



**Mata Sundri College for Women
(University of Delhi)
Mata Sundri Lane, New Delhi-110002**

Ref No. MSC/IQAC/SSR-CR5/5.1.5.3

Ph: 23237291

Key Indicator - 5.1 Student Support

5.1.5 Mechanism for timely redressal of student grievances

Website link for submission of online grievances provided on college website-

<http://app.du.ac.in/sgr/index.php/form/create>

Website link for College grievance redressal committee details-

https://mscw.ac.in/Grievances_Committee_Members.aspx

Feedback box installed near the Principal's office for submission of offline grievances and feedback





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Only one complaint was received by ICC in the last 5 years. It was successfully resolved. Minutes of Meeting are attached-

Internal Complaint Committee

Meeting of Internal complaint Committee held on 25-05-2018 at 11.45 A.M. in the Principal's office.

All the members of ICC were present:-

- | | | |
|------------------------|-------------------|-----------------------|
| 1. Dr. Kawarjit Kaur | Offg. Principal | <u>Kawarjit Kaur</u> |
| 2. Dr. Kamlesh Kaur | Presiding officer | <u>K Kaur</u> |
| 3. Dr. sudha singh | Member | <u>Sudha Singh</u> |
| 4. Mrs. Poonam sharma | Member | <u>Poonam</u> |
| 5. S. Manjit Singh | Member | <u>Manjit Singh</u> |
| 6. Mrs. Santosh Khanna | Member from NGO | <u>Santosh Khanna</u> |
- Ritika Hira (Computer teacher in Vocational centre) had complaint against Mr. Purshottam Kumar(Sr. Asstt. in Admin.) for his misconduct.

The complainant Ms. Ritika Hira was called and heard. During hearing she agreed that it was Not a case of sexual harrasement but it was a case of misbehavior on the part of accused. She Wanted that he should feel sorry and must not practice such unbecoming behavior in future.

Mr. Purshottam Kumar (the accused) was also heard and he said that he will apolose if he has Hurt the feeling of the complainant. According to he very seriously apolozised to her and promised that in future nothing of this sort would happen.

The case was resolved to the satisfaction of both the parties and there is no further action.

Santosh Khanna
(Santosh Khanna)
Poonam
(Member)
K Kaur
(Presiding officer)
Manjit Singh
(Member)
Sudha Singh
(SUDHA SINGH)
Member
Kawarjit Kaur



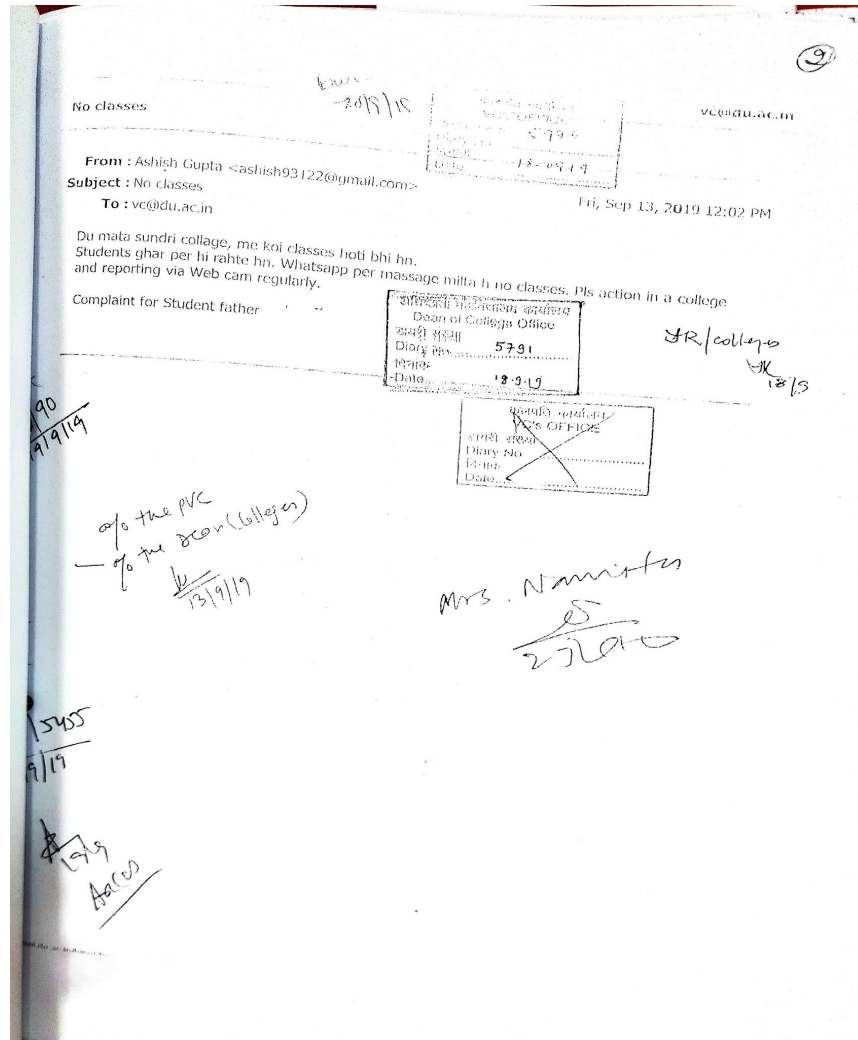
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Grievances recieved from students/parents on different matters through online or offline modes are attended and resolved satisfactorily through proper channel. Some of them are enclosed.

