

An Email received on Feb 10, 2022 regarding a complaint against Dr. Poonam Yadav (Feb 10, 2022, 5:50pm)

Matter: TIC Dronacharya Wadhwa submitted a written representation to Principal alongwith the grievances/ issues written by the students.

A meet was fixed with the TIC same day to understand the issue. The grievances were discussed with Dr. Poonam Yadav.

A google meet was planned with the students on February 11, 2022. Before that class representatives were told to discuss the matter again with the other classmates so that all the grievances can be taken up.

February 11, 2022. (Online meet)

8 BE.ED. II year students shared their concerns about the written representation was received from the TIC, but all the points recorded (referred) and shared with the students. It was asked whether they want a meet with the concern teacher or general student Advisor late ahead. They wanted the student Advisor to intervene.

On the same day all the recorded points discussed with Dr. Yadav. and she assured that she will consider all the concerns shared by the students.

Students were approached after a month of on March 4, 2022 to know if still there is something which they need to discuss.

= Every thing is going well was the response of C.R.
On March 25, 2022 a google meet was done at 4. pm. 7 students joined the meet and they said that they are presently happy with the way teacher is taking the classes. They do not have any issue with the classes and the teacher.

The same was informed and discussed with the concerned Teacher and the TIC in an online meeting.
It was requested to TIC to have an independent / separate meeting with the students to know if they still have any issue / concern.

TIC informed that students are satisfied.

Matter / Grievance was resolved.

Punitha/


Received a mail from college from Prachi Sharma.

Feb 23, 2022, 9:33am

Prachi made a request for provisional certificate as she wanted to take admissions in IGNOU for her masters.

On Feb. 24, 2022 through she was advised to visit the college and approach the concerned official staff to get it processed.

Dwight

College forwarded the email of Mr. Happiness on March 3,
2022, 4:05 pm.

- * Happiness Ntlovu an international student from South Africa. She took admission in social work. She wanted to come to India and sought clarity about travel procedures. Student Advisor informed her by mail (Feb 20) that college is open for face to face classes and was suggested to visit foreign students' registry page on the university website to get the update on overseas students. She was also told to provide all the details related to her course so that respective teacher can be approached to extend online academic support to her until she comes here.
- * Received a report on Feb 22 about her, course details.
- * Subject teachers were personally approached by the student advisor and requested to help out her. Teachers informed that they have been privately shot material on Google classroom platforms also. Her field work supervisor informed that she had been missing her field work there which is supposed to complete.
- * TIC social work informed that another S.A student had already joined the college. Happiness was requested to coordinate with her to understand the process.
- * Happiness informed that she has been able to connect with FSR and planning her travel to India.
- *

- * Happiness did not inform about her arrival to India. Through subject teacher student Advisor came to know about it. S.A. met with Happiness to know whether she is able to manage accommodation and other services.
 - * She informed that she is comfortably adjusted.
-

Punjab HS

College forwarded a mail on Feb 21, 2022, 10:02 am.

①

College received a mail from Wosophi Angkang Roll.no. 2001500, 4 semester who was unable to join the college till March 20 due family financial problem. She was staying in Manipur.

Same day a revert was sent to her asking about her course details, subjects and teacher so that a plan for academic support can be discussed with the respective teacher.

College forwarded a mail on March 9, 2022 (9: PM) complaint received by Hemani Chaudhary, regarding the violence in college.

- * Proctorial board convener Dr. Neelu and Dr. Pankti Shikshak Advisors were directed to enquire, via mail.
- * Student was called and a meeting was held in the Canteen on March 10 at 11 am. She showed her bruises and narrated the incident. The other 25 students involved in scuffle were called and their version was also heard. They met with the Principal also.
Father of one of the students came to College and met with Principal.
- * After hearing the versions of both the side enquiry team concluded that both the groups had verbal spat and they scuffled physically.
- * Students were counselled and advised ~~not~~ to behave properly in the premises.
- * And the student who made the written complaint was also reprimanded for this behaviour.

On March 15, 2022, Shikshak Advisors informed (through mail) to the Principal that 2 students involved in this case are part of her practical group, she feels that she should not be part of this enquiry.

