



GRIEVANCE REDRESSAL CELL (COVID-19 PANDEMIC)
METRO COLLEGE OF NURSING

COVID-19 Pandemic has taught us that we need to be prepared ourselves on every aspect from nutrition to health to finance to economy to education that have affected in every way of life.

Formal education is also has become a challenge, where thousands and thousands young people looking forward for their career, job and higher education to prepare themselves for a productive life. Keeping in view all this CCSU has directed to develop e-contents, online classes, online examinations and assessment, assignments etc, to cover the syllabus during lockdown period so that students can continue their studies. This way they could be prepared for their final examinations and times may be used in a constructive and proactive way without any further damage to their academic activities.

INC has provided the guidelines for implementation to ensure adequate syllabus coverage, so that the current academic session does not get affected and continuity of nursing education is maintained through online classes. Eventually, students are facing challenges as well to go through this type of crisis situation due to Pandemic.

In this regard UGC letter regarding Monitoring grievances/concerns related to Examination and academic activities in view of COVID-19 Pandemic to address the grievances/concerns of students, a grievance redressal cell has been established to plan the activities keeping in view the safety and interest of the students by giving highest priority to the health all concerned while adopting and implementing the guidelines.

AIM OF THE GRIEVANCE REDRESSAL CELL:

This is constituted for the redressal of the problems/complaints reported by the students related to online classes and examinations related matters specially during lockdown period which are to be resolved mutually in a constructive and positive way.

OBJECTIVES OF THE GRIEVANCE CELL:

1. To develop a responsive and accountable attitude to maintain a harmonious educational atmosphere.
2. To promote a cordial student-teacher relationship.
3. To address the complaints of students promptly to ensure transparency so that students get more benefitted.
4. To provide timely redressal .



SCOPE OF THE GRIEVANCE CELL:

The cell will deal with the following matters:

1. Academic matters:
Related to online classes, assignments, online examinations and assessments, sharing of notes, pdf, ppt. etc. and other class / examination related matters.
2. Financial matters :
Related to dues/payments which are pending?
3. Other matters :
Student's feedback related to classes, non-attending of online classes, difficulty in understanding etc.

FUNCTIONC OF THE GRIEVANCE CELL:

1. To look into the complaints lodged by any student and judge its merits.
2. Grievances can be given in written or by e-mail or through phone to the coordinator of the cell or any other member of the cell.
3. Initially the coordinator or member of the cell listens to the problem then class or subject teacher or concerned teacher to be consulted to sort out the cause.
4. If the situation demands, Cell coordinator and members refer the case to the Chairperson of the cell for resolving the case.
5. Case will be reviewed and action will be taken as per the Institutional policy.
6. Cell will give report to the higher authority about the case attended and resolved and unresolved case for the further direction and guidance.
7. The cell will ensure that grievances have to be solved in a stipulated time limit provided by the cell.



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MEMBERS OF THE GRIEVANCE REDRESSAL CELL OF METRO COLLEGE OF NURSING:

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