A serious complaint received from a parent through the VC was attended and resolved.





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पशासनिक ब्लॉक / New Administrative Block
नम्बर 204, महाविद्यालय शाखा-2 / Room No. 204 College Branch-II
नॉर्थ कैम्पस, दिल्ली विश्वविद्यालय / North Campus, University of Delhi
दिल्ली- 110007 / Delhi-110007
Tel / दूरभाष: 27666805/Extn 1161.Fax फैक्स : 27667139.

09/10/2019

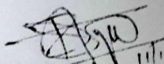
CB-II/Misc.128/2019/ 126

The Principal,
Mata Sundri College,
Mata Sundri Lane,
New Delhi – 110002

Subject: - Delay in starting of classes.

Madam,

I am directed to enclose herewith a copy of e-mail dated 13.09.2019 received from Mr. Ashish Gupta, on the subject cited above, for information and necessary action at your end.

Yours faithfully,

11/10/19
Assistant Registrar (Colleges)

Encl.: As above.

Shafiqul Karim
21.10.19



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MATA SUNDRI COLLEGE FOR WOMEN
(UNIVERSITY OF DELHI)

MATA SUNDRI LANE, NEW DELHI-110 002

PHONE : 23237291
FAX : 23236102

Ref. No. : MSC/ADMN/Conduct/2019-2543

Dated : 23/10/2019



Assistant Registrar (Colleges)
University of Delhi

Respected Sir,

This is with reference to your letter no CB-II/Misc.128/2019/129 dated 07/15.10.2019 regarding the mail you have received from Mr. Ashish Gupta for delay in starting of classes. Mr. Ashish Gupta is the father of our student Ms. Paridhi Gupta. She is the student of Political Science. Following is her attendance submitted by her respective subject teachers:

Teacher	Subject	Month	Attendance
Ms. Aika Pal	Understanding Political Theory	July	5/7
		August	3/20
		September	06/18
Ms. Avantika Pokhriyal	AECC : English-A	July	0/6
		August	1/15
		September	2/11
Ms. Neetu Sharma	Constitutional Democracy and Government in India	July	5/8
		August	5/20
		September	7/19
Ms. Upasana Kaushal	Introductory Microeconomics-I	July	0/3
		August	4/19
		September	2/18

Thanking you.

Harpreet Kaur
Prof. (Dr.) Harpreet Kaur
Principal



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The Principal.
Mata Sundri College for Women.

(14)

23 Oct. 2019

Subject - clarification for
Respected Ma'am.

I Paridhi of Mata Sundri college pursuing
Political theory (1st year) roll no. - POL191164
I being a student of 1st year wants to clarify
that I was attending college but due to
some confusions I had attended wrong classes
for some time.

Due to medical leaves and engaging in societies
for some time, there were some misunderstan-
-ing with my father regarding the classes.
Though being very serious about my future
he wrote an email claiming that there
is no commencement of classes.

Being unaware of the fact about the email
I wasn't clarified all the things with
father. I am extremely sorry for the
mis-behaviour and depleting the
name of the college.

Yours faithfully

Paridhi
Paridhi (POL191164) (1st year)

Harjot Kaur
Principal

Arjun Arora
Father of Paridhi



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Ph: 23237291

Re: No classes

https://mail.google.com/mail/u/0?ik=7fa54ee6ad&view=pt&search=all&permthid=thread_16

 Gmail

matasundricollege for women <matasundricollege.du@gmail.com>

Re: No classes

1 message

Aashish Gupta <ashish93122@gmail.com>
To: vc <vc@du.ac.in>, matasundricollege.du@gmail.com

Wed, Oct 23, 2019 at 1:57 PM

I have written the mail due to misunderstanding. sorry for that I withdraw my statement I am not under any pressure.

