



**Teachers' Training College, Bhagalpur**  
**A College for conducting D.El.Ed. and B.Ed. Course**

Recognised by ERC NCTE, Bhubaneshwar and  
Affiliated to B.S.E.B., Patna & T.M. Bhagalpur University, Bhagalpur Respectively  
Plot No. D-9,10 & NS Plot, Large Industrial Estate, Barari, Bhagalpur – 812003  
(Under the aegis of the Trust – Srijan Development & Research Institute, Patna)

**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2019-2020**

The grievance and redressal committee GRC meeting for the academic year 2019-2020 has been planned to conduct on 27.08.2019 at 12:10 PM. All the members of grievance and redressal cell are hereby informed to attend the meeting.

**Name of member's present in meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Kameshwar Prasad Singh	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Mangalm Kumar Jha	Student Council Member	
6	Monika Kumari	Student Council Member	

The meeting started with a welcome note by the chairperson.

- All the committee members discussed the solution's provided against submitted grievance letters.
- The library advisory committee was asked to look into the possibility of extension of library timings.
- The grievances raised by students were analyzed and send to H.O.D. of concerned departments for different classes of B.Ed. 1<sup>st</sup> & 2<sup>nd</sup> year.
- To grievances raised by students were examine are committee decided; for creation of separate website for library.

The meeting ended with a vote of thanks by the chairperson.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2019-2020**

The grievance redressal committee meeting for the academic year 2019-20 is scheduled on 18.11.2019 at 02:30 PM. All the members of grievance committee are informed to attend the meeting.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Kameshwar Prasad Singh	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. Pushpraj Gunjan	Faculty Member	
4	Prof. (Dr.) Manju Roy	Faculty Member	
5	Mangalm Kumar Jha	Student Council Member	
6	Monika Kumari	Student Council Member	

The principal welcomed all the member's of GRC and opened the discussion on the agenda points.

- After discussing the agendas, the committee unanimously resolved the following grievances.
- After examining the grievance, the GRC members assured for conducting “Personality development program” in college.
- After examining the grievance raised by the students, the GRC members decided to provide creche facilities in college campus for working trainees/parents for feeding and keeping their small babies.

The meeting ended with a vote of thanks by the principal as there were no other points for discussion.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2019-2020**

The grievance redressal committee meeting is scheduled on 06.02.2022. All the committee members are requested to attend meeting at 01:15 PM in the committee room.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Kameshwar Prasad Singh	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. Pushpraj Gunjan	Faculty Member	
4	Prof. (Dr.) Manju Roy	Faculty Member	
5	Vishwajeet Anand	Student Council Member	
6	Mili Kumari	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the agenda points.

- After discussing the agendas, the committee unanimously resolved the following grievances.
- The GRC members decided to take an immediate action on the problem related to ICT labs so the principal instructed the in-charge of ICT lab (Prof. Kunal Vats) to replace in operative CPUs and also underclaim for upgradation of ICT lab for further use progression use.
- The GRC members after examining the grievances decided to provide extra stationary material in canteen for the benefits to the students during class hours and during examination.
- The GRC members decided to upgrade the canteen by expansion of space in canteen.

The meeting ended with a vote of thanks by the principal as there were no other points for discussion.



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**Annual Report**  
**2019-2020**  
**GRIEVANCES REDRESSED CELL**

Three meeting of the student's grievance redressal cell were convened during the academic year 2019-2020. The principal emphasizes on the need to address student grievance in a fair and impartial manner. In order to facilities the easy submission of grievances by the student's complaint/suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestion are grievances with are without revealing their identity. The cell canvas diligently monitors the complaint box and the online platforms for any grievances that may name been submitted. Throughout the year the cell received five grievances form of students regarding common issues within the college, all of which were objectively resolved by cell with the support of management.



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**Summary of**  
**Action Taken Report Against the Grievances Reported for the**  
**Academic Year: 2019-2020**

Sl. No.	Action Taken/Recommendation
1	Farmer grievances were solved by committee members.
2	Library timing was extended according to the need of students.
3	By the permission of GRC members separate website for library was created.
4	With the assurance of GRC members “Personality Development Program” was conducted.
5	The GRC members decided to consider on providing creche facilities in college campus for working trainees.
6	ICT lab was upgraded and in operative CPU's were replaced with new CPU's.
7	By the assurance of GRC members canteen space was expanded and canteen in charge was instructed to keep stationary material in canteen.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2020-2021**

The grievance redressal committee meeting for the academic year 2020-21 is scheduled on 14.12.2020 at 02:10 PM. All the members of grievance committee are informed to attend the meeting.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. Pushpraj Gunjan	Faculty Member	
4	Prof. (Dr.) Manju Roy	Faculty Member	
5	Mangalm Kumar Jha	Student Council Member	
6	Monika Kumari	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the agenda points.

