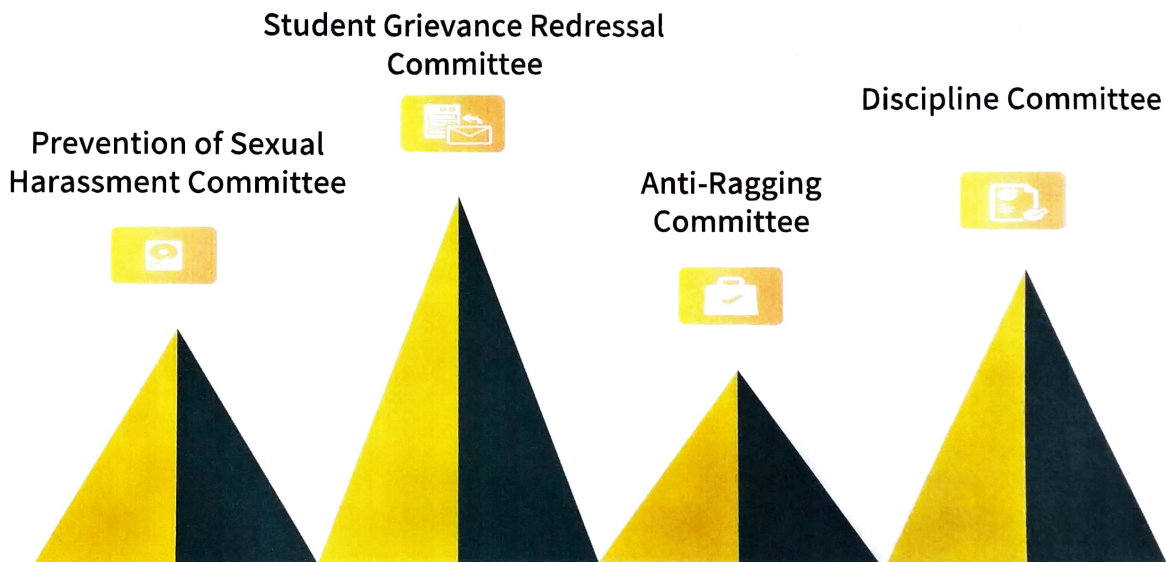


# **STUDENTS GRIEVANCE REDRESSAL MECHANISM**

  
**DIRECTOR**  
Trinity Institute of Professional Studies  
(Adj). Metro Pillar No. 1160, Institutional Area  
Sector-9, Dwarka, New Delhi-110075



# GRIEVANCE REDRESSAL MECHANISM



*A. S. K.*  
**DIRECTOR**  
Trinity Institute of Professional Studies  
(H-3), Metro Pillar No. 11009 Institutional Area  
Sector-9, Dwarka, New Delhi-110075



# COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE



**TRINITY INSTITUTE  
OF PROFESSIONAL STUDIES**



SECTOR 9, DWARKA, NORTH OF DELHI, DELHI-110075 APPROVED BY DIST. COUNCIL OF INDIA, NEW DELHI

## COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

Academic Session 2022-23

S.No	Name	Designation	Department	Mobile
1	Ms. Richa Tyagi	Chairperson	Law	885744546
2	Ms. Rashmi Sharma	Coordinator	Law	858685978
3	Ms. Nidhi Chatterjee	Psychologist - Member	Psychologist	703490430
4	Dr. Neha Arora	Counselor - Member	Management	9897519240
5	Ms. Priya Nagar	Member	B.A./H.C.	7428228407
6	Ms. Hemlata Badhani	Admin member	S.S.C	8348488495
7	Mr. Rohit Kumar	Member	Management	8882477347
8	Ms. Sneha	Student member	B.A.B.B	6299884742
9	Ms. Pragya	Student member	BCA	8477825356