ASHISH GUPTA
9312289250

On 13/09/2019, Ashish Gupta <ashish93122@gmail.com> wrote:
> Du mata sundri collage, me koi classes hoti bhi hn.
> Students ghar per hi rahte hn. Whatsapp per message milta h no classes. Pls
> action in a college and reporting via Web cam regularly.
>
> Complaint for Student father
>

1 of 1

23-10-2019, 14:04



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Complaints of students on public portals and police are also taken care of-

9/3/2017

CPGRAMS 4.0

Grievance Details

Registration Number	: PMOPG/E/2017/0463266
Registration Date	: 22 Aug 2017
Complainant's Name	: shrishiti bhardwaj
Grievance Category	: Police - Others
Letter No & Date	: ,8/22/2017 12:00:00 AM
Client Status	: General Public
Address	: house no-2287, sector-8, faridabad, -121006
State/UT	: Haryana
District	: Faridabad
Contact No.	: ,9911349099
E-mail ID	: shrshbhardwaj@gmail.com

Grievance Description :

hon'ble prime minister sir, i am a student of first year in Mata Sundri college for women situated at connaught place,delhi incidents of theivery is very common in this area there are cctv's but they don't work properly nobody holds responsibility for these crimes also due to this hike in crimes,we are scared because no punishment to them obviously enhance their confidence for committing these crimes. i hope that you will take the necessary actions as soon as possible.

Asstt. Commissioner of P.
By No. 73-CPG/17
Date: 4/9/17

Complaint Bearing No
2576-3.DGPRC
Date: 3/9/17

Dr. No 60 - Times
5/9/17

||

To Put up report

ASB Bhardwaj

for further info

24/9/17

6/9/17

34 File no

6/9/17

Insp. BRADIPS IPG of
Through ACP
For necessary action and report with
of by

For Dy. Comm. of Police
Genl. District Dept.



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Complaints received through feedback cum complaint box are timely addressed and necessary actions are taken-

Page No. _____
Date: _____

Respected Sir / Madam,

It is humble request that please increase the level of quality of food of your canteen. And there should be water cooler for students near by the canteen. There should be fair price for food.

Thankyou

Your student

Canteen
Harpreet Kaur



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Ph: 23237291

10
Complaint Application

The principal,
Mata Sundri College for women,
(University of Delhi)

31/10/19

Subject: Complaint regarding washrooms

Respected Mam,

I want to bring you a kind notice towards the conditions of washroom on Block-B, 3rd floor. Washrooms on the third floor has ill-functioned flush system due to which using the washroom has become a major issue on this floor. Students and faculties both ~~could~~ are not able to use washrooms and helpers of this floor are also facing problems of cleaning filthy washrooms. Kindly, consider the same. Looking forward for your action.

Thanking you.

Yours sincerely,
Shruti Panda
B.Ed 3rd year
9958852003

A. D. Adarsh
Caretaker
Harbour Kan



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Ao (S.O. (2012)) to look into point (1) and (2)

Kowal, Utk

Page No.	
Date	

Dear Principal Madam

① Please see the condition of washrooms at (canteen) & at 1st floor. They are horrible

② Come to common room & see the cleanliness & the spider webs in A.C. A.C.s

③ The behaviour of lab assistant was very rude regarding any enquiry. Madam we are students we will not know everything that is why we have faculty. But if they regard us with such words its hurtful.

Kindly look into the matter.



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For Mrs Iqbal
Please discuss with

Page No.				
Date				

To Kaur (M)
The Principal
Mata Sundri College for Women
University of Delhi (New Delhi)

Sub: Complaint against Assist. Librarian (Mrs. - Jasbir Kaur).

Respected mam,

we are the student of our this RA, collage, pursuing B.Com (Hons) III sem, In this two year, we always have a very bad experience in our college library, whenever we went in college library for to issue or return the book, we always experienced very rude & impolite behaviour by Mrs. Jasbir Kaur, which often leads to insulting behaviour;

Moreover, this not only happens with us, but has been experienced by many students, So, we hope that you will take strict actions against the matter, so that environment of our library become stable & peaceful.

we will be heartily grateful to you!

Yours faithfully
Manpreet Kaur Waraich
Sukriti Nakra
Jasleen Galloway
Paramjeet Kaur
(B.Com) Hons.
25/10/17.



