



5.1.4

STUDENT SUPPORT

**The institution adopts the following for redressal of student grievances
including sexual harassment and ragging cases**

4. Timely Redressal of the Grievances

- Action Taken on Student Grievances
- Annual Reports of Statutory Committees

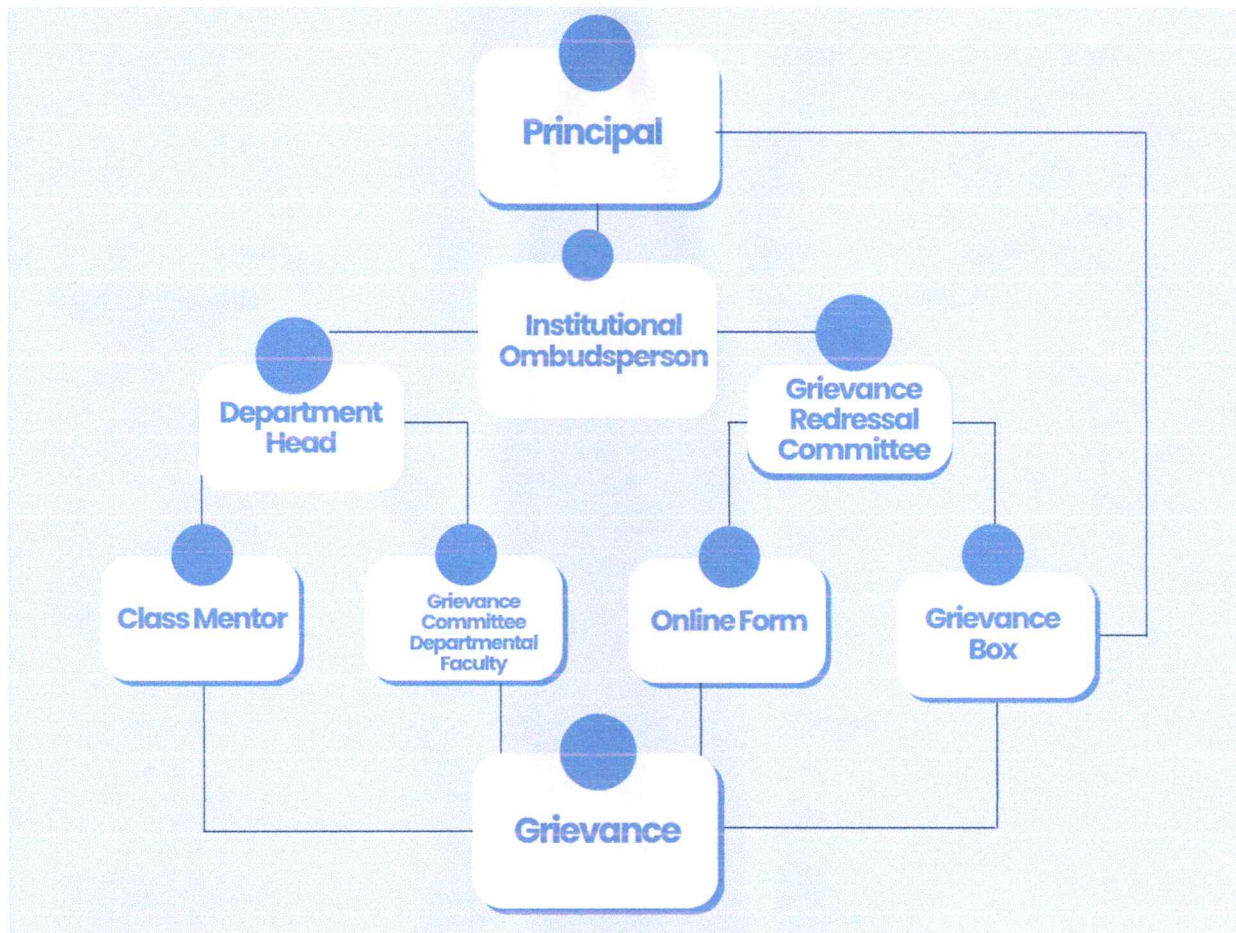

Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



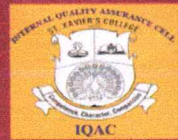
Timely Redressal of the Grievances through Appropriate Committees

St. Xavier's College Jaipur periodically collects the grievances, if any from the students through offline and online mode. The College has framed various committees to address the grievance of the students. The functioning of grievance redressal is explained below:



