



PATLIPUTRA COLLEGE OF NURSING

Affiliated to : Aryabhatta Knowledge University | Bihar University of Health Sciences
Registered with - Bihar Nurses Registration Council (Govt. of Bihar)
Recognized by : Health Dept. Govt. of Bihar
Approved by : Indian Nursing Council (Govt. of India)
Khemnichak, Subhash Nagar, Patna - 800027 (Bihar)
Email Id : patliputranursing@gmail.com, Website : www.patliputraanmandgnm.com

Ref : PCN/822-1/25

Date : 24.10.25

GRIEVANCE AND REDRESSAL COMMITTEE REPORT

The Grievance and Redressal Committee of the Nursing Institution has been constituted to address and resolve grievances raised by students, faculty members, and other staff members in a fair, transparent, and timely manner. The committee works to maintain a safe, respectful, and supportive academic environment within the institution.

2. Objectives

The main objectives of the committee are:

- To provide an accessible mechanism for reporting grievances.
- To listen to and examine complaints impartially.
- To ensure timely redressal of genuine grievances.
- To maintain confidentiality and protect the dignity of complainants.
- To prevent discrimination, harassment, bullying, and unfair treatment.
- To promote a healthy and positive learning environment.

3. Composition of the Committee

S.No	Name	Designation	Role of committee	Mobile No
1	Dr. Smriti Rekha Roy	Principal	Chairperson	9264469770
2.	Mrs. Shubha Verma	Vice-Principal	Member	6204372610
3.	Mrs. Tanuja Kumari	Nursing Tutor	Member	9304951418
4.	Ms. Salma Khatun	Nursing Tutor	Member	7488063912
5.	Ms. Nidhi Verma	Nursing Tutor	Member	9630319937
6.	Mr. Shivam kumar	Nursing Tutor	Member	7564049708
7.	Mr. Anil Kumar	Administrator	Member	9472272002
8.	Ms. Divya kumari	Student Representative	Current Student	

4. Grievance Redressal Mechanism

Students and staff may submit their grievances through the designated complaint box, written application, institutional email, or directly to any member of the committee. All complaints are recorded and reviewed by the committee. Where necessary, the concerned persons are called for clarification, and appropriate action is recommended according to institutional rules and applicable regulations.

5. Meetings and Activities

During the academic session, the committee conducted meetings periodically to review grievances and assess the overall grievance-redressal system of the institution.

The committee also:

- Created awareness among students regarding the grievance mechanism.
- Informed students about whom to approach in case of a grievance.
- Reviewed complaints received during the academic session.
- Ensured confidentiality in dealing with complaints.
- Suggested appropriate corrective measures wherever required.
- Encouraged students to report academic, administrative, hostel, clinical-training, or other institutional concerns without fear.

7. Outcome

The committee ensured that grievances received during the reporting period were considered objectively and that appropriate action was taken within the institutional framework. The committee found that the existing mechanism was functioning satisfactorily and recommended continued awareness among students and staff.

8. Recommendations

The committee recommends:

1. Regular orientation of newly admitted nursing students regarding the grievance-redressal mechanism.
2. Periodic display/update of committee members and contact details.
3. Regular monitoring of student concerns related to academic and clinical training.
4. Maintenance of proper records of grievances and action taken.
5. Continued promotion of a safe, respectful, and discrimination-free environment.
6. Periodic review of the effectiveness of the grievance-redressal mechanism.



Chairperson/Principal

Principal

Patliputra College of Nursing
Khemnichak, Patna



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Ref. : PCN/103-1/26

Date : 17.02.2026

GRIEVANCE REDRESSAL COMMITTEE

MINUTES OF MEETING

The Meeting of the Grievance Redressal Committee was held under the chairpersonship of Dr. Smriti Rekha Roy, Chairperson, Grievance Redressal Committee.

AGENDA

1. Confirmation of the minutes of the First Meeting.
2. Review of student feedback and general institutional concerns.
3. Accessibility and awareness of the grievance submission mechanism.
4. Review of grievance records and documentation.
5. Review of action taken on the decisions of the First Meeting.
6. Review of grievances received during the intervening period.
7. Measures for improving response and communication.
8. Any other matter with the permission of the Chairperson.

PROCEEDINGS

Review of Action Taken

The Member Secretary placed before the Committee the status of action taken pursuant to the decisions of the First Meeting.

The Committee reviewed the measures undertaken for dissemination of information regarding the grievance mechanism and student awareness.

