



# Eshan College of Engineering, Mathura

(Approved by AICTE, New Delhi/Dr. A.P.J. Kalam Technical University, Lucknow, Uttar Pradesh)

Criteria	5 - Student Support and Progression
Key Indicator	5.1 - Student Support
Metric	<p><i>5.1.4 - The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases</i></p> <ol style="list-style-type: none"><li><i>1. Implementation of guidelines of statutory/regulatory bodies</i></li><li><i>2. Organisation wide awareness and undertakings on policies with zero tolerance</i></li><li><i>3. Mechanisms for submission of online/offline students' grievances</i></li><li><i>4. Timely redressal of the grievances through appropriate committees</i></li></ol>

## Mechanisms for submission of online/offline students' grievances

Students can submit complaint either online at website or can directly write application mentioning problem faced or any grievance to Director/ Principal, Dean Student Welfare, Dean Academics. Online complaint is directly forwarded to Director / Principal and Dean student Welfare.



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Amritsar Group Of Colleges x EGI x

eshancollege.com/anti-ragging

**Eshan College of Engineering**  
Approved by A.I.C.T.E., New Delhi and Affiliated to A.K.T.U., Uttar Pradesh, Lucknow  
Sahzadpur Pauri, NH-2 Agra-Mathura Highway Mathura, Uttar Pradesh, 281122

About v Admission Degree Courses v Placement Campus Life v Others v NAAC Talent Search Winner

**WE COMBAT WITH RAGGING!!**

**Grievances/Anti Ragging Form**  
Fields marked with \* are compulsory.

Student Name\* Mobile No\*

Student email\*

Gender\* ☐ Male ☐ Female ☐ Other

Courses v

Branches v

Help

Digital Class Room...pdf Show all x

1:08 PM 28-Mar-23

Amritsar Group Of Colleges x EGI x

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About v Admission Degree Courses v Placement Campus Life v Others v NAAC Talent Search Winner

**RAGGING!!**

**Suspension/Expulsion / Cancellation of Degree/Panel Action**

Any act of Ragging is not allowed inside Eshan College of Engineering, including the college grounds, dormitories, and other areas.

**INFORM**

Submit written complaint to the college's complaints box or inform on the given email addresses and contact number  
Tel: 9639234234

Student Name\* Mobile No\*

Student email\*

Gender\* ☐ Male ☐ Female ☐ Other

Courses v

Branches v

Semester v

Write an Issue

Were you ever ragged ?  
☐ Yes ☐ No

Does ragging happen in your college ?  
☐ No ☐ Mild ☐ Severe

Submit

Help

Digital Class Room...pdf Show all x

1:08 PM 28-Mar-23

**28km mile stone, Agra-Delhi Highway, NH-2, Farah, Mathura -281122**  
**Website: www.https://www.eshancollege.com/, E-mail: admission@eshancollege.com**



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Criteria	5 - Student Support and Progression
Key Indicator	5.1 - Student Support
Metric	<p><b>5.1.4 - The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases</b></p> <p><b>1. Implementation of guidelines of statutory/regulatory bodies</b> <b>2. Organization wide awareness and undertakings on policies with zero tolerance</b> <b>3. Mechanisms for submission of online/offline students' grievances</b> <b>4. Timely redressal of the grievances through appropriate committees</b></p>



**GRIEVANCE AND REDRESSAL COMMITTEE**

**MINUTES OF MEETING**

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall on 17-02-2021

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
4. Mr RS Pathak, HOD, EC & EE
5. Mr Ajit Saxena HOD, CS
6. Ms Priyanka Asthana, Asst Professor, CS

**Agenda:**

**To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.**

1. Reading all the complaints and Preparation of summary of complaints.
2. Resolving all the complaints.
3. Discussion of all the complaints.
4. Internet Related issues if any discussed with Network Administrator.
5. Counseling of the students.

**Following points were discussed:**

1. E-mail Id Checked regularly.
2. There was no internet related problem.
3. Regarding matters relating to complaints, the committee confirms that not a single complaint from the students have been received, hence redressal is NIL.
4. Finally, meeting was successfully concluded as there was no complaint.

**Closing Time: 04: 00 PM**





# Eshan College of Engineering, Mathura

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## Signatures of Committee Members:

Sr.No.	Name	Signature
1	Mr RK Vishwakarma, Dean Academics	
2	Mr SK Singh, Registrar	
3	Dr. SK Gautam, Dean Students Welfare	
4	Mr RS Pathak, HOD-EC & EE	
5	Mr Ajit Saxena HOD-CS	
6	Ms Priyanka Asthana, Asst Profssor, CS	

## Copy to—

1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar

Committee Coordinator  
Grievance and Redressal Committee



To,

The Dean students welfare  
Esan college of engineering Farah  
mathura

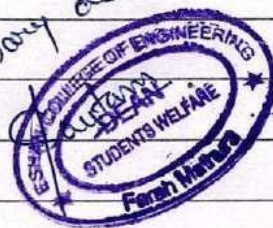
Subject :- Prayer for providing internet connection in the  
college library and Labs.

