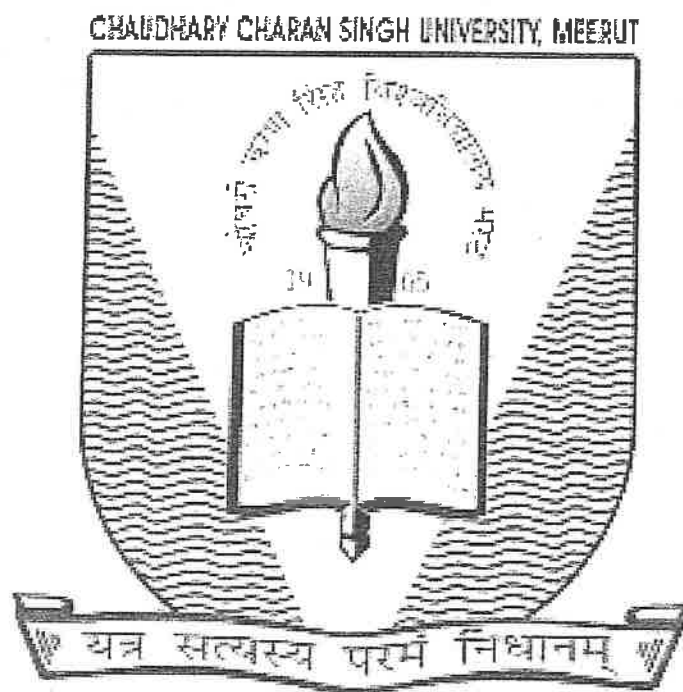


GRIEVANCE REDRESSAL POLICY



CHAUDHARY CHARAN SINGH UNIVERSITY

MEERUT – 250004 (U.P.)

The students are the main stakeholders and component of institutional frame work of a University. All educational institutions imparting education with a motto to provide transparency for all student activities at different stages have a yeoman duty to hear student grievance at par. Taking this spirit into the consideration, the University has decided to provide mechanism to students for redressal of their grievances as under:

OBJECTIVE

To provide opportunities for redress of certain grievances of students already enrolled in the university, as well as those seeking admission, and a mechanism there to. Grievances include the complaint(s) made by an aggrieved student with respect to the following, namely:

Academic

Administrative

Grievance related to breach of policy of reservation in admission

Grievance for refusal to admit in accordance with the declared admission policy

Grievance related to charging of fees

Grievance regarding conduct of examinations

Harassment or victimization of a student

Women related problems, including sexual harassment

STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

Departmental Student Grievance Redressal Committee (DSGRC)

A complaint by an aggrieved student relating to a Department, or Institute of the University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the following composition.

Head of the Department/Director of the Institute by whatever designation known – Chairperson;

Two Professors, from outside the Department/Institute to be nominated by the Vice Chancellor– Members;

A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson– Member;

A representative from among students of the department to be nominated by the Chairperson based on academic merit/excellence/performance in co-curricular activities – Special Invitee.

The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.

In considering the grievances before it, the DSGRC shall follow principles of natural justice.

The DSGRC shall submit its report with recommendations, if any, to the Vice-Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

University Student Grievance Redressal Committee (USGRC)

Where a complaint does not relate to any academic Department/Institute of a University, as the case may be, the matter shall be referred to the University Student Grievance Redressal Committee (USGRC) to be constituted by the Vice Chancellor, with the following composition, namely:

Dean, Students Welfare – Chairperson;

One senior academic person, other than the Chairperson – Member;

Proctor/Senior academic person – Member;

Controller of Examination (for exam. related grievances)

Finance Officer (for fee/finance related grievances)

Director, Research (for the cases related to Research Scholars)

Coordinator (Admission), (for admission related matter)

Chief Provost (for hostel related matter)

A person with rural background from Reserved Category (nominated by DSW)

A representative from among students nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

The quorum for the meetings of the USGRC, including the Chairperson, but excluding the special invitee, shall be four.

In considering the grievances before it, the USGRC shall follow principles of natural justice.

The USGRC shall send its report with recommendations, if any, to the Vice-Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

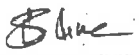
PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES

Any aggrieved student may submit an application seeking redressal of grievance through an online portal of the

University shall refer the complaint to the appropriate Departmental Student Grievance Redressal Committee (DSGRC) along with its comments within 15 days of receipt of complaint on the online portal.

The DSGRC shall fix a date for hearing the complaint which shall be communicated to the USGRC and the aggrieved student.

An aggrieved student may appear either in person or authorize a representative to present the case (in special circumstances only).