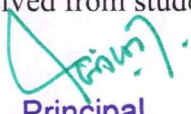

Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



GRIEVANCE REDRESSAL CELL

Action Taken Report

S. No.	Date	Mechanism of Submission	Details of Grievance	Redressal Measures
1	3-March-19	Offline	Space required for club practices after classes	All the clubs were assigned rooms to practice after classes
2	20-Aug-19	Offline	Problem of Parking facility in the campus	Paid Parking provisions were made available to the students near the campus
3	3-Sep-20	Online	Unable to Login in the ITLE	Issue was resolved by the ERP team
4	2-April-21	Online	Unable to see the attendance	Issue was resolved by the ERP team
5	20-Jan-21	Offline	Request for more seating space at the back portico	Benches were installed with immediate effect and sitting space was created which could accommodate 150 students
6	22-Jan- 22	Offline	Proper Parking Facility	A Shed Parking Facility was created for the students
7	12-Feb-22	Online	Late fee deduction	Late fee charges of Rs 1000 were transferred back to the student account
8	19-Sep-22	Online	Request to change email id	Email id was changed
9	13-Sep-22	Online	Attendance not Visible	Necessary steps were taken
10	13-Sep-22	Online	Wrong course visible on ITLE	Issue was resolved on ERP
11	28-Sep -22	Online	Request for Admission Withdrawal after the last date of admission	Admission Withdrawal process was completed based on rules
12	23-Feb-23	Offline	Food quality feedback received from students  Principal	A Google Form was distributed to assess the quality of canteen services, and subsequent improvements were implemented based on the survey feedback.