- After discussing the agendas, the committee unanimously resolved the following grievance
- After examining the grievance, the GRC members decided to all at the mentor's for B.Ed. 1<sup>st</sup> year and B.Ed. 2<sup>nd</sup> year classes.
- The GRC members decided to organize an online meeting through “Google Meet” App for conducting online classes due to spread of COVID-19.

The meeting ended with a vote of thanks by the principal as there were no other points for discussion.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2020-2021**

The grievance redressal committee meeting for the academic year 2020-21 is scheduled on 12.04.2021 at 01:30 PM. All the members of grievance committee are informed to attend the online meeting at “Google Meet” sharp at 01:30 PM.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. Pushpraj Gunjan	Faculty Member	
4	Prof. (Dr.) Manju Roy	Faculty Member	
5	Mangalm Kumar Jha	Student Council Member	
6	Monika Kumari	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the agenda points in the online meeting session.

- After discussing the agenda, the committee unanimously resolved the following grievances.
- After examining the grievances, the GRC members decided to increase the number of online classes for students.
- The GRC members connected together at “Google Meet” with no network issues; for increasing the number of online classes.

The meeting ended with a vote of thanks by the principal as there were no other points for discussion.



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**Annual Report**  
**2020-2021**  
**GRIEVANCES REDRESSED CELL**

Two meeting of the student's grievance redressal cell were convened during the academic year 2020-2021. The principal emphasizes on the need to address student grievance in a fair and impartial manner. In order to facilities the easy submission of grievances by the student's complaint/suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestion are grievances with are without revealing their identity. The cell canvas diligently monitors the complaint box and the online platforms for any grievances that may name been submitted. Throughout the year the cell received no grievances form students regarding common issues within the college, all of which were objectively resolved by cell with the support of management.





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**Summary of**  
**Action Taken Report Against the Grievances Reported for the**  
**Academic Year: 2020-2021**

Sl. No.	Action Taken/Recommendation
1	Mentors were assigned for all classes by giving them information about their duties and responsibilities.
2	Online meeting was conducted through “Google Meet” App.
3	GRC members increased the number of online classes due to current pandemic situation (Covid-19).
4	Due to pandemic; the GRC members decided to organize all the meeting through online mode.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2021-2022**

The grievance redressal committee meeting is scheduled on 05.01.2022. All the committee members are requested to attend meeting at 11:15 AM in the principal office.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Vishwajeet Anand	Student Council Member	
6	Mili Kumari	Student Council Member	

The meeting started with a welcome note by the principal.

- All the committee members discussed the grievances raised by the students and decided to provide solution on it.
- GRC members assured students that they will definitely consider for providing hostel facilities for girls in college campus in future.
- After examining the grievances; the GRC members assured that they will definitely consider on this matter and will write request letter to the district welfare officer, Bhagalpur (Government of Bihar) for increasing the amount of scholarship of SC/ST/OBC/Minority students.

As there were no other points for discussion so, the meeting ended with the vote of thanks given by the principal.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2021-2022**

The grievance redressal committee meeting is scheduled on 20.07.2022. All the committee members are requested to attend meeting at 10:30 AM in the committee room.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Vishwajeet Anand	Student Council Member	
6	Mili Kumari	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the agenda points.

- After discussing the agendas, the committee unanimously resolved the following grievances
- The members decided to provide female students facility to easy access to sanitary napkins in the college.
- The members decided to consider on the suggestion for providing sanitary napkin vending machines and incinerators for all the girl's washrooms.
- All the members appreciated this suggestion and principal appreciated it and asked maintenances department to provide all necessary support needed for the upleap of clean and hygienic environment in college.

The meeting ended with the vote of thanks by the principal.



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**Annual Report**  
**2021-2022**  
**GRIEVANCES REDRESSED CELL**

Two meeting of the student's grievance redressal cell were convened during the academic year 2021-2022. The principal emphasizes on the need to address student grievance in a fair and impartial manner. In order to facilities the easy submission of grievances by the student's complaint/suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestion are grievances with are without revealing their identity. The cell canvas diligently monitors the complaint box and the online platforms for any grievances that may name been submitted. Throughout the year the cell received four grievances form of students regarding common issues within the college, all of which were objectively resolved by cell with the support of management.