The members advised that the grievance mechanism should continue to remain visible and easily accessible to students and employees.

Review of Grievances Received

The Committee examined the Grievance Register for the period since the previous meeting.

Upon review of the records, the Committee noted that no formal grievance had been received during the intervening period.

The Committee accordingly recorded the following status:

Particulars	Status
Grievances received	NIL
Grievances pending	NIL
Grievances disposed of	NIL
Grievances under consideration	NIL

The Committee noted that no matter was pending before it requiring further action.

Student Feedback and General Concerns

The Committee discussed the importance of obtaining general feedback from students regarding academic and administrative facilities.

The members observed that routine concerns relating to academic schedules, administrative procedures, student facilities and other institutional matters should, wherever possible, be addressed promptly by the concerned departments.

The Committee recommended that departments should maintain effective communication with students so that routine concerns can be resolved at the appropriate level.

Accessibility of Grievance Mechanism

The Committee reviewed the accessibility of the grievance submission mechanism and the availability of information relating to the Committee.

It was decided that the details of the Committee and the procedure for submitting grievances should remain displayed at appropriate locations within the campus.

The Committee further recommended that the same information be included in suitable student orientation and institutional communication material.

Record Keeping and Documentation

The Committee reviewed the maintenance of the Grievance Register and related records.

The Member Secretary was advised to ensure that all entries, communications and proceedings relating to grievances, whenever received, are properly documented.

The Committee also decided that the grievance records should be periodically reviewed to identify any recurring issues requiring institutional attention.

Improving Institutional Response

The members discussed the importance of timely communication with students regarding matters raised by them.

The Committee recommended that concerned departments should acknowledge representations received from students wherever appropriate and communicate the status or outcome of matters referred to them.

The members also emphasised that grievance-related information should be handled with appropriate confidentiality.

CONCLUSION

The Committee noted that the grievance redressal mechanism was functioning without any pending formal grievance during the period under review. The members emphasised the importance of maintaining continuous awareness and ensuring that students and employees have an accessible channel for communicating their concerns.

The Chairperson thanked all members for their participation and valuable suggestions.

There being no other matter for discussion, the meeting concluded with a vote of thanks to the Chairperson.



Chairperson

Grievance Redressal Committee

Patliputra College of Nursing
Principal

Patliputra College of Nursing
Bhadrachak, Patna



Member Secretary

Grievance Redressal Committee
Patliputra College of Nursing





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Email Id : patliputranursing@gmail.com, Website : www.patliputraanmandgnm.com

Ref : PCN/220-1/26 **GRIEVANCE REDRESSAL COMMITTEE**

Date : 16.06.2026

MINUTES OF MEETING

The Meeting of the Grievance Redressal Committee was held under the chairpersonship of Dr. Smriti Rekha Roy, Chairperson, Grievance Redressal Committee.

The meeting was convened primarily to review the effectiveness of the grievance response mechanism, examine student feedback and informal concerns, assess coordination among concerned departments, and ensure that grievances, if received, are addressed promptly, fairly, and in accordance with the prescribed procedure.

AGENDA

1. To review the effectiveness of the grievance response mechanism.
2. To review the maintenance and confidentiality of grievance-related records.
3. To discuss measures for timely communication and disposal of grievances.
4. To consider any other matter with the permission of the Chairperson.
5. To review student feedback and informal concerns received during the period.
6. To examine the coordination mechanism between the Committee and concerned departments.

PROCEEDINGS OF THE MEETING

1. Review of Grievance Response Mechanism

The Committee reviewed the existing mechanism for receiving, recording, examining, and addressing grievances raised by students and other stakeholders. The members discussed the importance of maintaining a systematic procedure so that every grievance, whenever received, is properly documented and dealt with within a reasonable time.

2. Review of Student Feedback and Informal Concerns

The Committee considered the general feedback received from students during the period under review. It was observed that routine academic and administrative concerns may often be resolved at the departmental level through appropriate communication and coordination.

The Committee emphasised that students should have an opportunity to raise genuine concerns without hesitation and that appropriate guidance should be provided regarding the formal grievance redressal mechanism.

3. Coordination with Concerned Departments

The Committee discussed the need for effective coordination between the Grievance Redressal Committee and the concerned academic, administrative, and support departments. It was agreed that, wherever a grievance requires departmental verification or clarification, the concerned department should extend timely cooperation and provide the necessary information to the Committee.