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Fees (w/o)

Student
Complaint

Kawatha

01/11/2017

सेवा में,

श्रीमान् प्राचार्य महोदय,
माता सुन्दरी कालेज (महिला)
यूनिवर्सिटी ऑफ़ देल्ही, न्यू देल्ही

विषय:- जमा एडमिशन शुल्क की राशि वापिस किये जाने अथवा खाता में
जमा करने बावत्।

महोदय,

निवेदन है कि प्रार्थिया शैलजा तिवारी पुत्री अनन्त कुमार तिवारी निवासी ब्रजपुर तहसील पन्ना हाल निवासी बेनीसागर मोहल्ला पन्ना तहसील व जिला पन्ना (म0प्र0) ने आपके कॉलेज में बी.एस.सी. (Hons.) कम्प्युटर साइंस में वर्ष 2017-18 में प्रथम वर्ष में प्रवेश लिया था किन्तु प्रार्थिया को शासकीय इंजीनियरिंग कॉलेज रीवा में प्रवेश मिल जाने से इंजीनियरिंग कॉलेज रीवा में प्रवेश लेकर अध्ययन कर रही है और आपके कॉलेज का एडमिशन दिनांक 19.07.2017 को निरस्त करवा लिया है किन्तु प्रार्थिया की जमा एडमिशन शुल्क की राशि का भुगतान आज तक नहीं किया गया है जिसे प्रार्थिया प्राप्त करने की अधिकारिणी है।

अतएव निवेदन है कि प्रार्थिया की जमा एडमिशन शुल्क की राशि का भुगतान जरिये चेक से अथवा प्रार्थिया के बैंक ऑफ़ इण्डिया के खाता क्रमांक **944310110005553 IFSC No. BKID0009443** में डाले जाने की कृपा की जाये।

दिनांक 24/10/2017

A. Tiwari

हस्ता/प्रार्थिया द्वारा
शैलजा तिवारी
पुत्री अनन्त कुमार तिवारी
एडवोकेट पन्ना जिला पन्ना (म0प्र0)
मो.नं. 9406744503

संलग्न कागजात :-

1. एडमिशन Fee रिलिफ नं. 1187 Univ. Reg. No. 172516 की छायाप्रति।
2. केसलेषन Fee रिलिफ नं. 2583 दिनांक 19.07.2017 की छायाप्रति।
3. प्रार्थी का Bank Of India के खाता की छायाप्रति।



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Ph: 23237291

To,
The Principal,
Mata Sundri College for Women,
Mata Sundri Lane,
New Delhi - 2

Respected Man,

Subject: Harassment by a 2nd year student.

I am Sonya Jain, student of Mata Sundri College, COM/13/164 (Final Year).

Today, 28/4/16, while I was standing patiently in the queue for my clearance. A girl of 2nd Year B.A. (Hons), Damini started a verbal fight with me. Although in my defence I avoided talking to her. She then in sheer mis-conduct that girl came running towards me and then pushed me due to which I fell on the floor. Her physical misconduct did not end there she continued to hit me and then suddenly held my neck with so much force that it became impossible for me to breathe properly for sometime. She verbally abused me while hitting me badly.

(9868119142)
Yours Sincerely,
Sonya Jain
Sonya

Encharge Discipline & Student Welfare
Please look into it and inform the Principal about outcome
J.P. Mehta
28/4/2016

Added to the file
To be discussed with
Principal
Miss P.K.



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प्रिय,
श्री-मति निदेशक,

एक पिछले के सप्ताह से कॉलेज में लक्ष्मी में
शुद्ध ही रहे हैं, तीन-चार घंटे का रुक
हीजे के बाद भी, एकाग्र कार्य नहीं हो पा
रहा है। कॉलेज प्रबंधक अपना काम सही तरीके
से नहीं कर रहे हैं।
आपसे अनुरोध है कि आप इस प्रकार की
समस्याओं पर अपना ध्यान मोट करें।

आपकी आभारार्थी, किरण

Student

A0/S.O (Admin)
please do the needful.
Kawar, 11/11



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Ph: 23237291

3-pond-2016

Principal
Mata Sundri College for women
New Delhi

Dear Ma'am,

I I tell you that yesterday I brought sandwich from our canteen when I opened it for eating then I saw that in this sandwich has some Cocosateka. It very harmful for me So, I complain to you please register my complaint and take the action.

Thanking you
yours faithfully
Name - Simran Kaur
Course - B.com/VP
Ph - 9650230076
Aditi Singh
Anjali Naypal
Kritika Khanna
(Union Members)

I have proofs

Section Officer (Accounts)
Mata Sundri College for Women
Mata Sundri Lane,
New Delhi-110002

Coordinator
Internal Quality Assurance Cell
Mata Sundri College for Women
(University of Delhi)
New Delhi-110002

Principal
Mata Sundri College For Women
University of Delhi