St. Xavier's College Jaipur

Nevta-Mahapura Road, Jaipur





St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004

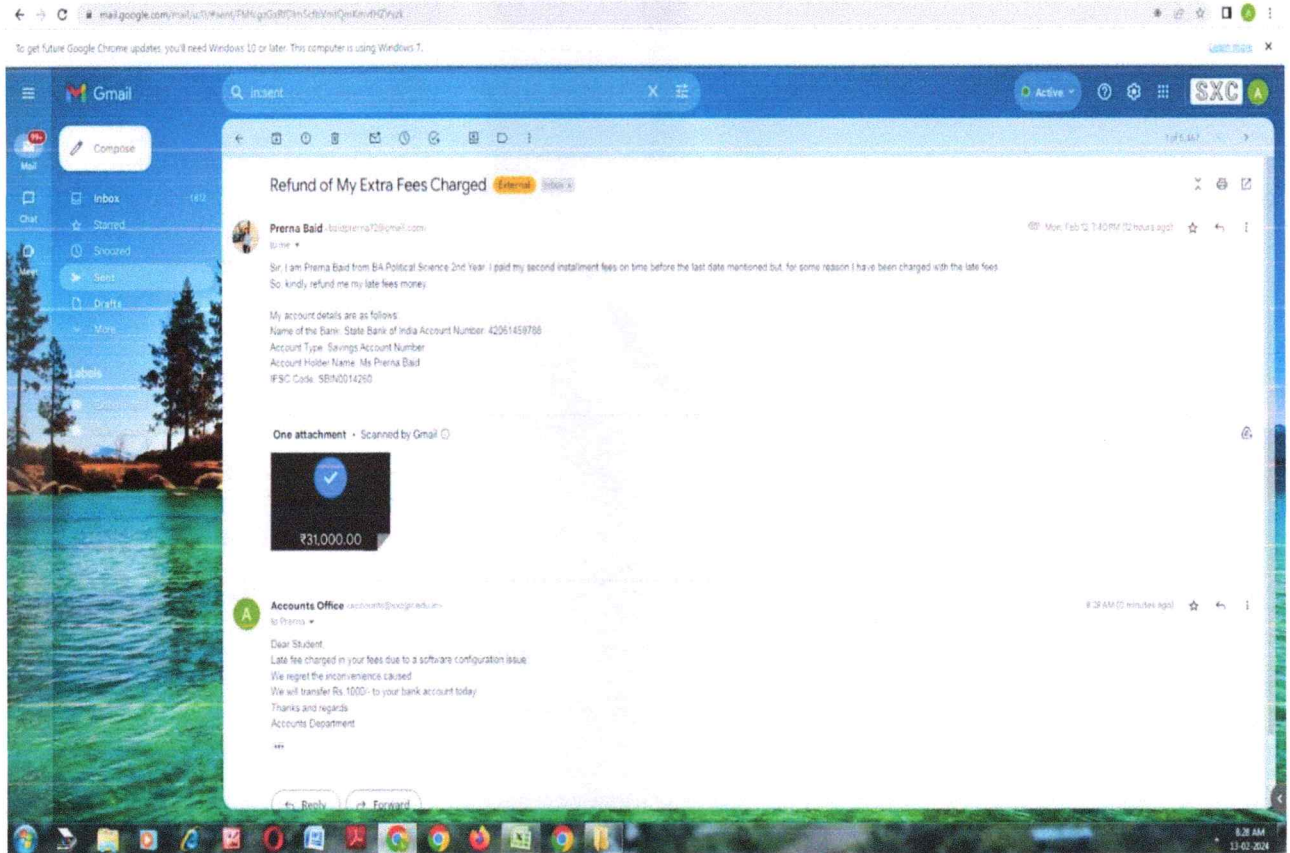


13	23-Mar- 23	Offline	Request to Revamp sports facilities	Additional outdoor and indoor sports facilities were created for students
14	1-May -23	Offline	Open Gym facility should be provided	Open Gym was inaugurated on 17th Nov 2

Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur

Screen Shot of Student Grievance related to Fees



Prerna Baid
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004



Screenshot of ERP Queries

Sl. No.	Date	Course	Year	Name of Student	Mobile No.	Query	User ID	Password
4	12-9-22	BBA	1	EDWIN FERNANDES	9871477932	WANTS TO CHANGE EMAIL ID TO edwinfernandes1210@gmail.com		
5	12-9-22	BBA	1	AKASH YOGI		login problem		
6	12-9-22	BBA	1	ADITYA SINGH		login problem		
7	13-9-22	BBA	1	Nakshira Malpani		showing wrong course in ITLE. Belongs to BBA but showing BCA in course	3859835@JXEA.COM	ADMIN
8	13-9-22	BBA	1	RENU BHARGAVA		DIFFICULTY LOGGING IN		
9	13-9-22	BBA	2 D	VIJAY SHARMA	7014354212	attendance not visible	3090862@jxea.com	ADMIN
10	15-09-22	BBA	3 A	ANUJ PRATAP SINGH RAJPUT		Name not in class list as due fees paid late		
11	17-09-2022	BBA	1 D	Swati panwar		name not visible in the class list		
12	17-09-2022	BBA	1 B	LAKSHAY JINDAL		name not visible in the class list		
13	17-09-2022	BBA	1 D	Vansh Chaurasia		facing trouble in selecting course and subject		
14	17-09-2022	BBA	3 B	Neha Chaudhary		Section showing as C		
15	19-09-2022	BBA	1 C	Mohd Yasir Yusuf Qureshi		Wants to change name to Mohd Yasir Qureshi		
16	19-09-2022	BBA	1 C	Mohd Yasir Yusuf Qureshi		Could not register in ERP, name not in		

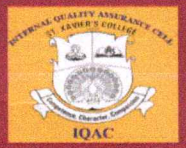
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004



Screenshot of Google Form for Canteen

Assessment of Canteen RN Hospitality (Responses)