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**Summary of**  
**Action Taken Report Against the Grievances Reported for the**  
**Academic Year: 2021-2022**

Sl. No.	Action Taken/Recommendation
1	The GRC members assured for providing hostel facilities so our institution has signed an MOU with Jaitpur House (Name of Hostel) Address- Gosai Ghat Road, Choti Khanjarpur, Bhagalpur; for providing hostel facilities to girl students.
2	The GRC members assured that they will definitely consider on this matter and will write request letter to the district welfare officer, Bhagalpur (Government of Bihar) for increasing the amount of scholarship of SC/ST/OBC/Minority students.
3	The GRC members ordered the in charge of maintenance department for regular maintaining of washroom cleanliness and also for providing easy access to sanitary napkins for female students.
4	The GRC members suggested that they would definitely consider on providing sanitary napkin vending machines and incinerators for all the girl's washroom for future reference.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2022-2023**

The grievance redressal committee meeting for the academic year 2022-2023 is scheduled on 12.10.2022 at 12:20 PM. All the committee members of grievance committee are informed to attend the meeting

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Kaamini Kousal	Student Council Member	
6	Abhinav Anad	Student Council Member	

The meeting started with a welcome note by the principal.

- After discussing the agendas, the committee unanimously resolved the grievances.
- The GRC members assured that they will do following:
  1. The will write a request letter to state head of 'Mukhyamantri Nischay Swayam Sahayata Bhatta Yojna' (MNSSBY) for adding the name of Teachers' Training College, Bhagalpur in the portal of MNSSBY for providing education loan facilities to students.
  2. The will a request letter to district co-ordinator of nationalized bank; that is Regional Manager of SBI.
- The GRC members assured that they will seek permission from high authority /university and will write a request letter to the region bank manager of SBI for installation of ATM and branch of Nationalized bank (SBI).

As there were no other points for discussion so, the meeting ended with the vote of thanks given by the principal.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2022-2023**

The grievance redressal committee meeting is scheduled on 20.01.2023. All the committee members are requested to attend meeting at 10:25 AM in the principal office.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Jyotish Mehta	Student Council Member	
6	Ragi Rani Panday	Student Council Member	

The meeting started with a welcome note by the principal.

- All the committee members along with the principal discussed the grievances raised by the students and provided solution on those.
- GRC members decided to organize a workshop regarding placement knowledge/skill provided by senior executive of different department/company.
- GRC member decided to organize a seminar regarding placement knowledge conducted by educationalist for developing skills for placement.
- GRC members decided to organize an awareness program and placement workshop to earn the knowledge of placement/job skill from different states/country.

The meeting ended with the vote of thanks by principal as there were no other points for discussion.



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**Annual Report**  
**2022-2023**  
**GRIEVANCES REDRESSED CELL**

Two meeting of the student's grievance redressal cell were convened during the academic year 2022-2023. The principal emphasizes on the need to address student grievance in a fair and impartial manner. In order to facilities the easy submission of grievances by the student's complaint/suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestion are grievances with are without revealing their identity. The cell canvas diligently monitors the complaint box and the online platforms for any grievances that may name been submitted. Throughout the year the cell received five grievances form of students regarding common issues within the college, all of which were objectively resolved by cell with the support of management.





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**Summary of**  
**Action Taken Report Against the Grievances Reported for the**  
**Academic Year: 2022-2023**

Sl. No.	Action Taken/Recommendation
1	GRC members called office head (Mr. Dhiraj Kumar) for checking previous register; and found that all grievances were solved.
2	The GRC members assured that they will do following: 1. The will write a request letter to state head of 'Mukhyamantri Nischay Swayam Sahayata Bhatta Yojna' (MNSSBY) for adding the name of Teachers' Training College, Bhagalpur in the portal of MNSSBY for providing education loan facilities to students. 2. The will a request letter to district co ordinator of nationalized bank; that is Regional Manager of SBI.
3	The GRC members assured that they will seek permission from high authority /university and will write a request letter to the region bank manager of SBI for installation of ATM and branch of Nationalized bank (SBI).
4	By the assurance of GRC members workshops were organized, amiable executive of company was invited for imparting knowledge/skills regarding placement.
5	By the assurance of GRC members seminar were organized and educationalists were invited for imparting their knowledge regarding placement skill among students.
6	Awareness program & counselling session were organized.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2023-2024**

The grievance redressal committee meeting for the academic year 2023-2024 is scheduled on 11.08.2023 at 10:15 PM. All the committee members of grievance committee are informed to attend the meeting

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Ragi Rani Panday	Student Council Member	
6	Jyotish Mehta	Student Council Member	

The principal welcomed all GRC members and opened the discussion on the agenda pints.