= (As 20 other students who complained against the complainant - Hemani, and accidentally they were the students of the same course which S.A. teaches)

Mail received from college on March 11, 2022

A written complaint dated March 10, 2022, by II year English student (with signatures of 15 students) about the behavioral issues they are facing with the English teacher Mrs. Neerja Nogpal.

Matter was taken up. It was decided to have a discussion on the issue with the concerned teacher first. Principal was also requested to discuss the matter with the teacher.

Students were assured that a positive way will be worked out (as mentioned in their request) to resolve the matter. And teacher will be informed about all the observations shared by the students.

Mail forwarded on March 11, 2022 9:01 AM
Problem about my admission and enrollment number
written by Akansha Dukhan

Her admission was being against 2 colleges. Laxmi Bai and Aditi on the portal. She has been attending the classes at Laxmi Bai and wanted to write exams from there only.

It was found out that there was a technical error from the University portal. As she sent a request from the university admissions as well. It got rectified and her admission against Aditi Mahargow was removed from the portal.

She informed about the same telephonically.

Bulley

March 14, 2022

Case of Varsha and the report of Inquiry Committee
Was shared with the Student Advisor.

Student Advisor after having a telephonic conversation
and later on a meeting with the student in physical
mode talked to the convener of the enquiry
comittee Dr. Upasna Seema (fact finding Comttee.)

After going through the details, Student advisor
submitted her observations to the Principal on
March 14, 2022 and requested to facilitate
the process to get the discrepancy in her
marks sheet rectified.

^{the}
Process of Correction took time. The Dealing Act.
Ms. Seema paid several visit to the University and
got the corrections made. The same was informed by
the student also.

Punchnay

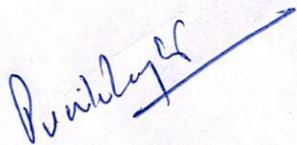
Received on March 14, 5:29 pm.

Sending this 5th time.

Case of Komal singh regarding ~~the~~ her due official
email id got corrupted and she was unable
to receive any information, and was also unable
to fill up her examination form.

The matter was discussed with So Admin and
Student was informed / directed to meet the concerned
dealing person in Administration before 18 March
to get it updated as it was the last date to
fill up the examination form.

It was updated and Komal was able
to fill up the examination form.

Dwivedi/


March 21, 2022, 9:48 am.

complaint of class Teacher B.A. (Food Technology +
Geography)

The sister of Rehnuma Khalid wrote a mail about
the non submission of fee on the portal, and how
indeed she was responded by the class teacher
subject

Dr. Upasna Seth when she tried to approach her
regarding this issue.

She was advised to tell ^{Summaiya} Rehnuma to call to
Me. ^{Rehnuma}

The elder sister Summaiya came to college next day
and discuss the matter with Student Advisor. Student
Advisor suggested her to send Rehnuma to the college
and tell her to discuss her issues with the subject
teacher on her own.

Student Advisor asked the sister whether she
would like to talk to the concerned teacher directly.
But she denied. She expected the SA to address the
matter on her behalf.

S.A discussed the matter with subject teacher
and the teacher assured that she would personally
call up Rehnuma to know the issue.

Parul Singh

March 22, 2022 12:29 PM
Received mail on March 23, 2022 10:05 AM.

The case of Aita Pranav

requesting permission for attending semester examinations
B.Com (H) student.

The student was tested covid positive in May 2021.
and due to pre-existing nasal infection her health
got worse, and examined. Severe perennial allergic
rhinitis and advised to undergo prolonged treatment.
She was advised to avoid pollution and stay indoors.
Her surgery cannot be planned before she
completes the age of 21.

she attached all her medical reports.

She attended all the online classes regularly.
but now she would not be able to attend
physical classes due to her treatment and
medical condition.

- * SA requested principal to call a meeting w/ TIC
Commerce, Convener examination and so Admin as
the candidate has requested her final semester
exam directly without appearing in mid examination.
- * Case was forwarded to TIC Commerce for
consideration and necessary action.

July - On March 23 TIC Commerce submitted
the minutes of the departmental meet-
regarding the case.

- * Received a mail from Aita Pranav on April 11 regarding
the her term fee payment. despite the payment
done she is receiving messages for pending dues.
Matter was sorted out w/ Accounts and same
was informed to her.

for received forwarded mail on March 24, 5:02pm.