Timestamp	Name	Email	Class	How often do you visit	Availability of Items (Item	What item do u take from Availability of Food	Prices of the Packed Item	Prices of the Cooked For	Prices of the Beverages
8/5/2023 0:28:02			BA Psy	Sometimes	Sometimes	Snacks/Fast Food, Bever	Sometimes	Not Affordable	Affordable
8/6/2023 11:02:58	Aadhy Dhanraj Dandod	aadhyadhanraj2508@gm	BBA	Daily	Mostly	Beverages, Snacks/Fast	Mostly	Not Affordable	Affordable
8/4/2023 19:30:13	ABHISEK TIRKEY	abhisektrkey725@gmail		Daily	Sometimes	Snacks/Fast Food, Bever	Sometimes	Affordable	Not Affordable
8/4/2023 16:24:12	Ashwanya Biju	ashwanyabiju2401@gm	BCA	Daily	Rarely	Snacks/Fast Food	Rarely	Not Affordable	Not Affordable
8/4/2023 18:10:32	Akshit Khandelwal	akshitkhandelwal04@gm	BBA	Sometimes	Sometimes	Beverages, Snacks/Fast	Mostly	Affordable	Affordable
8/4/2023 19:43:02	Al Aqsa	alagsanzvi@gmail.com		Daily	Rarely	Snacks/Fast Food	Sometimes	Not Affordable	Affordable
8/4/2023 16:32:21	Amit Saran	saran.amit5@gmail.com	BBA	Sometimes	Sometimes	Snacks/Fast Food	Sometimes	Affordable	Not Affordable
8/4/2023 18:22:02	Ananya Goyal	ananyagoyal2122@gm		Sometimes	Rarely	Snacks/Fast Food, Bever	Sometimes	Not Affordable	Not Affordable
8/7/2023 8:09:31	Angela Jacob	jacobangela2003@gmail	BA Psy	Daily	Mostly	Snacks/Fast Food	Mostly	Not Affordable	Not Affordable
8/5/2023 0:00:13	Anjali Jain	jananjali956@gmail.com	BA PolSc	Daily	Mostly	Snacks/Fast Food, Food	Mostly	Not Affordable	Not Affordable
8/4/2023 19:33:42	Ankit pareek	pareekankit343@gmail		Daily	Sometimes	Snacks/Fast Food	Sometimes	Not Affordable	Not Affordable
8/4/2023 19:43:30	Anshika aganwal	Anshika749@gmail.com	BBA	Sometimes	Mostly	Beverages, Food, Snack	Mostly	Affordable	Affordable
8/4/2023 19:09:49	Anuj Krishnam	anuj.krishnam@gmail	co-BA ECO	Daily	Rarely	Snacks/Fast Food	Sometimes	Not Affordable	Affordable
8/4/2023 16:38:29	Anushka Prajapati	aprajapati292@gmail	co BBA	Daily	Sometimes	Snacks/Fast Food	Sometimes	Not Affordable	Not Affordable
8/4/2023 16:24:06	Aparna Anand	aparna3618@gmail.com	BA ECO	Daily	Sometimes	Snacks/Fast Food	Mostly	Not Affordable	Affordable
8/4/2023 16:16:36	Arpit Koothwal	arpitkoothwal47@gmail	co BBA	Daily	Sometimes	Beverages, Snacks/Fast	Sometimes	Not Affordable	Not Affordable
8/5/2023 18:46:20	Aryan Jain	iamjainaryan@gmail.com	BBA	Sometimes	Sometimes	Snacks/Fast Food, Bever	Mostly	Affordable	Not Affordable
8/4/2023 16:21:55	Aryan Khandelwal	playernayan07@gmail	co BBA	Daily	Rarely	Food, Beverages, Snack	Always	Not Affordable	Not Affordable
8/4/2023 17:33:29	Bhanu Pratap	bhanupratapchoudhary4	BA PolSc	Daily	Rarely	Food	Sometimes	Affordable	Not Affordable
8/4/2023 16:18:33	Bhavya	bhavyajain07@gmail	co BBA	Daily	Rarely	Food, Beverages, Snack	Sometimes	Not Affordable	Not Affordable
8/4/2023 16:17:39	Chhav	chhavtater@gmail.com	BBA	Daily	Sometimes	Snacks/Fast Food	Mostly	Affordable	Affordable
8/5/2023 17:02:23	Chirag	chiragchandani5@gm	BBA	Daily	Rarely	Snacks/Fast Food, Food	Sometimes	Affordable	Not Affordable
8/4/2023 19:06:11	Chitra	pandeychitra52@gmail	co BA ECO	Daily	Rarely	Food, Beverages, Snack	Sometimes	Not Affordable	Affordable
8/4/2023 22:13:02	DAKSH TAK	dakshita1@gmail.com	BCA	Sometimes	Rarely	Snacks/Fast Food, Bever	Rarely	Not Affordable	Not Affordable
8/4/2023 19:54:06	Dakshita Singh	dakshita18singh@gmail	co BBA	Sometimes	Always	Beverages, Snacks/Fast	Always	Affordable	Not Affordable
8/4/2023 18:59:44	Devendra Singh Jadoun	Jadoun0157@gmail.com		Sometimes	Sometimes	Beverages, Snacks/Fast	Mostly	Affordable	Affordable

[Handwritten Signature]

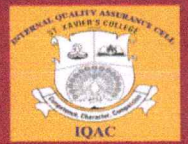
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur

