Elected Student Representative)	B.Tech,CSE-2, 3 rd Year	Member
8	Mr. Kartish Bhaduria (Elected Student Representative)	B.Tech,IT-1,3 rd Year	Member
9	Mr. Yash Singhal (Elected Student Representative)	B.Tech,ECE-1,3 rd Year	Member
10	Ms. Soumyaa Miglani (Elected Student Representative)	B.Tech, ECE-2, 3 rd Year	Member
11	Ms. Nehal Gupta (Elected Student Representative)	B.Tech, EEE, 3 rd Year	Member
12	Ms. Priyal Agarwal (Elected Student Representative)	B.Tech,ICE,3 rd Year	Member

Preamble:

The objective of the Grievance Redressal Committee is to ensure that the grievances/issues of any of the student/staff are not left un-attended, in the consistent pursuit of academic excellence. This should ensure to have a team with enthusiastic and self motivated participants (staff and students) by overall inclusion and active participation of every person (staff and students). The committee will follow standard guidelines and procedures for its meetings and

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 New Delhi-63

Dr. - wh.

should adhere to the principles of natural justice in its proceedings and dispose of all grievances, as expeditiously as possible, but not later than two weeks of its receipt. The committee should meet at least once in a semester. The quorum of the meeting shall be 1/3 of the members in which presence of one elected student member is required.

Coverage:

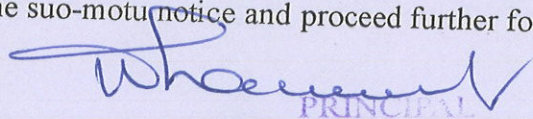
This procedure applies to grievances where any student/staff of Bharati Vidyapeeth's College of Engineering, New Delhi, while acting in an official capacity and indulging in voluntary/involuntary actions like arbitrary actions, personal vendetta or personal grudges, etc. that directly affects the student/staff.

General Regulations:

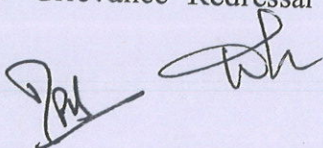
- i. In initial phases, student/staff are encouraged, when possible and appropriate, to attempt to resolve the difficulty through discussion with the other person or persons involved. The student/staff is also encouraged to consult/interact with their Peer Groups/CR/Faculty Mentors/Subject Teachers/ Class Advisors/ Members of the Grievance Redressal Committee/Principal/Parents, etc. with the aim of securing clarification and advice, when in dilemma, as they may be very vital source of advice/guidance, right in the beginning.
- ii. Matters pertaining to both potential and actual grievance cases shall be handled with sensitivity and appropriate privacy, to maintain the dignity of the individual. All individuals involved in the committee reviewing the grievances are expected to maintain privacy/confidentiality of a student/staff personal/professional records, in advent of a grievance.
- iii. The remedies and sanctions available through this process are determined by the authority of the relevant level of review, specifically by the Grievance Redressal Committee members, the academic department, and the Principal of the College.
- iv. The Grievance Redressal Committee is empowered to deal with the Grievances of all students and staff members of the College, whether registered online or received offline. The committee may even take the suo-motu notice and proceed further for its Redressal.

Grievance Redressal Procedure:

- i. If a student/staff faces an issue/grievance, whether behavioural or academic in nature, he/she should at first report the same at the Online Grievance Redressal Portal available on the College website. He/she can also personally consult his/her Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/ Members of the Grievance Redressal Committee/Principal/Parents, etc. with whomsoever,

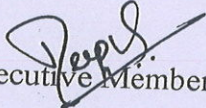

PRINCIPAL

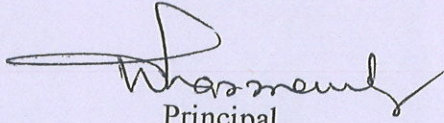
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New Delhi-110063