(Dean, Students Welfare)
Students Welfare
C.C.S. University, Meerut


(Registrar)
Registrar
Ch. Charan Singh University
Meerut



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Date: 12th September, 2019

Notice

This is to inform to all committee members that a meeting of the Grievances Redressal Committee is scheduled on **13th of September 2019 at 2:00 pm in Principal's Office.**

Members

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Mr. Shailesh Kumar Mishra	Teacher Representative	
Dr. Gaurav Solanki	Teacher Representative	
Mr. Ajay Kumar Gupta	Student Representative	

AGENDA FOR THE MEETING:

Opening Remarks:

Welcome address and introduction of committee members.

1. Presentation and discussion of grievances

Analysis and formulation of action plan for redressal of grievances.

2. Policy Review:

Examination of existing policies and procedures.

3. Recommendations for improvement

Additional matters brought forth by committee members or attendees.

4. Closing Remarks:

Summary of decisions and action items

All concerned members are invited to attend the meeting and actively participate in the discussions.

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GRIEVANCES REDRESSAL COMMITTEE MINUTES OF MEETING

Date: 13.09.2019

Time: 02pm- 03pm

Venue: Principal's Office

Attendees:

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Mr. Shailesh Kumar Mishra	Teacher Representative	
Dr. Gaurav Solanki	Teacher Representative	
Mr. Ajay Kumar Gupta	Student Representative	

GRIEVANCES REDRESSAL COMMITTEE: MINUTES OF MEETING

Opening Remarks:

The meeting commenced at 02:00 pm with Dr. M. Pandey, welcoming all attendees. He introduced the committee members present and emphasized the importance of the Grievances Redressal Committee in maintaining a fair and just environment within the college community.

Agenda Item 1: Presentation and discussion on grievances

Members of the committee presented and discussed grievances submitted by students and staff members. The concerns were analyzed, and action plan was formulated to address each issue. A thorough discussion ensued, with committee members providing valuable insights and suggestions.

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Agenda Item 2: Policy Review

The committee examined existing policies and procedures related to grievances resolution. Various aspects were discussed, including the effectiveness of current policies and potential areas for improvement. Suggestions for enhancing the existing framework were considered.

Agenda Item 3: Recommendations for improvement

Based on the policy review and discussions, the committee made recommendations for improvement in current grievance resolution process. These recommendations aimed at ensuring a well streamlined and efficient mechanism for addressing concerns within the college community.

Agenda Item 4: Additional matters brought forth by committee members or attendees

During this agenda item, committee members and attendees had the opportunity to bring up any additional matters or concerns not covered in the previous agenda items. Relevant issues were discussed, and appropriate actions were finally decided.

Closing Remarks:

Dr. M. Pandey summarized the decisions and action items discussed during the meeting. He emphasized the importance of implementing the recommendations for improvements and encouraged ongoing collaboration to maintain a harmonious college community.

The meeting concluded at 03:00 PM.



Grievance Redressal Committee

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Date: 12th February, 2020

Notice

This is to inform to all concerned committee members that a meeting of the Grievances Redressal Committee is scheduled on **13th of February, 2020 at 2:00 pm in Principal's Office.**

Members

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Mr. Shailesh Kumar Mishra	Teacher Representative	
Dr. Gaurav Solanki	Teacher Representative	
Mr. Ajay Kumar Gupta	Student Representative	

AGENDA FOR THE MEETING:

Opening Remarks:

Welcome address and introduction of committee members

- Presentation and discussion on grievances
- Analysis and formulation of action plan.
- Discussion on grievances recorded by the GRC like maintenance of classroom and other basic infrastructure in college.
- Recommendations for improvements
- Closing Remarks.
- Summary of decisions and action items

All concerned members are invited to attend the meeting and actively participate in the discussions.



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GRIEVANCES REDRESSAL COMMITTEE MINUTES OF MEETING 2020

Date: 13th of February, 2020

Time: 02pm – 03pm

Venue: Principal's Office

Attendees:

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Mr. Manish Rakesh	Teacher Representative	
Dr. Neelam Pandey	Teacher Representative	
Mr. Ajay Kumar Gupta	Student Representative	

Opening Remarks-

Dr. M. Pandey welcomed all the members.

Agenda Item 1: Presentation and discussion of grievances

Members of the committee presented and discussed grievances submitted by students and staff. The concerns were analyzed, and action plans were formulated to address each issue. He expressed about the students' request for regular maintenance of classroom infrastructure, shortage of water in the washrooms and improper lighting in some of the classrooms. He asked all committee members to keep a regular watch on the maintenance of basic infrastructure of the college thorough discussion ensued, with committee members providing valuable insights and suggestions.