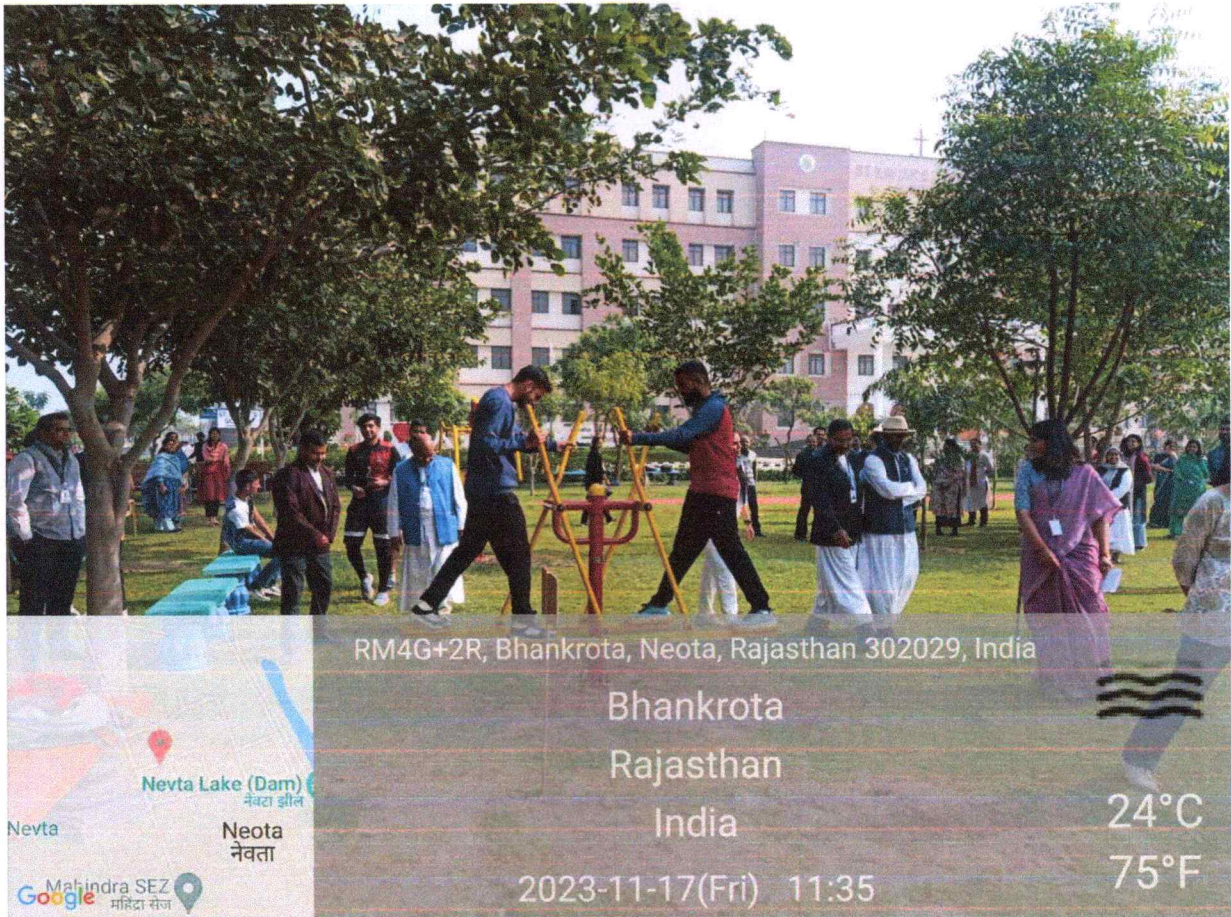


St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004



Open Gym was Inaugurated on 17th November 23



RM4G+2R, Bhankrota, Neota, Rajasthan 302029, India

Bhankrota

Rajasthan

India

2023-11-17(Fri) 11:35

24°C

75°F



Principal
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004



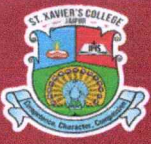
Declaration

This is to certify that no Ragging complaints were received from the students for the academic years 2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023.

Date: 15.07.2023

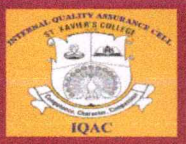
Principal
Jaiem
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur



St. Xavier's College Jaipur

Affiliated to the University of Rajasthan Approved under Section 2(f) and 12(B) of UGC Act, 1956
A Christian Minority Educational Institution under Section 2(g) of NCMEI Act, 2004



Declaration

This is to certify that no sexual harassment complaints were received from the students for the academic years 2018-2019, 2019-2020, 2020-2021, 2021-2022, and 2022-2023.

Principal
Principal

St. Xavier's College Jaipur
Nevta-Mahapura Road, Jaipur

Date: 15.07.2023