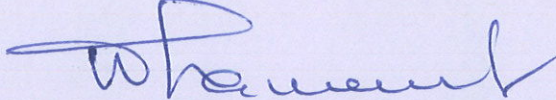


- he/she feel comfortable, regarding the same. The concerned person, who has been contacted by the student/staff having grievance/issues, may also be the potential source of nomination for Redressal of the grievances by the committee.
- ii. The concerned person should discuss the matter with the members of the Grievance Redressal Committee and may request for convening an official meeting for Grievance Redressal.
 - iii. The Grievance Redressal Committee members, approached by the student/staff is required, may undertake the ground work by gathering background information regarding the Grievance submitted by personal consultation with concerned Peer Groups/CR/Faculty Mentors/Subject Teachers/Class Advisors/Members of the Grievance Redressal Committee/Principal/Parents, etc., to facilitate the grievance redressal process through the meeting, in a better and practical manner.
 - iv. For high priority and sensitive issues, the Committee should call for an emergency meeting. However, low priority issues can be set as agenda items in the forthcoming meetings of the Grievance Redressal Committee.
 - v. In case, the issue is of highly sensitive in nature and the person is facing serious circumstances like clinical depression, etc., an immediate personal counselling session is to be fixed with the Professional Student Counsellor of the College, available on Record. In case of advance complications, immediate appointments can be fixed with a practicing psychologist/psychiatrist, under information to the parents.

The Principal of the college shall be the first Appellate Authority against the decision of the Grievance Redressal Committee and thereafter student/staff will be free to approach the Grievance Redressal Committee of the University for further appeal, if required.


Executive Member


Principal



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BHARATI VIDYAPEETH'S COLLEGE OF ENGINEERING
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A-4, Paschim Vihar, Main Rohtak Road, New Delhi – 110 063

Ref. No.: BVCOE/ND/ADM/SN/ 040 /2024-2025

Date: 28th August, 2024

NOTICE

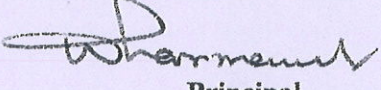
Grievances Redressal Committee

It is for the information of all the concerned that the Grievances Redressal Committee of Bharati Vidyapeeth's College of Engineering (BVCOE) New Delhi, has been revised & constituted, as under, for the year 2024-2025:-

S. No.	Name	Details	Position
1.	Dr. Dharmender Saini	Principal, BVCOE	Chairperson
2.	Dr. Prakhar Priyadarshi	Vice Principal (Administration) & HOD-IT	Member
3.	Dr. Deepika Kumar	HOD-CSE	Executive Member
4.	Dr. Arati Kane	HOD-ICE	Member
5.	Dr. Yogita Arora	Associate Prof. ECE	Member
6.	Dr. Mahesh Kumar	Asst. Prof.-IT	Member
7.	Mr. Sandeep Patil	Admin. Officer	Member
8.	Ms. Aonusha Saigal	B.TECH.(CSE-2) – 3 rd Year BVCOE (Elected Student Representative)	Member
9.	Mr. Kartish Bhaduria	B.TECH.(IT-1) – 3 rd Year BVCOE (Elected Student Representative)	Member
10.	Mr. Yash Singhal	B.TECH.(ECE-1) – 3 rd Year BVCOE (Elected Student Representative)	Member
11.	Ms. Soumyaa Miglani	B.TECH.(ECE-2) – 3 rd Year BVCOE (Elected Student Representative)	Member
12.	Ms. Nehal Gupta	B.TECH. (EEE) – 3 rd Year, BVCOE (Elected Student Representative)	Member
13.	Ms. Priyal Agarwal	B.TECH. (ICE) – 3 rd Year, BVCOE (Elected Student Representative)	Member

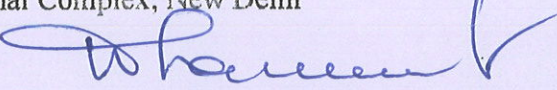
Legal Advisor and Medical Consultant may be invited in the meetings, as per requirement on case to case basis, as Special Invitee.