DWARKA, SECTOR 9, NEW DELHI-110075 | WWW.TIPS.EDU.IN | EMAIL: GRIEVANCE@TIPS.EDU.IN

9315911715, 9315911714 9315911709

f t i n /TRINITYDWARKA

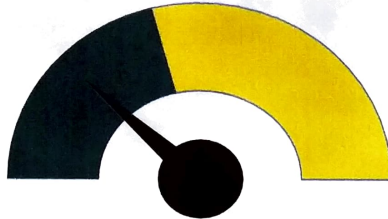
*J. 202*  
**DIRECTOR**  
Trinity Institute of Professional Studies  
14/3, Metro Park, Sector 9, Dwarka, New Delhi-110075  
Sector-9, Dwarka, New Delhi-110075



# STUDENTS' REDRESSAL SYSTEM

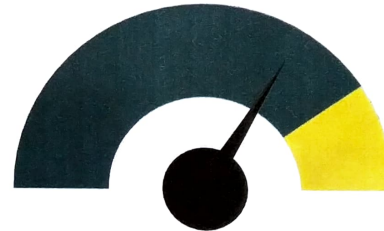


## Online Mode



-Grievance Form

## Offline Mode



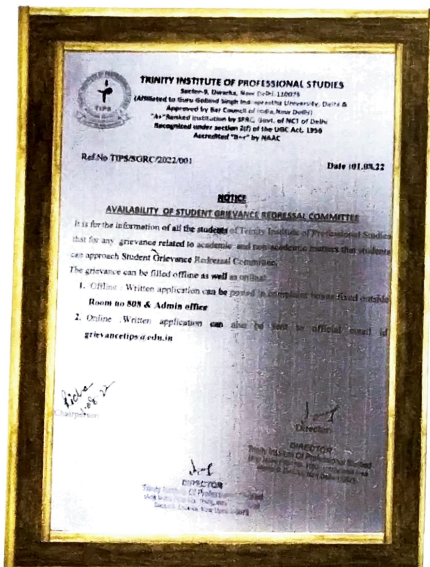
- Anti-Ragging Display Boards/Prevention of Sexual Harassment Boards
- Disciplinary Committee - Display Board
- CCTV Cameras around campus
- Counselling
- Complaint / Suggestion Box

*Handwritten signature*  
**DIRECTOR**  
Trinity Institute of Professional Studies  
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Sector-9, Dwarka, New Delhi-110075

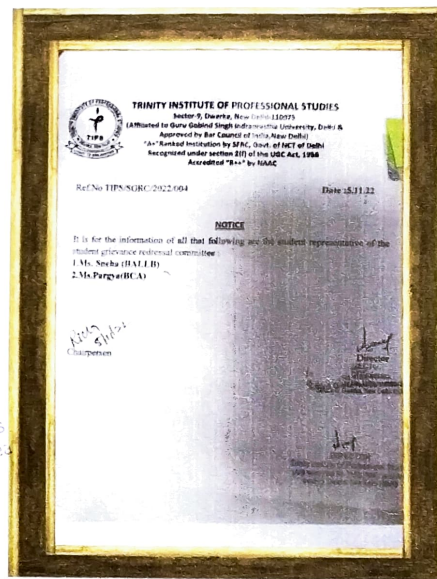


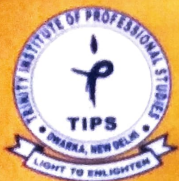


# STUDENTS' REPRESENTATION IN THE CELL



*Log*  
**DIRECTOR**  
Trinity Institute of Professional Studies  
(1st/4) Metro Pillar No. 11609, Institutional Area  
Sector-9, Dwarka, New Delhi-110075





# PSYCHOLOGIST & STUDENT'S COUNSELOR (SGRC)

**TRINITY INSTITUTE  
OF PROFESSIONAL STUDIES**

A joyful life is an  
individual creation  
that cannot be copied  
from a recipe.