Received 2 letters attached dated 23 & 24 March
written by BA (P) Student Jamuna (P).

On 23rd she wrote that she did not file up
the examination before the last date so she
may be allowed to do so. and on the next day.
on 24th she wrote that she wants to get
her admission cancelled.

- * student was approached on the given contact
number to meet at the college.
- * feasibility of extension of date to file the examination
form was worked out with administration and
University.
- * student informed that she does not want to do
a regular course now that is why she has
requested for the admission cancellation.
- * Despite lot of counsels she wasn't convinced to
continue. hence the application was proceeded
for the cancellation.

✓

March 29, 2022

email was forwarded by college.

Dr. Purnam Yadav informed that some 4th year students did not discuss their Project work with her, despite her several reminders.

As per the principal's direction meeting was arranged with those students of 4th year to know the issue and also with the TIC to see the feasibility of facilitating and submission of the work.

TIC, Internship Incharge and Project teacher decided the dates for discussions and submissions for these students. As they apologized for their behavior and non submissions.

rcvd.

forwarded emails on March 30, 2022, 10:24 pm.
Sub: request to facilitate the student Mr. Happiness
Ndlovu, who has reached India on 27th March,
2022.

College received tracking mails between Univ. of Delhi
and First Secretary (Head of Chancery) Consulate
General of India, Johannesburg

Same was ~~is~~ communicated to TIC social work
to facilitate her in the College.

Forwarded mail

Apr 1, 2022 5:30am.

Medical leave of my student (mailed by Dr. Pragni B)

Student Suniti Gaur of Sem VI met with an accident and requested for medical leave. Medical certificate was attached.

It was discussed with me and the same was informed to Dealing assistant to keep in her record and to inform attendance Comttee.

forwarded mail received on April 6, 2025, 2:07 p.m.

Representation from B.Ed I year students was regarding 2 issues.

- ① regards the arrangement for Core social science teacher.
- ② issues regarding the sanitation.

This representation was discussed with the TIC education on same day and she wasn't aware that students had written any such representation.

- * As CSE teacher was on leave for ^{some} time, TIC was suggested to have interim arrangement by giving a few periods to another faculty member with same specialization to orient the students about the subject till the teacher joins.
- * Sanitation issue was discussed by the Principal with the w.c. staff and told them to increase the frequency of cleaning of toilets and to ensure whether the water is available.
- * B.Ed first year students were informed about the process of grievance redressal. They were told to approach the TIC first regarding any matter.

April 19, 2022, 12:08 pm.

a letter received from University was shared now all
the TICs & SA

Sub: Institution of remedial classes and help
desks and to provide all relevant support
including the study material to the students
by the respective Deptt / Colleges / Faculties
of the University

Principal shared the University's letter with all.
to arrange more remedial classes in addition
to the ones already existing.

TICs were suggested to have departmental
meetings to decide over it.

April 26, 2022, 12:55 pm.

A mail was received from the TIC Commerce regarding the case of Arta Pranari.

TIC attached the minutes of departmental meeting regarding her internal assessment and submission and non-submission of assignment.

It was informed that her computer application practical exam is scheduled on May 4, 2022 at 9:00. and the same was telephonically informed to her brother that she needs to appear in the practical exam as it is a part of final assessment of the subject.

April 27, 2022, 10:35 am.

TIC Commerce forwarded the mail written by her English teacher regarding her status of subject related assignment submissions,

April 27, 2022, 2:10 pm.

Mail was sent to Arta Pranari to inform her about the postponement of her practical examination for Semester IV. to May 6, 2022. and was informed that Candidates are required to attend the examination physically.

April 28, 2022, 6:37 pm. TIC Commerce shared the tracking mail

with her correspondence with the ^{latter} External assessment Committee.

keeping her medical condition in consideration
she was allowed to write her mid term exam
online.

forwarded mail received on June 19, 2022 5:55 pm.

Khusli Rana BA (Social Work) I year student wrote a mail to teacher enclage that due to some family issues she is dropping out from the college.