4. Review of Grievance Records

The grievance register and related records maintained by the institution were reviewed. The Committee emphasised that grievance-related records should be maintained accurately and securely, with due regard to confidentiality and restricted access to sensitive information.

During the period under review, no formal grievance was received by the Committee. Accordingly, the status of grievances was recorded as NIL in respect of grievances received, pending, disposed of, or under consideration.

5. Timely Communication and Disposal

The Committee discussed the importance of maintaining proper communication with complainants wherever a grievance is formally submitted. The members agreed that acknowledgement, examination, follow-up, and communication of the outcome should be undertaken in a systematic manner, subject to the nature of the grievance and applicable institutional procedures.

6. Preventive and Awareness Measures

The Committee recommended continued awareness among students regarding the available grievance redressal mechanism. Information relating to the Committee and the procedure for submitting grievances should remain accessible to students through appropriate institutional communication channels.

ACTION POINTS

Sl. No.	Action Point	Responsibility	Timeline
1.	Maintain updated grievance records	Member Secretary	Continuous
2.	Facilitate coordination with concerned departments	Committee/Administration	As required
3.	Ensure accessibility of grievance submission mechanism	Administration	Continuous
4.	Conduct periodic awareness regarding grievance redressal	Committee/Administration	Periodically

- | | | | |
|----|--|-------------------------------|--------------|
| 5. | Review grievance status in subsequent meetings | Grievance Redressal Committee | As scheduled |
|----|--|-------------------------------|--------------|

CONCLUSION

There being no other matter for discussion, the meeting concluded with a vote of thanks to the Chairperson and all members present. The Committee reaffirmed its commitment to maintaining an accessible, fair, confidential, and responsive grievance redressal mechanism within the Institution.


Chairperson

Grievance Redressal Committee

Patliputra College of Nursing

Principal

Patliputra College of Nursing
Khemnichak, Patna



Member Secretary

Grievance Redressal Committee

Patliputra College of Nursing





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Ref : PCN/536-1/26

Date : 11.08.2026

GRIEVANCE REDRESSAL COMMITTEE

MINUTES OF MEETING

The Meeting of the Grievance Redressal Committee was held under the chairpersonship of Dr. Smriti Rekha Roy, Chairperson, Grievance Redressal Committee.

The meeting was convened to review the awareness and accessibility of the grievance redressal mechanism, assess the effectiveness of preventive measures, review feedback from students, and ensure that grievance-related information and records are handled appropriately and confidentially.

AGENDA

1. To review preventive measures undertaken by the Institution.
2. To consider general student feedback concerning academic and administrative matters.
3. To review awareness regarding the grievance redressal mechanism.
4. To assess the accessibility of grievance submission channels.
5. To review confidentiality and proper maintenance of grievance-related records.
6. To discuss measures for strengthening a grievance-free and supportive institutional environment.
7. To consider any other matter with the permission of the Chairperson.

PROCEEDINGS OF THE MEETING

1. Review of Awareness Regarding Grievance Redressal

The Committee reviewed the measures adopted by the Institution to make students aware of the grievance redressal mechanism. The members discussed the importance of ensuring that students are aware of the appropriate channels through which they may submit their grievances or seek assistance in case of any genuine concern.

It was emphasised that information regarding the Committee and the grievance submission procedure should remain readily accessible to students.

2. Accessibility of Grievance Submission Channels

The Committee reviewed the accessibility of the available grievance submission mechanism. The members observed that students should be able to approach the appropriate authority or Committee without unnecessary difficulty.

The Committee further emphasised that students should receive appropriate guidance regarding the procedure for submitting a grievance and the manner in which such grievances are considered.

3. Review of Preventive Measures

The Committee discussed preventive measures aimed at reducing avoidable grievances and promoting a positive institutional environment. The members emphasised the importance of clear communication, proper academic and administrative coordination, timely dissemination of information, and responsive handling of student concerns.

4. Review of Student Feedback

The Committee considered general feedback and routine concerns communicated by students during the period under review. The members discussed the importance of identifying recurring or common concerns at an early stage so that suitable preventive or administrative measures may be taken wherever necessary.

No formal grievance was received by the Committee during the period under review. Accordingly, the status of grievances received, pending, disposed of, or under consideration was recorded as NIL.

5. Confidentiality and Record Maintenance

The Committee reviewed the maintenance of grievance-related records and reiterated that all records, correspondence, and information relating to grievances, if any, should be maintained properly and securely.

The Committee further emphasised that confidentiality should be maintained while dealing with grievance-related matters and that access to such information should be restricted to authorised persons, wherever applicable.