Sir,

We have the honour to draw your kind attention to the fact that there is no internet connection in our college library and Labs. In spite of having computers, we are lagging behind in the race of technological development for want of internet connection on them. We all know that internet communication is now the fastest communication through which students can get connected with the great libraries of the world. Really it is unfortunate that due to the lack of internet connection in our college library, we are becoming deprived of the access to the vast world of information and knowledge. kindly given his consent to help us in this regard.

Date 13/2/21

forwarded to CS Deptt.  
for necessary action



Your sincerely  
NEERAJ KUMAR  
ME III YR.





# Eshan College of Engineering, Mathura

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## GRIEVANCE AND REDRESSAL COMMITTEE

### MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall on 08-10-2019

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
7. Mr Shailesh Kumar, HOD-CE
8. Mr Ajit Saxena HOD-CS
4. Ms Charu Sharma, Asst Professor-EC& EE

#### Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.

1. Issue of internet in the hostel.
2. Issue of quality of food in the hostel's mess.
3. Counseling of the students.
4. Any other matter with Chair's approval.

#### Following points were discussed:

- 1 Internet issue was forwarded to Mr. Gurdish, Network Administrator for information and necessary action.
- 2 Request/Suggestion of quality of food in hostel mess will be forwarded to chief Warden to take necessary actions.
3. Finally, meeting was successfully concluded.




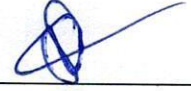

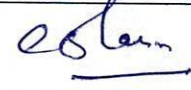
**Closing Time: 03: 45 PM**



# Eshan College of Engineering, Mathura

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Sr.No.	Name	Signature
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3	Dr. SK Gautam, Dean Students Welfare	
4	Mr Shailesh Kumar, HOD-CE	
5	Mr Ajit Saxena HOD-CS	
6	Ms Charu Sharma, Asst Professor-EC& EE	

## Copy to—

1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar



Committee Coordinator

Grievance and Redressal Committee



To,

Dean Students Welfare  
Eshan College of Engineering,  
Farah, Mathura

Sub - Issue of food quality and internet speed in hostel.

Sir,

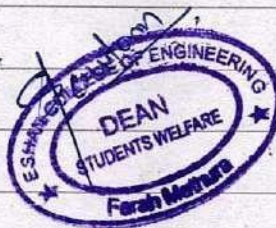
With due respect, I want to say that I am a student of your college hostel. There is very poor internet speed in hostel such as 0.2 KB/S. This speed is not enough for students to study in hostel and there is also a big problem of food quality in our hostel. Both the quantity and quality are reaching lowest. There is raw material food serving in hostel.

Kindly take an action on these matters.  
Thanking you,

Date - Oct 3, 2019.

Yours obediently  
Rahul Yadav  
Civil 3rd year

forward to Hostel  
warden for necessary to take  
action.







# Eshan College of Engineering, Mathura

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## MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall on 17-09-2018

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
4. Mr Shailesh Kumar, HOD-CE
5. Mr Ajit Saxena HOD-CS
6. Mrs Shilpi Agarwal, Asst Professor-CS

### Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.

1. Issue of food quality in Canteen
2. To discuss about extending the Mess Timings..
3. Any other matter with Chair's approval.

### Following points were discussed:

1. It has been observed by students that the food quality is not good in the Canteen. The food was tasteless and not up to the standard. The same matter is discussed with the Warden of Hostel.
2. The students complaint about the mess timing as they want to extend the mess timing by one additional hour'. The matter has been forwarded to hostel warden..

**Closing Time: 4:00 PM**





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## Signatures of Committee Members:

Sr.No.	Name	Signature
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2	Mr SK Singh, Registrar	
3	Dr. SK Gautam, Dean Students Welfare	
4	Mr Shailesh Kumar, HOD-CE	
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## Copy to—

1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar

**Committee Coordinator**  
Farah Mathura

**Grievance and Redressal Committee**



To

The Dean student welfare.  
Eashan College of Engineering  
Mathura

Date

Subject : Issue of food quality in canteen

Sir

Through this letter, I would like to draw the kind attention of Dean student welfare towards the quality of food sold in canteen. The food they are providing us now does not only taste good but is also very unhealthy and cause stomach ache. The Food menu does not include good food. The canteen does not seem to bother whether the prepares are of certain standard food. Overall the quality of food is not good, so please take immediate action and check food quality. I also requested you to please increase our mess time from 40 minute to at least one hour because mess time is only the time in which we can relaxed our mind. Although every student faced this problem <sup>because</sup> and this time is not sufficient. I hope you will improve your food quality and increase our mess time.

28 Km. VARSHA RATPUT  
CS II YR.

forwarded.  
to HOD. working  
to take NER  
action.







# **Eshan College of Engineering, Mathura**

(Approved by AICTE, New Delhi/Dr. A.P.J. Kalam Technical University, Lucknow, Uttar Pradesh)

## **GRIEVANCE AND REDRESSAL COMMITTEE**

### **MINUTES OF MEETING**

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 25-09-2017

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
4. Mr Shailesh Kumar, HOD-CE
5. Mr Ajit Saxena HOD-CS
6. Mrs Shilpi Agarwal, Asst Professor-CS

#### **Agenda:**

**To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.**


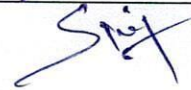




1. Increase the number of buses on MG Road
2. Ban on playing songs in college buses.
3. Resolving all the complaints (if any).
4. Any other matter with Chair's approval.