TIC (SW) informed that she ^{has} already tried to convince her and offered to talk to her parents.
Email was forwarded to Dr. Rita Sharma (Dept. of Psychology, mental health Counsellor), to look into the case.

forwarded mail received on JUNE 30, 2022, 4:45 pm
Received a mail from College Branch II regarding Ms
Ira regarding no hostel facility in Aditi Mahavidya

- * SA requested the College Admin to arrange hostel facilities available in University and other campuses.
- * On July 7, 2022 a letter through mail and by post/courier sent to Ira stating the infrastructural conditions and the same issue has been taken up on priority basis by the college governing body. Copy of the letter was sent to College branch II, AR and all the concerned organisations mentioned in the letter

A response was sent to University on 8/7/22 regarding
the ^{application of} "charge of college with same course submitted by
Gyaneshwar Sharma for the University. (Letter dated .
(June 14, rcvd. on June 26)

* Matter was discussed with TIC Education.
Here ^{point wise} observations alongwith the B.Ed University
mandate was attached with the response.
and the same was mailed to the candidate
also. alongwith the Assistant Registrar office.

letter received on 8/7/2022 dated 4/7/22 from
G NCT of Delhi, DHE, Delhi

Sub: Grievance ID No. 2022010549 filed by
Ms. Nahida Parveen regarding non-submission
of field work report of 6th semester.

* Case was discussed with the TIC Social Work and
they shared the departmental minutes and the
communication teachers and field supervisor had all
the student.

On Dec 5, 2020, Nahida informed to field supervisor
that she is unable to continue this year and also
not able to give mba. Her supervisor tried to
convince her several times.

* Deptt. Shared the CBCS ordinance about such
cases.

* On July 11, 2022 Nahida Parveen met ~~with~~ ^{called up} the
Student Advisor and informed about the non-submission
about the communication form to take the opportunity of
Second Chance provided by the University. She was
advised to meet Mr. Divesh in the college to resolve the
matter. On July 12, finally she was able to submit the
form.

* TIC Social Work was informed about the same and
requested to grade the student.

21/7/2022 mail was dropped to Nahida to get the update
regarding her meeting with TIC Social Work and
Field Work supervisor but no revert was received.
TIC confirmed later about the meeting with Nahida.

Received a mail on 28/7/22 from TIC

The Mr. Naheeda has been directed to the
Brid Work department of the SMC work at Adil-M.

11/7/22.

Mails from Ananya & Tulsi were forwarded to SA.
these are the cases regarding YWCA fee refund.

These students have been completed the graduation
enrolled for the YWCA courses, submitted the
fee. Courses did not begin on time as they
were the out of station candidate so they ren-
-drew their names from the courses otherwise they
would have arranged accommodation even after the
final examination.

- * Students were told to provide all the related
documents and communication they had with
the course incharge.
- A mail was sent to the YWCA to bde@ywcaof
delhi.org.
- on asking all the details and fee receipt were
sent to them.
- we have been sending reminder mails as well.
- Course coordinator has left the job from YWCA
and not taking any responsibility.
- Case is still pending with the YWCA

July 19, 2022, 2:17 pm.

forwarded to 3 requests

Case 1 Deepika B.Ed II year

wanted to apply for recheck for 2 subjects.
She was guided for the same to fill up the form
and submit at the University.

Case 2 & Case 3 of BA (P)

Nidhi Nidhi

Case 2 did not access the admit card but appeared
in Exam (COBE) now unable to access her result.

Case 3 did submit the copies on portal but
unable to access the result.

Cases were handed over to DA. My secy. and a P
representation was sent to university along with all
the supporting documents.

Students ^{informed that they} possibly went to Examination branch.

On August 2, scheduled a meet at univers-

S.A., D.A met the concerned person regarding these
2 cases and case of Patrakarita.

We paid several visits to university to resolve the
cases of Nidhi (both) and Hindi Patrakarita.

Principal fixed a meet with AR (Exam) to
understand the issue and how resolve it now.

finally on January 18, 2023 these results were declared.

forwarded Mail received on July 19, 2022, 7:39 PM.

Sub: correction reminder

forw^{arded} on July 19, 2022 19:39.

Mail was received from Reshma Maheswari, a
Student B.A Programme (Economics + Psychology)

- ⇒ Wanted to change phone number and email id
in the records.
- ⇒ The same was informed to dealing authority
for necessary corrections and changes.