**DR. NOOPUR CHATTERJI**  
PSYCHOLOGIST

**MOBILE : +91- 7034901430**  
(MON - FRI 10 AM-4 PM)  
Psychologist@tips.edu.in  
Grievance Redressal Committee Room, Ground Floor

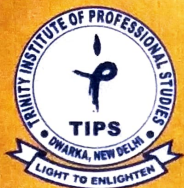
**TRINITY INSTITUTE  
OF PROFESSIONAL STUDIES**

**STUDENT'S  
COUNSELOR**



**Dr. Neha Arora**  
ROOM NO. 605  
MOBILE NO. 9897519240  
EMAIL: COUNSELLOR@TIPS.EDU.IN

**DIRECTOR**  
Trinity Institute of Professional Studies  
(Adj) Metro Pillar No. 1150, Institutional Area  
Sector-9, Dwarka, New Delhi-110075



## GRIEVANCE REDRESSAL MECHANISM

- The institute maintains all the verifiable documents & proceedings/compliances of SGRC.
- The institute has published /notified prominently the details of SGRC on notice boards and website.
- Students Satisfaction with regard to effectiveness of SGRC has been obtained by Google Form.
- The institute sends proceedings/compliances of SGRC in every semester to the University.
- All due Compliances as per the directions of the University have been complied for.





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Accredited "B++" by NAAC

### Students' Grievance Redressal Mechanism:

POINTS	COMPLIANCE BY INSTITUTE	SUPPORTING DOCUMENTS
1. Availability of Students' Grievance Redressal Committee (SGRC)	A) As per the direction of the Hon'ble High Court of Delhi & guidelines of UGC we have well defined and functional of <b>Students' Grievance Redressal Committee (SGRC)</b>	1. Composition of all the committees enclosed here with as Annexure-I  2. Link of the committee composition for 2022-23 on the website <a href="https://tips.edu.in/grievance-redressal">https://tips.edu.in/grievance-redressal</a>
2. Whether the Grievance Redressal Committee has elected students representative and complies with	A) As per the norms of UGC's guidelines 2012 we have two elected student representatives in SGRC & following are the details of student representatives	1. Notice of the student's representatives in SGRC enclosed as Annexure -II



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Sector-9, Dwarka, New Delhi-110075




latest UGC Regulations and relevant Court Order

1. **Ms. Sneha (BALLB)**  
**Contact no: 6299884742**
2. **Ms. Pragya (BCA)**  
**Contact no: 8417825356**


**B) Election Mechanism Student Representatives in the Committee.**

As college resumed physically, fresh elections were contested for student representatives in the committee. Every year we follow the procedure of selection of 4 Class representatives from each class on the basis of voting by all students of the class. A meeting of Grievance redressal committee with these class representatives was conducted for nomination and election of Student Representatives for Students Grievance Redressal Committee.

In the Meeting Class Representatives (CRs) of all the classes of all programs were present. All 12 members were given 5 minutes time to present themselves why they should be elected as student representatives in the front of all the remaining CRs and Students Grievance Redressal Committee members After all the presentations voting was done by all CRs in a democratic manner and Ms.Sneha (BALLB) and Ms.Pragya (BCA) won the election of Students representative in the SGRC committee.

  
**DIRECTOR**  
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3. Whether meticulous and verifiable documentations of the proceedings of Students' Grievance Redressal Committee is maintained	<p>A) The Student Grievance Redressal Committee File with all the Notices, MOM &amp; ATR is maintained by the chairperson and coordinator of the committee</p> <p>B) SGRC register is maintained for the academic year 2022-23</p>	1. Copy of notices, MOM and ATR of SGRC enclosed here with as Annexure 3.
4. Availability of Psychiatrist, Psychologist and professional students' Counsellor	<p>A) <b>Availability of Psychologist in campus</b> : Dr Noopur Chatterjee is appointed Psychologist in the campus the students can directly meet her for any personal and professional stress or problems in Psychologist room, Ground floor or can contact her through phone on 70434901430 as well as through mails on <a href="mailto:Psychologist@tips.edu.in">Psychologist@tips.edu.in</a>.</p> <p>B) <b>Availability of Psychiatrist / medical services</b>: For this purpose, we have tie up with Ayushman Hospital Dwarka</p> <p>C) <b>Availability of Student Counselor</b> : Dr Neha Arora is student counselor on campus the students can meet her for any Professional guidance in regard to their careers in <b>Room no 605(A), sixth floor or contact her 9897519240 or through mail at <a href="mailto:Counselor@tips.edu">Counselor@tips.edu</a></b></p>	<p>1. Appointment Letter of Psychologist enclosed here with as Annexure 4.</p> <p>2. Letter of contract for medical facilities with Ayushman Hospital, Dwarka enclosed here with as Annexure 5.</p> <p>3. Notice of availability of Psychologist and Counselor enclosed here with as Annexure 6.</p>