Agenda Item 3: Recommendations for improvements

Based on the discussions, the committee made recommendations for improvements to the current grievance resolution process. These recommendations aimed at ensuring a more streamlined and efficient mechanism for addressing concerns within the college community

Closing Remarks:

As the meeting concluded, Principal Dr. M. Pandey thanked all committee members for their active participation and valuable contributions. The Coordinator summarized the key decisions and action items arising from the meeting, highlighting any follow-up tasks assigned to specific individuals.



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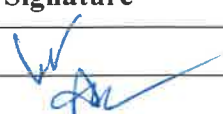
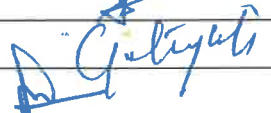
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Grievance Redressal Committee 2020-21

To redress the Grievance, the Institution has formed a Grievance Redressal Committee as per the said guidelines. The composition of the Grievance Redressal committee is made with a view to remove the Grievances of the students.

The following is the composition of Grievance Redressal Committee:

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Ms. Sakshi Mishra	Teacher Representative	
Ms Geeetanjali	Teacher Representative	
Manjeet Kaur (LL.B. II year)	Student Representative	


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Date: 10th September 2020

Notice

This is to inform all concerned committee members that a meeting of the Grievance Committee is scheduled on 13th September 2019 at 2:00 pm in Principal Office.

Members

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Ms. Sakshi Mishra	Teacher Representative	
Ms. Geetanjali	Teacher Representative	
Manjeet Kaur (LL.B. II year)	Student Representative	

AGENDA FOR THE MEETING:

Opening Remarks:

Welcome and introduction of committee members

1. Presentation and discussion of grievances
Analysis and formulation of action plans

2. Policy Review:
Examination of existing policies and procedures

3. Recommendations for improvements
Additional matters brought forth by committee members or attendees

4. Closing Remarks:
Summary of decisions and action items

All concerned members are invited to attend the meeting and actively participate in the discussions.

Grievance Redressal Committee



Copy to.....

1. Central Office (Management)
2. Principal
3. All Committee Members

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GRIEVANCE REDRESSAL COMMITTEE MINUTES OF MEETING

Date: 11/09/2020

Time: 02pm- 03pm

Venue: Principal Office

Attendees:

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Ms. Sakshi Mishra	Teacher Representative	
Ms. Geetanjali	Teacher Representative	
Manjeet Kaur (LL.B. II year)	Student Representative	

GRIEVANCE REDRESSAL COMMITTEE MINUTES OF MEETING

Opening Remarks:

The meeting commenced at 02:00 pm with Dr. M. Pandey, welcoming all attendees. She introduced the committee members to present and emphasized the importance of the Grievances Committee in maintaining a fair and just environment within the college community.

Agenda Item 1: Presentation and discussion of grievances

Members of the committee presented and discussed grievances submitted by students and staff. The concerns were analyzed, and action plans were formulated to address each issue. A thorough discussion ensued, with committee members providing valuable insights and suggestions.

Agenda Item 2: Policy Review

The committee examined existing policies and procedures related to grievance resolution. Various aspects were discussed, including the effectiveness of current policies and potential areas for improvement. Suggestions for enhancing the existing framework were considered.

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Agenda Item 3: Recommendations for improvements

Based on the policy review and discussions, the committee made recommendations for improvements to the current grievance resolution process. These recommendations aimed at ensuring a more streamlined and efficient mechanism for addressing concerns within the college community.

Agenda Item 4: Additional matters brought forth by committee members or attendees

During this agenda item, committee members and attendees had the opportunity to bring up any additional matters or concerns not covered in the previous agenda items. Relevant issues were discussed, and appropriate actions were decided upon.

Closing Remarks:

Dr. M. Pandey summarized the decisions and action items discussed during the meeting. She emphasized the importance of implementing the recommendations for improvements and encouraged ongoing collaboration to maintain a harmonious college community.

The meeting concluded at 03:00 PM.



Grievance Redressal Committee

Copy to.....

1. Central Office (Management)
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3. All Committee Members

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Date: 11th February, 2021

NOTICE

This is to inform all concerned committee members that a meeting of the Grievances Committee is scheduled on 11th February, 2021 at 2:00 pm in Principal Office.

