

STATE COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
(An Autonomous Organization Under Dept. of Education, GNCT of Delhi)
VARUN MARG, DEFENCE COLONY, NEW DELHI

Ref. No. 4/B.Ed/SCERT/10162-166

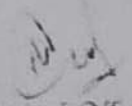
Date: 12/9/25

NOTICE

Sub: Constitution of Students Redressal Committee

The students grievance redressal and welfare committee is constituted as follows to consider and address the grievances of the students within the framework of the prevailing rules and regulations with the perspectives of the welfare of the students. In addition, this committee will also consider grievances of faculty and admin. staff.

- | | |
|---|---------------------------------|
| 1. Prof. (Dr.) Abha Sharma
Principal, B Ed, Div. SCERT | Chairperson |
| 2. Dr. Naresh Kumar
Assistant Professor | Member |
| 3. Ms. Atuba Sayeed
Assistant Professor, SCERT | Member |
| 4. Ms. Priyanka Singhania, 1st Year | Member (Student Representative) |
| 5. Dr. Sapna Yadav
Internal Complaint Committee, SCERT | Member |


Head of Office
SCERT, Delhi

Copy to:

1. All concerned

Notice Board, B Ed, Div.

Grievance Redressal Report

SCERT survey - 41 student responses - SGRC performance 2026

AT A GLANCE

Key findings

41	83%	49%	0%
Students responded	Say SGRC acted promptly on grievances	Rate SGRC Excellent or Very Good	Rated either SGRC measure Unsatisfactory

EXECUTIVE SUMMARY

What students told us

The survey gathered 41 responses on two themes: how students rate the Student Grievance Redressal Cell (SGRC), and what challenges they face on campus. The picture is encouraging for the SGRC and more mixed for campus life.

- **SGRC is well regarded.** No respondent chose Unsatisfactory for either the overall SGRC experience or the grievance redressal process. Combined Excellent and Good ratings reach 73% for overall experience.
- **Responsiveness is a strength.** Of 36 students who had a grievance, 30 (83.3%) said the SGRC acted promptly.
- **Redressal scores slightly above experience.** The satisfaction index for the redressal process (78%) edges past the overall experience index (77%), and 43.9% rated redressal Excellent.
- **Campus challenges cluster in three areas.** Infrastructure and facilities, academic workload and time management, and social and administrative concerns.
- **Many students report no major challenge.** The two most common answers (11 and 6 responses) together make up 41.5% of replies and read as 'none' or 'nothing'.

How to read the index. The survey legend assigns weights: Excellent 1, Very Good 0.75, Good 0.66, Satisfactory 0.50, Unsatisfactory 0. The index is the weighted average of responses, shown as a percentage.

SGRC performance

Students rated their experience with the cell and its grievance redressal process on a five-point scale. Every response falls between Satisfactory and Excellent.



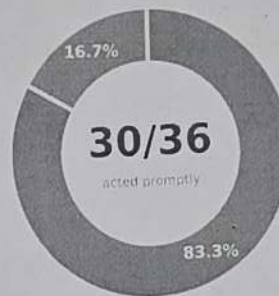
Experience with SGRC

41 responses



Grievance redressal satisfaction

41 responses

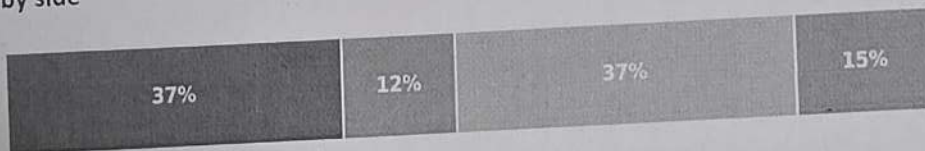


Prompt action on grievances

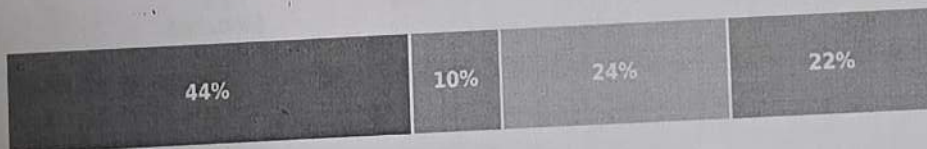
36 responses

Rating distribution side by side

Overall SGRC experience



Grievance redressal



■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory

Rating	Weight	Experience	Redressal
Excellent	1	15 (36.6%)	18 (43.9%)
Very Good	0.75	5 (12.2%)	4 (9.8%)
Good	0.66	15 (36.6%)	10 (24.4%)
Satisfactory	0.50	6 (14.6%)	9 (22.0%)
Unsatisfactory	0	0 (0.0%)	0 (0.0%)
Satisfaction index		77.2%	78.3%

What this means

Students trust the SGRC to listen and respond: **more than half (53.7%)** rate the redressal process Excellent or Very Good, and responsiveness is high. The remaining gap is at the top of the scale. **Around 22% rate** redressal only Satisfactory, and **16.7% of students** with a grievance say it was not acted on promptly. Closing the loop with those students is the clearest opportunity to lift scores.



Campus challenges

The open-ended question '*What kind of challenges have you encountered in your college campus?*' received 41 responses. A Gemini-generated response summary grouped them into three themes.

1 Infrastructure and facilities

Lack of playgrounds, canteens and basic eateries; insufficient seating; poor overall infrastructure; overcrowded classrooms; and intense summer heat.

