



Phone : 011-25356027

AARYAN COLLEGE OF EDUCATION

(Recognised by NCTE & Affiliated to SCERT Delhi)

Ref. No. ACE/48/101

Dated 05/06/2022

GRIEVANCE REDRESSAL SYSTEM

Grievance Redressal System is a vital part of any administration. It is the responsibility of the College Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the College as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the committee has been under the direct purview of the Principal.

The grievances received by the Principal are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

Nyandaw

Principal
Aaryan College of Education
Om Vihar, Phase-I, Uttam Nagar
New Delhi



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Functions of the Grievance Redressal Committee

1. To accept written grievances from students and staff related the system.
2. To create and implement a mechanism to handle the reported grievances.
3. To forward the findings to the Management if necessary for further action.
4. To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
5. To attend to the grievances based on the authenticity and gravity of the criticisms made.
6. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
7. To convene periodical meetings to discuss whether the grievances have been settled.
8. To make a follow-up of these matters at regular intervals till their final disposal.
9. To maintain strict confidentiality, if necessary.

Nyadai

Principal
College of Education
Uttam Nagar, New Delhi



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Composition of College Grievance Redressal Cell

Sr. no	Name	Designation	Position
1.	Dr. (Mrs.) Neetu Yadav	Principal	Chairman
2.	Mrs. Parul Bhatt	HOD	Convener
3.	Mrs. Kiran	Assitant Professor	Member

Neetu Yadav

Principal

College of Education

Om Vihar, Ph-1, Uttam Nagar, New Delhi

Delhi



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Student Representative (Ombudsman)

Student Representative (Ombudsman)

Bhavya Aggarwal (D.El.Ed. II year)

Bhavya Aggarwal

Kajal Dagar (D.El.Ed. II year)

Megha (D.El.Ed. II year)

Megha

Shweta (D.El.Ed. II year)

Shweta

All the students enrolled at Aaryan College of Education have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of student problems: Disputes over Grades, Course Requirement, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

If any problem arises and is not resolved informally, students may file a grievance with the College Grievance Redressal Cell (CGRC) of the College. Any type of student complaint or problem may be presented to the SGC for official review. The campus hearing body follows a set of formal procedures as per UGC guidelines. All the students enrolled at Aaryan College of Education have the right to appeal any academic matter in which they feel that they have been treated unfairly.

Examples of student problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

Neetu Yadav
Principal

(Dr. Neetu Yadav)