Deputy

forwarded

Mail received on 21/7/2022 16:12 P.M.
received 4 pdfs.

- (1) Kavish B.A (Sonai w/o) student
Wants to cancel the admission.
- (2) Sanchi Kumari BA (H) Geography.
Wants to withdraw her admission.
request for the no dues.
- (3) Bibhu BA Hindi Patracharik
Shay AB in result Concurrent in Documentary Nisha
- (4) Sakshi Mishra B.A final year.
ER shown in result, need to be reclassified.

Case 1 was discussed with TIC and she informed that student is inclined to leave the course as it is difficult for her to come from Gurugram everyday.

SA discussed the matter with the Head (telephone only) She informed that she is taking admission in SOL and does not want to continue with a regular course. more over she does not feel inclined towards this course.

Case 2. Sanchi Kumari informed that she has been selected in other course and she wants to pursue that. The case was further forwarded to TIC Geography to do the needful.

Case 3. The case was discussed with the deanship assistant Ms Seema Bhattacharya. Bhattacharya got selected in JMI for masters, so a case was made and sent to University for reclassification.

Case 4. The case was given to D.A Ms Seema to expedite the process.

mail received
July 21, 2022

forwarded the case of Divya Rohilla BA (CP)

Student appeared in online examination (OBE) 6th semester for Hindi Bhasha Vyakhanik Vyakaran. Mistakenly submitted / uploaded the form on wrong line. Inspector advised to submit to the concerned male also. She did the same. But #B is shown in the marksheet.

She has submitted all the documentary proofs related to her paper submission.

* The case was studied seeing all the documents, her mail to D.U. portal, and her marksheet. Case was discussed with the D.A. Ms Seema and sent to university for rectification.

Later Ms Seema went to university to set the correction done.

Case was resolved.

Subhag

Candidate informed through mail about reappointment of Laxmibai College to her

mail recd.

22/7/22 10:23 am.

Case of Salsli Kunari

BA (H) Geography.

Salsli submitted a request for admission cancellation and further she requested to provide certificate mentioning her that she has been a bonapole student of the college. The university where she was enrolled to take admissions has asked to provide a proof of 3 yrs year.

= A bonapole school certificate was made and issued there.

Willyan

Forwarded mail - 22/7/22

regarding application of change of college with
case 1 same course request of Ms. Gunjan Sharma

Mail received from College Branch

Gunjan Sharma BEED I year Student

Case of Inter College migration

- * Response was mailed to Gunjan Sharma and copy to College branch citing the University's policy for inter college migration in first year.

bulky

Case 2. Received a query about BEED admission process by Mr. Satinder Singh on 22/7/22 and same was responded 26/7/22.

✓

26/7/22 mail received forwarded
Request for your signature on examination form
Kirti Kapoor BE/ED II year

Application along with the forms were signed.
see enclosed the forms at university office.

received forward mail - on 27/7/22
mail regarding result showing ER/ absent in answer script.
Appeared in March 2022.

Amanat Ahuja

Absent ER in GE paper.

Student produced all the documents alongwith the
mail which clarifies that she appeared in relevant
exam and uploaded the script as well.

Case was discussed with the deans' authority
and all the documents alongwith a copy
letter sent to University for necessary action
and correction -

Ahuja

forward mail received on 6/8/22

Subject 1 Afternoon timings of exams and the physical and nervous problems faced by students.

Father of Myra Sheldow BA (LNU) gave a representation. He raised concerned were addressed over a telephone discussion. It was explained that College has already written to DTC to start a special bus for us. and we are following it up. various different modes of transportation and options were also suggested.

It was also made clear that Cheye Uni's University examination is not possible at the college level. It is does not come under our purview but students can approach to their teachers if they find any difficulty in accessing transportation.

It was suggested to inform Myra to meet me in the college if she has any trouble.

Mail was also responded on 7/8/22.

With
Yours

August 7, 2022.

Mrs. Varsha informed that her result is
clear now.

Varsha

Received on 8/8/22

Case ① dated 8/8/22 by Rizwan Ansari, Tsoing Ansari
and Angchenia Bhutia II semester

Submitted the application for subject change.