- On discussion with the maintenance department GRC members decided to provide AC (Air Conditioner) facilities in ICT lab at college.
- GRC members decided to upgrade the placement cell by providing best career counselor for proper guidance and counseling and also with best placement services agencies for getting more information/guidance about placement/jobs from different states/countries.

The principal appreciated the faculty members and GRC members for their efforts. And as there were no other points for discussion so, the meeting ended with the vote of thanks by the principal.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2023-2024**

The grievance redressal committee meeting for the academic year 2023-2024 is scheduled on 21.11.2023 at 02:15 PM. All the members of grievance committee are informed to attend the meeting. The meeting constitutes following proceeding.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Priyank Kumari	Student Council Member	
6	Avinash Gautam	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the agenda points.

- After discussing the agenda, the committee unanimously resolved the following grievances.
- The GRC members considered about the request mode by students for providing coaching classes and assured that coaching facilities with the best teachers would be provided to the students for preparation of competitive examination (STET & CTET).
- The GRC members gave assurance that extra classes for English speaking course would be provided.

The meeting ended with the vote of thanks by the principal.



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**GRIEVANCES REDRESSAL COMMITTEE (GRC)**

**Minutes of meeting 2023-2024**

The grievance redressal committee meeting is scheduled on 13.02.2024. All the committee members are requested to attend meeting at 01:30 PM in the principal office.

**List of members present during the meeting:**

Sl. No.	Name of the member's	Designation	Signature
1	Prof. (Dr.) Amit Kumar Das	Principal	
2	Prof. Anamika Kumari	H.O.D., B.Ed.	
3	Prof. (Dr.) Manju Roy	Faculty Member	
4	Prof. Pushpraj Gunjan	Faculty Member	
5	Priyanka Kumari	Student Council Member	
6	Avinash Gautam	Student Council Member	

The principal welcomed all the members of GRC and opened the discussion on the grievances.

- After discussing the agendas, the committee unanimously resolved the following grievances.
- The GRC members after discussion with examination cell department decided to conduct “Mock Test” in internal examination.
- The GRC members assured that they will write a request letter to the ‘Dean of Education Department’ of Tilkamanjhi Bhagalpur University for updating the syllabus and for addition of ICT based courses in syllabus.

As, there were no other points for discussion so, the meeting ended with the vote of thanks given by the principal.



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**Annual Report**  
**2023-2024**  
**GRIEVANCES REDRESSED CELL**

Three meeting of the student's grievance redressal cell were convened during the academic year 2023-2024. The principal emphasizes on the need to address student grievance in a fair and impartial manner. In order to facilities the easy submission of grievances by the student's complaint/suggestion boxes are kept at prominent locations in the campus in which the students can drop their suggestion are grievances with are without revealing their identity. The cell canvas diligently monitors the complaint box and the online platforms for any grievances that may name been submitted. Throughout the year the cell received six grievances form of students regarding common issues within the college, all of which were objectively resolved by cell with the support of management.



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**Summary of**  
**Action Taken Report Against the Grievances Reported for the**  
**Academic Year: 2023-2024**

Sl. No.	Action Taken/Recommendation
1	The GRC members assured to provide AC (Air conditioner) so they instructed maintenance department for installation of AC in ICT lab; that is regular active classrooms.
2	The GRC members decided to upgrade placement cell by providing best career counselor, by connecting with advanced placement service agencies for more job opportunities from different states/countries.
3	The GRC members decided to provide coaching facilities for competitive examination CTET/STET in college.
4	The GRC members decided to provide extra classes for English speaking courses.
5	The GRC members after discussion with examination cell department decided to conduct “MOCK TEST” in internal examination
6	The GRC members assured that they will write a request letter to the ‘Dean of Education Department’ of Tilkamanjhi Bhagalpur University for updating the syllabus and for addition of ICT based courses in syllabus.