  
 DIRECTOR  
 Family Institute of Professional Studies  
 1st Floor, Sector-9, Dwarka, New Delhi-110075

5. Whether the institute has published/notified prominently the details of SGRC on website and admission prospectus	Trinity Institute of Professional Studies gives top priority to its students and following the orders of the Hon'ble High Court of Delhi the information about the constitution of Student Grievance Redressal Committee has been duly published in the admission brochure as well as the website of the college/institute . Further the details of the SGRC is displayed in the campus on prominent places / notice boards.	<p>1. Brochure of the college enclosed here with as Annexure 7.</p> <p>2. Photograph of the SGRC banner displayed in the college campus enclosed here with as Annexure 8.</p> <p>3. Link of the SGRC for 2022-23 on the website  <a href="https://tips.edu.in/grievance-redressal">https://tips.edu.in/grievance-redressal</a></p>
6. Whether students are satisfied with the effectiveness of the SGRC	The feedback is taken from the students regarding the effectiveness of the SGRC mechanism in our college	1. Copy of feedback form filled by the students in regard to effectiveness of SGRC enclosed here with as Annexure 9.
7. Whether reports of the proceedings of SGRC are being sent to the University every semester	The reports of the events duly sent to the University .	1. Copy of mail send to the university for the proceedings of the previous semester enclosed here with as Annexure 10.
8. Whether the directions of the University w.r.t. redressal of student's grievances are complied	The compliance report was duly submitted to the university on the mail .	1. Copy of the compliance report submitted to the University on mail enclosed here with in as Annexure 11.

  
DIRECTOR

Trinity Institute of Professional Studies  
(Adj. Metro Pillar No. 100), Institutional Area  
Sector-9, Dwarka, New Delhi-110075

Ref TIPS/SGRC/2022-23/05

Date: 11.01.2023

### NOTICE

It is for the information of all that composition of Student Grievance Redressal Committee is revised and this shall be the new constitution of the committee with effect from 11.01.2023

### COMPOSITION OF SGRC

S.No	Name	Designation	Department	Mobile
1	Ms. Richa Tyagi	Chairperson	Law	8057461416
2	Ms. Rashima Sharma	Coordinator	Law	8586815778
3	Ms. Noopur Chatterjee	Psychologist Member	Psychologist	7034901430
4	Dr Neha Arora	Counselor-Member	Management	9897519240
5	Ms. Preeti Nagar	Member	BJMC	7428228407
6	Ms. Hemlata Badlani	Admin member	SSC	8368688695
7	Mr. Rohit Kumar	Member	Management	8882417347
8	Ms. Sneha	Student member	BA LLB	6299884742
9	Ms. Pragya	Student member	BCA	8417825356

*Richa*  
Chairperson

*A. Singh*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj. Metro Pillar No. 1130), Institutional Area  
Sector-9, Dwarka, New Delhi-110075

*A. Singh*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj. Metro Pillar No. 1130), Institutional Area  
Sector-9, Dwarka, New Delhi-110075





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RANKED "A+" AFFILIATED INSTITUTE OF GGSIPU, DELHI & APPROVED BY BAR COUNCIL OF INDIA, NEW DELHI

# STUDENT'S COUNSELOR



**Dr. Neha Arora**

**ROOM NO. 605**

**MOBILE NO. 9897519240**

**EMAIL: COUNSELLOR@TIPS.EDU.IN**

DWARKA SECTOR 9, NEW DELHI-110075 | [WWW.TIPS.EDU.IN](http://WWW.TIPS.EDU.IN) | EMAIL: [GRIEVANCE@TIPS.EDU.IN](mailto:GRIEVANCE@TIPS.EDU.IN)

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GURU GOBIND  
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INDRAPRASTHA  
UNIVERSITY