Members

<u>Members:</u>	<u>Designation</u>	<u>Signature</u>
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Ms. Sakshi Mishra	Teacher Representative	
Ms. Geetanjali	Teacher Representative	
Manjeet Kaur (LL.B.II Year)	Student Representative	

AGENDA FOR THE MEETING:

Opening Remarks:

Welcome and introduction of committee members

- Presentation and discussion of grievances
- Analysis and formulation of action plans
- Discussion of Grievances recorded by the GRC like Maintenance of classroom and other college basic infrastructure.
- Recommendations for improvements
- Closing Remarks:
- Summary of decisions and action items

All concerned members are invited to attend the meeting and actively participate in the discussions.



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Copy to.....

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2. Principal
3. All Committee Members

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GRIEVANCE REDRESSAL COMMITTEE MINUTES OF MEETING (2020-21)

Date: 12th February, 2021

Time: 02pm – 03pm

Venue: Principal Office

Attendees:

Members:	Designation	Signature
Dr. M. Pandey	Chairperson	
Mr. Anjani Jha	Senior Administrative Officer	
Ms. Sakshi Mishra	Teacher Representative	
Ms. Geetanjali	Teacher Representative	
Manjeet Kaur (LL.B. II year)	Student Representative	


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Opening Remarks-

Dr. M. Pandey welcomed all the members.

Agenda Item 1: Presentation and discussion of grievances

Members of the committee presented and discussed grievances submitted by students and staff. The grievances were analyzed and action plans were formulated to address each issue. She expressed about the students' request for regular maintenance of classroom infrastructure, shortage of water in the washrooms and improper lighting in some of the classrooms. She asked all committee members to keep a regular watch on the maintenance of basic infrastructure of the college thorough discussion ensued, with committee members providing valuable insights and suggestions.

Agenda Item 3: Recommendations for improvements

Based on the discussions, the committee made recommendations for improvements to the current grievance resolution process. These recommendations aimed at ensuring a more streamlined and efficient mechanism for addressing concerns within the college community.

Closing Remarks:

As the meeting concluded, Dr. M. Pandey thanked all committee members for their active participation and valuable contributions. The Coordinator summarized the key decisions and action items arising from the meeting, highlighting any follow-up tasks assigned to specific individuals.

Grievance Redressal Committee

Copy to.....

1. Central Office (Management)
2. Principal
3. All Committee Members



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Grievance Redressal Committee 2021-22

To redress the Grievance, the Institution has formed a Grievance Redressal Committee as per the said guidelines. The composition of the Grievance Redressal committee is made with a view to remove the Grievances of the students.

The following is the composition of Grievance Redressal Committee:

S.No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Ms. Shipra Mishra	Member	
3	Dr. Neelam Pandey	Member	
4	Mr. Anjani Jha	Member	
5	Abhilash Jain (LL.B. II year)	Student Representative	

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Dated- 6th October, 2021

CIRCULAR

A meeting of the Grievance Redressal Committee will be held on 6/10/2021 at 2:00 PM in the principal office.

All the members are requested to attend the meeting.

Agendas for the Meeting

- Maintenance of class room infrastructure such as door latches, window stoppers, fan regulators, sufficient lighting, and broken floor and floor tiles.
- Upgradation of computers in the labs
- Expansion of space in the canteen.
- Regularly checking up on the potability of the drinking water



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Copy to.....

1. Central Office (Management)
2. Principal
3. All Committee Members

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The agenda and outcome of the Grievance Redressal Committee meeting held on 6/10/2021

S. No.	Agenda	Discussion
1	Maintenance of class room infrastructure such as door latches, window stoppers, fan regulators, sufficient lighting, and broken floor and floor tiles.	Dr. M. Pandey instructed Office Supdt. Mr. Anjani Jha to look into the maintenance of class room infrastructure; however, the broken floor tiles are due to some structural defects that will be replaced in a phased manner.
2	Upgradation of computers in the labs	Dr. M. Pandey informed to monitor and get the CPUs replaced with the updated version.
3	Expansion of space in the canteen.	Canteen would be kept open for long hours on days when there are some special events in the college for student organizers.
4	Regular checking up for the portability of the drinking water	It was decided that regular checking is necessary.

The meeting ended with a vote of thanks to the chair.

Grievance Redressal Committee



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Attendance

S.No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Ms. Shipra Mishra	Member	
3	Dr. Neelam Pandey	Member	
4	Mr. Anjani Jha	Member	
5	Abhilash Jain (LL.B. II year)	Student Representative	



Grievance Redressal Committee


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Action taken report of Grievance Redressal committee meeting held on 14/10/2021:-

S. No.	Agenda	Action Taken
1	Maintenance of class room infrastructure such as door latches, window stoppers, fan regulators, sufficient lighting, and broken floor and floor tiles.	Proper maintenance classrooms and infrastructure was completed in new session after Covid-19.
2	Upgradation of computers in the labs	Upgradation of Computers was done by IT staff members and gets the CPUs replaced with the updated version.
3	Expansion of space in the canteen.	Canteen space was increased and completed the work of hygiene.
4	Regular checking up for the potability of the drinking water	There was no issue of drinking water among the students.