Principal marked the case to Ms Seema, deputed
assistant to discuss with students.

Case ② Tamanna Bansal, BA (P) III year
Correction in internal assignment

Tamanna attached her marksheets alongwith the
application.

ER is shown in one paper.

It was told to her that it is not a mistake.
The marks are awarded by university in
external examination. She was sent to D.A
for further clarification of sought.

~~bulky~~

8/8/22. Received a mail from Suparna Ghose
9/8. regarding the college leave certificate.

Mrs Sheth prepared and marked it to
the student.

8/8/23

19/8/23 Ram Kumar. Same Case
CLC was prepared and given /mailed.

Forwarded

Mail received on 20/8/22

Isha Kadavgar

Regarding issuing NOC for inter college migration from
your college to another college.

BAP. II Semester

Case was sent to Principle Room for discussions.

23/8. ~~आरोद्धर द्वारा~~.

The details shared by the father of Kavita Kumari
are noted. for necessary action.

26/8 at 6:30

Vesvi Ashlesha BA(P) 2nd year
Query for result of 1st semester.

Student was advised to meet Mr. Dinesh in Administration
to access the result.

27/8. at 10:30 am.

Geeta BA(P) 1 semester has faced the same problem.
She was sent to Mr. Dinesh to do the needful.

forwarded mail on 29/8/22

Subject: Reminding letter for wrongly marks absent
in college result semest 4, Dosecetary Nisra

It was found that the whole class is facing
problem due to incorrect result where all
the students have shown absent.

A case was made and sent to University.

- later on principal, PA and DA met the
deputy/Deem examination to get the result
rectified.

mailed & crd.

on:

Sept 15 Result awarded of Mrs. Nidha Prasad BA (P) 3rd year

She also wrote about the same people.

she was approached through the mail.

Case was discussed with D.A and sent to
University for collection.

23/9/22.

Student Adneet drafted a request to initiate the process for V-speeded buses and sent it to DTC.

26/9/22 The Case of Reshma

Regarding the application for EVS marks.

Reshma shared her assignments and mails to her subject teacher regarding the timely submissions. Concerned teacher was informed about all the details of Reshma and advised to meet Principal to discuss the matter.

27/9/22 received a forwarded mail by Ishika Vardhaman BA(P) III Semester

Sub: Application for correction of result - regards wrongly marked as absent in alleged on the marksheet (OBE)

- = The case was discussed (over the phone) student was suggested to share few screenshots & uploading of OBE manuscripts.
- = Case was prepared and sent to university.
- = Ms Seema Bhelanjan DA for OBE cases was requested to follow up with university examination branch for correction.

Committee was constituted on October 10, 2022

The Case of Chandni Galilavat was discussed.

Sub. Application for the permission to attend improvement examination

She was advised to talk to her dealing assistant to understand the process and feasibility.

17/10/2022 Mr. Baldev Gulati reported regarding the non submission of reports and absence from Individual Conference of Nahida Parveen.

Constituted to approach her through phone calls and mail but unable to connect.

16/11/2022 ⇒ College reminded the General Secretary, VVCA, about the long pending fee refund cases

Jan 8/2023 Chandni was again advised to meet the concern dealing assistant personally.
(mail was written to her)

Mail forwarded. on Dec 28, 2022

A mail was received from the brother of Aarti Gupta, a blind student, seeking admission in B.A.(H) Hindi Pashanita. She was seeking help for change of course and college as college doesn't provide any hostel facility.

A meeting was held on January 2, 2023 at 10:30 am regarding the representation received with NSS Coordinator, EOC / Enabling unit Convenor and members.

and the matter was discussed and it was decided that she will be advised to see the university portal for more information & related to hostel facilities for Under graduate students. and the case may be forwarded to competent authorities at the university.

Dec 29/12/2022

A mail was forwarded.

Student: Nidhi Bhandari
B.Com (H) II year.

Sub: Class not happening.

Case was discussed with TIC Commerce and found that this is not a regular course student. She was mailed to contact the relevant person in the college.

mail received on

27/11/2023

Shailvi Kumar

Sus: due to technical problem I have got (ab) in first semester. Please correct my answer sheet.

written the exam in online mode

case was discussed with the deanship concerned and requested to discuss at the university level.