



**Notice**

**Student Grievance Redressal Committee Meeting**

Date: 18.11.2024

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:** 21.11.2024

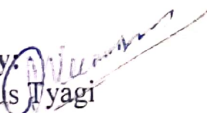
**Time:** 2.00 PM

**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 **20.11.2024** 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: 21.11.2024

A meeting of the Student Grievance Redressal Committee (SGRC) was held on 21.11.2024 at 2:00 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

Ms. Surbhi Roy 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.	Maintenance of classrooms, libraries, laboratories, and hostels	The chairman Dr. Vikas Sarawat informed the committee that the institution and maintenance department has taken all the necessary steps towards all the required maintenance, as these issue raised in the previous meeting and will resolve if there any remains.
2	Issues with cafeteria or dining	The member Dr. Megha Kansal informed to



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	services.	committee that the institution is providing breakfast/lunch diners as per student's choice and timetable menus scheduled on daily basis.
3	Insufficient availability of basic amenities like clean drinking water, electricity, internet access etc	Members of the committee informed that these points had been already taken care off

Regarding all the above suggestions received from students, Chairman Dr. Vikas Sarawat, suggested to reconsider the same once again and to re check each and every suggestion /complaints of the students with immediate effect.

## Student's Representative Responses

Though, Student Representative accepted that mostly suggestion/complaints had been resolved immediately, however few repeated complaints were there.

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

Dr. Veenus Tyagi suggested that all the complaints /suggestion received from the students should be categorized for example academic, administrative, harassment so that they could be prioritize to set priority levels based on urgency and impact. According to Set clear timelines for acknowledgment, investigation, and resolution so that we could notify students of delays with valid reasons about the status of their grievances.

It was decided by the committee members to provide student an Online portal to Develop a user-friendly online platform for submitting grievances or Email and Helpline to Offer email support and a grievance helpline for ease of access along with Suggestion / Grievance Boxes which was already physically Placed in key locations on campus.

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