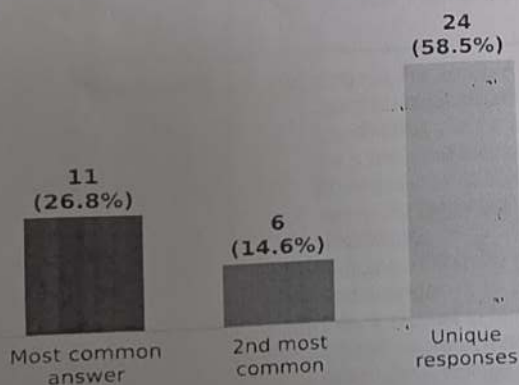
2 Academic and time management

Balancing rigorous workloads, assignments, lesson plans, presentations and internship activities with extracurricular commitments, leading to burnout and sleep deprivation.

3 Social and administrative concerns

Occasional low social bonding, limited empathy among peers, perceived partiality in attendance and work conduct, and a preference for more bilingual classes.

How responses were distributed



Reading the pattern

Answers are highly varied: 24 of 41 were unique. The two repeated answers (11 and 6 responses) both point to students who feel they have no major challenge. The themes above therefore come mostly from individual voices, which makes them useful signals rather than majority views.

RECOMMENDATIONS

Suggested next steps

1. **Follow up on unresolved grievances.** Contact the 6 students who said the SGRC did not act promptly and publish expected resolution timelines.
2. **Lift Satisfactory ratings.** Gather short feedback after each case closes to learn what would move a rating up one level.
3. **Prioritise visible facilities.** Seating, canteen or eatery access and classroom crowding are tangible fixes students can see quickly.
4. **Ease the academic load.** Spread assignment and presentation deadlines and coordinate internship schedules to reduce burnout.

5(C)

STATE COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
(An Autonomous Organization Under Dept. of Education, GNCT of Delhi)
VARUN MARG, DEFENCE COLONY, NEW DELHI

Ref. No. 4/B.Ed/SCERT/2025/251-13

Date: 20/05/2025

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

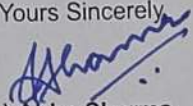
Subject: Status on Student Grievance Redressal Committee (SGRC)

Respected Sir/Madam,

The following are the details,

Direction I	(a) Publish information regarding constitution and availability of Student Redressal Committee (SGRC) on the official B.Ed. Website and prominent public place on campus.	Constitution and availability of SGRC on B.Ed.offl. Website and Notice Board is enclosed as Annexure-1 and Annexure-II
Direction II	(a) Constitution of SGRC (b) Appoint two elected student representatives on the SGRC (or a nominated student representatives until the said college/institution can hold the requisite elections for the said positions. (c) Describe mechanism for elections	Constitution of SGRC is enclosed as Annexure-II Ms. Priyanka Singhania from I-Year has been duly elected on SGRC, Annexure 4
Direction-III	(a) Engage the services of medical practitioner(s) including specifically a psychiatrist and /or a psychologist and /or a professional student counsellor for regular consultation with students within the premises of which colleges /institutions. (b) Indicate availability in terms of days and timings. (c) Insure access in terms of location and infrastructure of medical practitioner's clinic within college premises.	Ms. Atuba Syeed, Asstt. Professor has been appointed as the Psychologist and Counsellor (Annexure-I) Available on all days Separate space is available for counselling.

Yours Sincerely


Prof. (Dr.) Abha Sharma
Principal, B.Ed. Division
SCERT Delhi

Principal
B.Ed. Division
SCERT, Delhi.

5(c)

STATE COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
(An Autonomous Organisation of Education Department, Govt. of NCT of Delhi)
VARUN MARG, DEFENCE COLONY, NEW DELHI – 110024

Ref. No. 4/B.Ed/SCERT/2025/250A

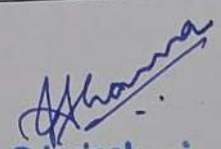
Dated: 20.08.2025

NOTICE

Subject: Students Grievance Redressal Committee.

In supersession of all previous orders, the Students Grievance Redressal Committee is constituted as follows to consider and address the grievances of students.

Name of the Institute	Re- Constitution of Committee with contract	Availability of Infrastructure and room	Display of Constitution Committee
State Council of Educational Research and Training (SCERT) Varun Marg, Defence Colony New Delhi – 110024	Student representative: (Whether elected or nominated): - Name: Ms. Prinyanka Singhania Semester & Session: SEM-I 2025-27 Contact No: 9310151626	Size rooms : - 4 New Rooms/ Tutorial Classrooms. (Mazor Classrooms) 23x28 sq. feet All are smart classrooms. 1- B.Ed. office room	Institute's website: - www.bed.delhi.gov.in Brochure/Prospectus Given on website of B.ED. SCERT Delhi.
	Nominated Psychologist/Psychiatrist /Counsellor: - Details of availability (Days per week) : - Name: Ms. Atuba Designation: Assistant Professor Contact No. :9319132120 (Available on all working days)	Infrastructure : - - Disabled friendly Infrastructure - Common room for Girls and Boys - Medical room - Wi-fi enabled campus - Auditorium - Computer Lab - Integrated Science Lab - Maths Lab - Psychology Lab - Work – Ex Lab	
	Hon'ble Members : - Name: Dr. Mukesh Yadav Designation: H.O.O, SCERT		Notice Board


 Prof. (Dr.) Alpha Sharma
 Principal, B.Ed. Division &
 Chairman, SCERT, Delhi.

Gmail

bedscert delhi <delhibedscert@gmail.com>

Constitution of students redressal committe

1 message

bedscert delhi <delhibedscert@gmail.com>

Tue, Oct 13, 2026 at 2:39 PM

To: Conduct Branch Examination <examconduct@ipu.ac.in>, "Affiliation Branch, GGS IP University, Delhi"
<affiliation@ipu.ac.in>

Please find attached

Constitution of

B.Ed.Division
SCERT, NEW DELHI.

Attachments:

New Doc 10-13-2026 14.31.pdf
2171K