6. Strengthening the Institutional Grievance Mechanism

The members discussed measures for further strengthening the grievance redressal system. It was agreed that regular review of the mechanism, awareness among students, proper record maintenance, and coordination among concerned departments would contribute to an effective and responsive grievance redressal framework.

CONCLUSION

There being no other matter for discussion, the meeting concluded with a vote of thanks to the Chairperson and all members present. The Committee reaffirmed its commitment to maintaining an accessible, confidential, transparent, and effective grievance redressal mechanism and to promoting a supportive institutional environment.



Chairperson

Grievance Redressal Committee

Principal
Patliputra College of Nursing
Patliputra College of Nursing
Khemnichak, Patna



Member Secretary

Grievance Redressal Committee

Patliputra College of Nursing





Ph.: 9798206065
9534390352

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Ref. : PCN-835-1/25

Date : 08/11/2025

GRIEVANCE REDRESSAL COMMITTEE

MINUTES OF MEETING

The First Meeting of the Grievance Redressal Committee for the Academic Session – 2025-26 was held under the chairpersonship of Dr. Smriti Rekha Roy, Chairperson, Grievance Redressal Committee.

The meeting was convened at the commencement of the new academic session to introduce the members of the Committee, review the grievance redressal mechanism, discuss arrangements for newly admitted students, and establish an effective system for receiving and addressing grievances during the academic session.

AGENDA OF THE MEETING

1. Introduction of the members of the Grievance Redressal Committee.
2. Display and dissemination of Committee details.
3. Maintenance of the Grievance Register and related records.
4. Measures for timely and transparent redressal of grievances.
5. Any other matter with the permission of the Chairperson.
6. Review of the role and responsibilities of the Committee for the new academic session.
7. Review of the existing grievance submission and redressal mechanism.
8. Awareness of newly admitted and existing students regarding the grievance mechanism.

PROCEEDINGS

Introduction of Committee Members

The Chairperson welcomed all members and formally introduced the members of the Grievance Redressal Committee for the new academic session.



The Chairperson briefed the members regarding the importance of the Committee in providing an accessible institutional mechanism for students and employees to communicate their genuine academic, administrative and other institutional grievances.

Role and Responsibilities of the Committee

The Committee discussed its responsibilities for the new academic session and agreed that the grievance redressal mechanism should remain accessible, transparent and responsive.

The members agreed to work collectively towards ensuring that grievances received by the Institution are appropriately examined and addressed in accordance with the applicable institutional procedure and regulatory requirements.

Grievance Mechanism

The Committee reviewed the existing mechanism for submission of grievances.

It was decided that students and employees should be provided with clear information regarding the manner in which grievances may be submitted and the appropriate authority/Committee to whom they may be addressed.

The Committee recommended that the grievance mechanism should be communicated through notices, student handbooks, orientation programmes and other appropriate institutional communication channels.

Orientation of Newly Admitted Students

The Committee discussed the importance of informing newly admitted students about the availability and functioning of the Grievance Redressal Committee.

It was decided that a brief orientation regarding the Committee should be included in the induction/orientation programme for new students.

Students should be informed about:

- the purpose of the Grievance Redressal Committee;
- the contact details of the concerned Committee members; and
- the importance of providing accurate information while submitting a grievance
- the procedure for submitting a grievance;

Display of Committee Details

The Committee decided that the updated composition and contact details of the Grievance Redressal Committee should be displayed at appropriate and easily accessible locations within the campus.

The Committee further recommended that the relevant information should be updated whenever there is any change in the composition of the Committee.

Timely Redressal of Grievances

The members discussed the importance of addressing grievances in a timely and appropriate manner.

The Committee resolved that every grievance received should be duly acknowledged, examined and dealt with through the prescribed institutional mechanism, as applicable.

The Committee also emphasised the importance of maintaining appropriate confidentiality in grievance-related matters.

CONCLUSION

The Chairperson stated that the Committee shall remain available throughout the academic session for addressing grievances brought before it through the prescribed mechanism.

The members agreed to work towards maintaining a transparent, accessible and student-friendly grievance redressal system within the Institution.

There being no other matter for discussion, the meeting concluded with a vote of thanks to the Chairperson.



Chairperson

Grievance Redressal Committee

Patliputra College of Nursing
Principal
Patliputra College of Nursing
Khemnichak, Patna



Member Secretary

Grievance Redressal Committee

Patliputra College of Nursing