All the concerned may approach the committee for redressal of their grievances.


 Principal

Copy to:

- The Regional Director, Bharati Vidyapeeth's Educational Complex, New Delhi
- Vice Principal (Academics)
- Vice Principal (Administration)
- All HODs (For information of All Faculty Members)
- All Deans
- Website Incharge
- All Concerned Members
- Administrative Office/T & P Cell/Exam Cell/Library/Media Cell/ Maintenance Department
- Notice Boards
- Security Incharge


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Ref No: BVCOE/ND/SGRC/24-25/01

Date : 24 August 2024

Notice

As per the institution's policy, it is mandatory to have a Grievances Redressal Committee to address student grievances and concerns. To ensure student representation, we are conducting an election to select student members for the committee. The students will be selected from all departments 3rd Year Class Representative list. Details of the election:

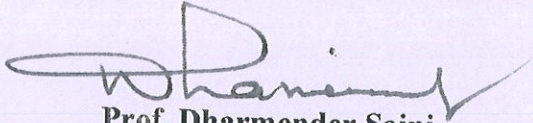
Date: 28th August 2024

Time: 3:30 pm



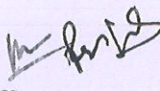
Venue: B101

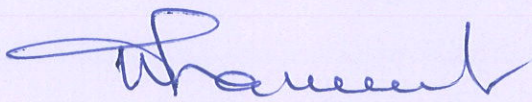
Note: Its mandatory for all 3rd year Class Representatives to attend the election.


 Dr. Deepika Kumar
 Executive Member (SGRC)


 Prof. Dharmender Saini
 Principal and Chairman (SGRC)

Copy to:

1. All HoDs/Deans 
2. All Third year Class representatives 
3. All members of SGRC 
4. Student Notice Board
5. Website Incharge


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Ref: BVCOE/ND/SGRC/2024-25/03

Dated:28/8/2024

Minutes of Meeting

Student Grievance Redressal Committee has conducted an election on 28th August 2024 for the student representatives of the Student Grievance Committee of Academic Year 2024-25. The following students are elected as student member representatives for SGRC after voting:

1. Aonusha Saigal (CSE-2)
2. Kartish Bhaduria (IT-1)
3. Yash Singhal (ECE-1)
4. Soumyaa Miglani (ECE-2)
5. Nehal Gupta (EEE)
6. Priyal Agarwal (ICE)

Dr. Mahesh Kumar

Member, SGRC

Dr. Yogita Arora

Member, SGRC

Dr. Arati Kane

Member, SGRC

Mr. Sandeep Patil

Member, SGRC

Dr. Deepika Kumar
Executive Member, SGRC

Prof. Dharmender Saini
Chairperson, SGRC

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Copy to:

1. Principal
2. All HoDs/Deans
3. T&P Department
4. All student Notice Board



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Attendance of SGRC Voting

Ref: BVCOE/ND/SGRC/2024-25/02

Dated: 28/8/2024

This is to inform that the Student Grievance Redressal Committee (SGRC) has conducted an election on 28th August 2024 for the student representatives of the Student Grievance Committee of Academic Year 2024-25. Following 3rd year Class Representatives were present for the election:

Department	Student Name	Enrolment Number	Sign
CSE-1	Priyanshu Satapathy	01311502722	
	Suhani Prasad	02911502722	
CSE-2	Aonusha Saigal	3511502722	
	Vidit Garg	36011502722	
IT-1	Ayush Sharma		
	Kartish Bhaduria	06611503122	
IT-2	Bhanuja Bhardwaj	07711503122	
	Karshin Prasad Nag	08611503122	
ECE-1	Yash Singha	02611502822	
	Kesar Bansal	03411502822	
ECE-2	Soumyaa Miglani	07611502822	
	Khushi Khanna	10111502822	
ECE-3	Gurleen Kaur	36211502822	
	Bhumik Kapoor	35611502822	
EEE	Udit Maakan	01011504922	
	Nehal Gupta	00611504922	
ICE	Priyal Agarwal	00611503022	
	Sartaj Singh	02011503022	