#### **Following points were discussed:**

1. Students complained about the non availability of seats in college bus via MG Road. Students complaint forwarded to transport incharge for taking necessary actions.
2. Students complained about the playing of songs in the college bus forwarded to transport incharge for necessary action. Mr Sohil Khan assured that playing songs will be banned in college buses.

**Closing Time: 4:00 PM**

## Signatures of Committee Members:

Sr.No.	Name	Signature
1	Mr RK Vishwakarma, Dean Academics	
2	Mr SK Singh, Registrar	
3	Dr. SK Gautam, Dean Students Welfare	
4	Mr Shailesh Kumar, HOD-CE	
5	Mr Ajit Saxena HOD-CS	
6	Mrs Shilpi Agarwal, Asst Professor-CS	

## Copy to—

1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar

  
Committee Coordinator  
Farah Mathura

Grievance and Redressal Committee



To

The Dean Student welfare

Esha College of Engineering  
Farah Mathura,

Date = 22/09/2017

Subed.! - Request to Provide Extra Bus for Bhagwan Tikrig  
Road.

Respected Sir/mam,

My name is Manukumar studying B.Tech Class Section A  
with roll no. 8. I am writing this letter to request  
your extra Bus and stop the singing in Bus. Daily  
I am coming to school from Bhagwan Tikrig, so I want to apply  
for a extra bus. because this time Bus not a sufficient  
Seat for student. and Break the large volume song.

Thank's.

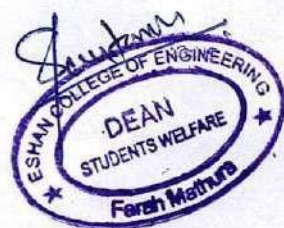
Regards,

Manukumar

Sion ! Suresh - Chandra

B.Tech - 1<sup>st</sup> Year (C.S.)

forward to transport  
Ankur





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## GRIEVANCE AND REDRESSAL COMMITTEE

### MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall on 26-02-2018

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
4. Mr Shailesh Kumar, HOD-CE
5. Mr D.R Bansal, HOD-CS
6. Mrs Shilpi Agarwal, Asst Professor-CS

#### Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.

1. Installation of TV in common Hall..
2. Dispute between two students.
3. Facility of playing table tennis in the Hostel.
4. Any other matter with Chair's approval.

#### Following points were discussed:

1. Decision was taken by the committee to implement so via proper channel/authorities.
2. Hearing from the involved students was done by Proctorial board and appropriate decision was taken for proper implementation.
3. Matter was discussed among the concerns and decision was taken complying the disciplinary rules and regulation.

**Closing Time: 4:00 PM**





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## Copy to—

1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar



Committee Coordinator

Grievance and Redressal Committee



To,

The Dean Student Welfare  
Eshan College of Engineering  
Farah, Matara

Date- 20/02/2018

Sir,

Most humbly I beg to say that, I am Shubham pachauri  
Student of class civil III<sup>rd</sup> ~~section~~ of your college.  
I am writing this Application to request to  
a Television in common Hall.

Date - 20/02/2018

Shubham pachauri

forwarded to  
Registrar Sir







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## GRIEVANCE AND REDRESSAL COMMITTEE

### MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall 1 on 17-12-2019

1. Mr RK Vishwakarma, Dean Academics
2. Mr SK Singh, Registrar
3. Dr. SK Gautam, Dean Students Welfare
4. Mr Shailesh Kumar, HOD-CE
5. Mr Ajit Saxena HOD-CS
6. Ms Charu Sharma, Asst Professor-EC& EE

#### Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the functioning of committee further.

1. Students created hue and cry over the issue of ample duration for aptitude classes.
2. Matter was raised by the students to improve upon the quality of drinking water.
3. Any other matter with chair's approval.

#### Following points were discussed:

1. An academic committee took the decision over the issue and the matter was resolved.
2. Schedule of the maintenance of water treatment plant was worked upon.

**Closing Time: 04:00 PM**



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1. Chairman of Governing Council
2. Managing Trustee
3. Director
4. Registrar

Committee Coordinator

Grievance and Redressal Committee



28km mile stone, Agra-Delhi Highway, NH-2, Farah, Mathura -281122 Website:  
<https://eshancollege.com> E-mail: [admission@eshancollege.com](mailto:admission@eshancollege.com)



Date - 12-12-2019

To,  
The Dean Student welfare  
Eshan College of Engineering  
Farah Motary

Sub: Regarding increase the number of  
Aptitude lectures.

Respected Sir,  
I am Kanchan Rajput, student of B.TECH  
Civil Branch. I am facing problems in  
Aptitude subject. So I request you to increase  
lectures of Aptitude class.

I shall be highly grateful to you.

Thanking you

forwarded to Dean, Academics  
to take necessary action

Yours faithfully  
Kanchan Rajput  
B.TECH - CIVIL

