



## Notice

### **Student Grievance Redressal Committee Meeting**

Date: 9.9.2024

This is to inform all concerned students, faculty, and administrative staff that the **Student Grievance Redressal Committee (SGRC)** will hold its meeting as per the following details:

**Date:** 12.09.2024


**Time:** 2.30 PM

**Venue:** Seminar Hall

#### **Agenda:**

1. Welcome and opening remarks by the Chairperson.
2. Review of grievances received from students.
3. Discussion on specific grievances and proposed resolutions.
4. Follow-up on unresolved grievances from the previous meeting if any
5. Review of grievance redressal procedures and policies.
6. Any other matters with the permission of the Chair.
7. Closing remarks and next meeting schedule.

All concerned parties are requested to make themselves available and to submit any additional grievances (if any) in writing to the committee by **11.09.2024** to ensure they are addressed in this meeting.

Issued by:   
Dr. Veenus Tyagi  
Faculty In charge

#### **Student Grievance Redressal Committee**

1	Dr. Vikas Sarawat	Chairman
2.	Dr. Veenus Tyagi	Member
3.	Dr. Megha Kansal	Member
4.	Ms. Surbhi Roy	Member
5.	Deepak Sharma	Member



MINUTES OF MEETING

**Student Grievance Redressal Committee Meeting**

Date: 12.9.2024

A meeting of the Student Grievance Redressal Committee (SGRC) was held on 12.09.2024 at 2:30 pm in Seminar Hall .

**The following members were Present**

1. Dr. Vikas Sarawat Chairman
2. Dr. Veenus Tyagi Member
3. Dr. Megha Kansal Member
4. Ms. Surbhi Roy Member
5. Deepak Sharma Member
6. Students Representatives

**Agenda 1:- Welcomed and opening remarks by the Chairperson.**

Dr. Vikas Sarawat ( Chairman) welcomed all performances in the student Grievance Redressal. The Faculty in charge Dr. Veenus Tyagi read out the members and appreciated their previous minutes of meeting with the permission of the Chairman

**Agenda 2. Reviewed of grievances received from students in previous Meeting**

Student's Grievance redressal committee has reviewed all the problems and issues raised in previous meeting and checked whether they are resolved or need to be resolve in near future.

**Agenda 3. Matters arising from the meeting**

Dr. Megha Kansal informed the committee that the responses received from the students representatives the opening the suggestion box on a regular basis and bringing the response to the attention of the Chairperson and the Grievance Committee .

**Suggestions received this time are as follows:-**

S.no.	Suggestion/ Complaints	Resolution
1.	Mosquitoes as an issue in labs and Hostels	It was decided that labs and should have required pest control
2	Ground Floor Water filter need to be Replaced , Lack of proper healthcare facilities on campus.	The chairman informed the committee that the institution and maintenance department will provide new filter replacement immediately and to check if there is any lack of facility unresolved.
3	Internet speed need to be increased	Members of the committee suggested that wifi speed increased upto 200-500Mbps

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4.	Few students Fans makes noisy and need maintenance repair	The chairman informed the maintenance department to repair the fans
5.	Delay or mismanagement in issuing identity cards, scholarships and refunds	The chairman consulted to the admin staff to resolve the student problem with immediate effect if there is any administrative issues.

Regarding all the above suggestions received from students through Suggestion Box, Chairman Dr. Vikas Sarawat, suggested that immediate action (in a maximum of 3 days) must be taken

## Student's Representative Responses

Student Representative, though Mosquitoes issues had considerably reduced, but can be improved further by providing net on the windows.

## Agenda 4. :- Other suggestions / Actions to improve facilities.

It was decided by the committee to create a Maintenance Register, which shall be placed in the office. Any person on campus shall report Maintenance Issues that require attention in the Register. Similarly after solving the issue, the non-teaching staff should report on action taken with the date.

Information that such a register has been created must be shared via a notice to all stake-holders

Dr. Veenus Tyagi suggested that 2 students from Second Year and 2 from First Year could be included in the committee from the next meeting so that the student representation could be part of the committee for longer time and help us to contribute more effectively.

With no further subjects to discuss the meeting concluded with the faculty in charge thanking all the members for their active participation.

Vote of thanks by the Chairman

Dr. Vikas Sarawat

Chairperson