

## **REPORT OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)** **January 2026 – May 2026**

### **Academic Period**

Reporting Period: January 2026 to May 2026

Academic Year: 2025–2026

### **I. Introduction**

The Student Grievance Redressal Committee (SGRC) of Lingaya's Lalita Devi Institute of Management & Sciences works to provide students with a fair, accessible and responsive mechanism for raising concerns. During the reporting period, the Committee's focus was on addressing student grievances, facilitating career guidance and psychological support, and coordinating with the concerned departments and service providers on campus-related issues. The Committee aims to maintain a safe, supportive and conducive learning environment for all students.

### **II. Grievance Redressal**

- Grievances received during the period: 09
- Grievances resolved during the period: All(100%)
- Resolution rate : Within the time frame
- Coordinator's role: Dr. Jyoti Dahiya coordinated with students, the administration and the concerned authorities to facilitate timely and fair redressal.
- Students were encouraged to communicate concerns through the available institutional channels, with due regard for confidentiality, impartiality and respectful treatment.

### **III. Career Counselling**

- Career counselling and guidance were made available to support students in making informed academic and professional choices.
- Guidance areas included career options, résumé/CV preparation, interview readiness and employability skills.
- Students benefited:35
- Career counselling activities and student participation should be documented through attendance sheets, session records or feedback forms.

### **IV. Psychological Support and Student Well-being**

- Dr. Jyoti Dahiya provided counselling support to students experiencing emotional, personal or psychological concerns.
- Awareness and supportive interactions focused on mental health, emotional well-being, stress management and help-seeking behaviour.

- Where appropriate, students were guided towards suitable professional support while maintaining privacy and confidentiality.
- Students benefited: 46

#### V. Transport, Cleanliness and Hygiene

- Student concerns related to transport, cleanliness and hygiene were to be coordinated with the administration and relevant service providers.
- Follow-up and communication with the concerned personnel supported efforts to maintain a clean, safe and student-friendly campus environment.
- Issues received and resolved: 5

#### VI. Additional Initiatives and Follow-up

- Student feedback and recurring concerns were to be reviewed to identify areas requiring preventive action or improvement.
- Students were encouraged to use appropriate grievance-reporting channels and to raise concerns in a timely and respectful manner.
- The Committee promoted awareness of available academic, administrative, career and psychological support services so that students could seek assistance when required.
- Follow-up with the relevant departments was emphasised to check whether corrective measures addressed the concern raised.

#### VII. Conclusion

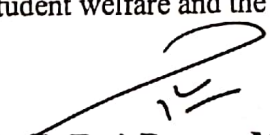
The SGRC plays an important role in promoting student welfare, accountability and a positive campus environment. Through grievance redressal, counselling support and coordination with relevant institutional stakeholders, the Committee seeks to ensure that student concerns are heard and addressed fairly. Verified complaint, counselling and service-related records should be incorporated before the report is submitted as the final semester record.

#### VIII. Recommendations

- Continue strengthening the grievance redressal mechanism and ensure timely follow-up on each registered concern.
- Expand access to career counselling, employability guidance and psychological support services.
- Review transport, cleanliness and hygiene concerns periodically in coordination with the administration and service providers.
- Maintain appropriate records of grievances, actions taken, referrals, student feedback and closure status for institutional review.

#### IX. Acknowledgement

The SGRC expresses its gratitude to the institute management, faculty members, administrative staff, service providers and students for their cooperation in supporting student welfare and the effective functioning of the Committee.

  
**Prof. (Dr.) Pranav Mishra**  
 Chairperson, SGRC  
 DIRECTOR  
 LINGAYA'S LALITA DEVI INSTITUTE  
 OF MANAGEMENT & SCIENCES  
 MANDI ROAD, MANDI  
 DELHI-110017

  
**Dr. Jyoti Dandia**  
 Coordinator, SGRC  
 New Delhi  
 LINGAYA'S LALITA DEVI INSTITUTE OF MANAGEMENT & SCIENCE  
 MANDI ROAD, MANDI  
 DELHI-110017