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Ref. No.: BVCOE/ND/ADM/SN/012/2024-2025

Date: 16th August, 2024

NOTICE

This is to inform all the faculty members and students that **Ms. Ayushi Bhalla, M.A. Applied Psychology, PG Diploma in Guidance and Counselling**, is appointed as **Counsellor/Psychologist** in the college for the academic year 2024-2025. She will be available in the college as per following schedule in Administrative Block:

- a. Wednesday (From 12:50 p.m. to 02:40 p.m.)
- b. Friday (From 11:10 a.m. to 01:00 p.m.)

Please contact in admin office for further information.

Principal

Copy to:

Bharati Vidyapeeth
College of Engineering
New Delhi-110063

9. Regional Director, Bharati Vidyapeeth Regional Office, New Delhi
10. All Head of Departments / Deans
11. Website Incharge
12. Administrative Office/T&P Cell/Exam Cell/Library/Media Cell/Website Incharge
13. Executive Members of Internal Complaint Committee / Grievances Redressal Committee
14. Students Notice Board
15. Security Incharge

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New Delhi-63

A-7 - 2023-2024.

Date

Page No.

Date

Page No.

Sr. No.	Student Name	Enrollment No.	Branch	Year	Date	Time	Sign. of Student	Counselor	Remarks
1	Udit Maalkam	01011504922	EEE	22-26	19/10/23	12-1	<u>Udit</u>	Time Management	Psychology with sign
2	Poojika	LE	CSE	23-26	26/10/23	12-1	<u>KS</u>	Personal Issue	Asst
3	Nehal Gupta	00611504922	EEE	22-26	26/10/22	2-3	Nehal	Report Formation	Asst
4	Udit Maalkam	01011504922	EEE	22-26	31/10/22	1-2	<u>Udit</u>	Improvement Report	Asst
5	Nehal Gupta	00611504922	EEE	22-26	7/12/23	12-1	Nehal Gupta	Complaint to Professor	Asst
6	Dabsh P. Jain	35611502823	ECF	23-27	21/02/24	12-1	<u>Dabsh</u>	Report Formation	Asst
7	Rachna Narula	Faculty	CSE	24-25	21-2-24	12:30-1:15	Rachna	Time Management	Asst
8	Udit Maalkam	01011504922	EEE	22-26	6/3/24	4pm-5pm	<u>Udit</u>	Counseling	Asst
9	Nehal Gupta	00611504922	EEE	22-26	15/3/24	12-10	Nehal	Counseling	Asst
10	Dabsh P. Jain	35611502823	ECF	23-27	20/3/24	10-1	<u>Dabsh</u>	Counseling	Asst
11	Udit Maalkam	01011504922	EEE	22-26	8/4/24	12-1	<u>Udit</u>	Counseling	Asst
12	Udit Maalkam	01011504922	EEE	22-26	26/4/24	12-1	<u>Udit</u>	Counseling	Asst
13	Dabsh P. Jain	35611502823	ECF	23-27	1/5/24	1-12	<u>Dabsh</u>	Counseling	Asst
14	Nehal Gupta	00611504922	EEE	22-26	15/5/24	12-1	Nehal Gupta	Counseling	Asst
15	Udit Maalkam	01011504922	EEE	22-26	19/5/24	12-1	<u>Udit</u>	Counseling	Asst
16	Nehal Gupta	00611504922	EEE	22-26	29/5/24	12-1	Nehal Gupta	Mindfulness	Asst

W. K. Sharma
PRINCIPAL

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