6

**A joyful life is an  
individual creation  
that cannot be copied  
from a recipe.**



*Dr. Noopur*  
DIRECTOR  
Trinity Institute of Professional Studies  
(1st fl. Metro Pillar No. 100), Institutional Area,  
Sector-9, Dwarka, New Delhi-110075

**DR. NOOPUR CHATTERJEE**  
**PSYCHOLOGIST**

**MOBILE : +91- 7034901430**  
**(MON -WED- FRI, 10 AM-4 PM)**



**Psychologist@tips.edu.in**

**Grievance Redressal Committee Room, Ground Floor**





## TRINITY INSTITUTE OF PROFESSIONAL STUDIES

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Ref.No TIPS/SGRC/2022/001

Date :01.08.22

### NOTICE

#### AVAILABILITY OF STUDENT GRIEVANCE REDRESSAL COMMITTEE

It is for the information of all the students of Trinity Institute of Professional Studies that for any grievance related to academic and non-academic matters that students can approach Student Grievance Redressal Committee.

The grievance can be filled offline as well as online:

1. Offline : Written application can be posted in complaint boxes fixed outside  
Room no 808 & Admin office
2. Online : Written application can also be sent to official email id  
[grievancetips@edu.in](mailto:grievancetips@edu.in)

*Richa*  
1.08.22  
Chairperson

*[Signature]*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj). Metro Pillar No. 1100, Institutional Area  
Sector-9, Dwarka, New Delhi-110075

*[Signature]*  
Director

DIRECTOR  
Trinity Institute of Professional Studies  
(Adj). Metro Pillar No. 1100, Institutional Area  
Sector-9, Dwarka, New Delhi-110075



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Accredited "B++" by NAAC

Ref.No TIPS/SGRC/2022/004

Date :5.11.22

**NOTICE**

It is for the information of all that following are the student representative of the student grievance redressal committee :

- 1.Ms. Sneha (BALLB)
- 2.Ms.Pargya(BCA)

*Rick*  
5/11/22  
Chairperson

*[Signature]*  
Director

Trinity Institute of Professional Studies  
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Sector-9, Dwarka, New Delhi-110075

*[Signature]*  
DIRECTOR  
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Ref.No TIPS/SGRC/2022/007

Date :21.11.22

### NOTICE

It is for the information of all the students of all the programs that a special session on **Parenting Style** in room no 002, TIPS, Dwarka from 10 am onward by our appointed **Psychologist Dr Noopor Chatterjee**. The session will be divided into 2 sessions the first session will be of general discussion and second session will be one to one interaction with Parents for any concern.

*Richa*  
21.11.22  
Chairperson

*Deep*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj). Metro Pillar No. 30, Institutional Area  
Sector-9, Dwarka, New Delhi-110075

*Deep*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj). Metro Pillar No. 30, Institutional Area  
Sector-9, Dwarka, New Delhi-110075



## TRINITY INSTITUTE OF PROFESSIONAL STUDIES

Sector-9, Dwarka, New Delhi-110075  
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Ref.No TIPS/SGRC/2022/ 008

Date : 22.03.23

### NOTICE

It is for the information for all the students of Trinity Institute of Professional Studies that for any personal and professional grievance, kindly contact :

S.no	Name	Designation	Contact Details	Availability
1.	Dr Nupur Chatterjee	Psychologist	Grievance Redressal Committee Room , Ground floor Contact no: 7034901430 Email id: Psychologist@tips.edu.in	Mon, Wen & Fri From 10:00 am to 4:00 pm
2.	Dr Neha Arora	Student Counselor	Room no 605 (1), sixth floor Contact no :9897519240 Email id : Counselor@tips.edu	Monday to Saturday from 9:00 am to 5:00 pm

*Recd*  
22.03.23  
Chairperson

*Recd*  
Director  
Trinity Institute of Professional Studies  
(Adj) Metro Pillar No. 109, Institutional Area  
Sector-9, Dwarka, New Delhi-110075

*Recd*  
DIRECTOR  
Trinity Institute of Professional Studies  
(Adj) Metro Pillar No. 109, Institutional Area  
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