Grievance Redressal Committee

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Dated- 9th March, 2022

CIRCULAR

A meeting of the Grievance Redressal Committee will be held on March 9, 2022, at 2:00 PM in the principal office.

All the members are requested to attend the meeting.

Agendas for the Meeting:-

- Request for more frequent cleaning of the ceiling fan.
- Request for easy access to sanitary napkins for girl students when needed.

Grievance Redressal Committee



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Copy to.....

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3. All Committee Member

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The agenda and outcome of the Grievance Redressal Committee meeting held on 10/03/2022:-

S. No.	Agenda	Discussion
1	Request for more frequent cleaning of ceiling fan.	There was a request from students for more fans and, they will be installed soon, under the supervision of Dr. M. Pandey.
2	Request for easy access to sanitary napkins for girl students when needed.	There has been a request from girl students for easy access to sanitary napkins at the college. Dr. M. Pandey would be asked to identify the possibilities of getting sanitary napkin vending machines and incinerators for all the girls' wash rooms and also provide the budgetary requirements.

The meeting ended with a vote of thanks to the chair.



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Attendance

S. No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Ms. Shipra Mishra	Member	
3	Dr. Neelam Pandey	Member	
4	Mr. Anjani Jha	Member	
5	Abhilash Jain (LL.B. II year)	Student Representative	



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Action taken report of Grievance Redressal committee meeting held on 14th March, 2022:-

S. No.	Agenda	Action Taken
1	Request for more frequent cleaning of ceiling fan.	All fans were cleaned within two days.
2	Request for easy access to sanitary napkins for girl students when needed.	There was some budgetary issue so management assured to complete in next session.


Grievance Redressal Committee


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Grievance Redressal Committee 2022-23

To redress the grievance, the institution has formed a grievance redressal committee as per the said guidelines. The composition of the Grievance Redressal Committee is made with a view to removing the grievances of the students.

The following is the composition of the Grievance Redressal Committee:

S.No.	Name of the Members	Position	Signature
1	Dr. M. Pandey	Chairperson	
2	Dr. Sangeeta	Member	
3	Mr. N.D. Sharma	Member	
4	Mrs. Asha Rani	Member	
5	Mr. AnjaniJha	Member	
6	Deepak (LL.B.II year)	Student Representative	

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Dated- 7th September, 2022

CIRCULAR

A meeting of the Grievance Redressal Committee will be held on September 8, 2022, at 2:00 PM in the principal office.

All the members are requested to attend the meeting.

Agendas for the Meeting

- Timely issue of Marksheets, transfer certificates, character certificates, or other examination and scholarship-related matters.
- Dues and payments for various items from the library, hostels, and other financial matters.
- Certain misgivings about the conditions of sanitation, the preparation of food, and any other offensive activity.



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Copy to.....

1. Central Office (Management)
2. Principal
3. All Committee Members



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The agenda and outcome of the Grievance Redressal Committee meeting held on September 8, 2022

Opening Remarks:

The meeting commenced at 2:00 pm with Dr. M. Pandey welcoming all attendees. She introduced the committee members and emphasized the importance of the Grievances Committee in maintaining a fair and just environment within the college community.

Agenda	Discussion
Timely issue of Marksheets, transfer certificates, character certificates or other examination and scholarship-related matters.	Some faculty members said that students are facing some problems related to Marksheets, transfer certificates, character certificates, and scholarship-related matters. The coordinator recommended solving these problems with the official staff.
Dues and payments for various items from the library, hostels, and other financial matters.	Students are facing some problems related to dues from the library, hostels and other financial matters. The coordinator instructed to keep away from these problems.
Certain misgivings about conditions of sanitation, preparation of food and any other offensive activity	Faculty members told that sanitation and preparation of food is not on time and proper. All staff members will try to remove these problems.

Closing Remarks:

Dr. M. Pandey summarized the decisions and action items discussed during the meeting. She emphasized the importance of implementing the recommendations for improvements and encouraged ongoing collaboration to maintain a harmonious college community.

The meeting ended with a vote of thanks to the chair.



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Attendance

S. No.	Name of the Members	Position	Signature
1.	Dr. M. Pandey	Chairperson	
2.	Dr. Sangeeta	Member	
3.	Mr. N.D. Sharma	Member	
4.	Mrs. Asha Rani	Member	
5.	Mr. AnjaniJha	Member	
6.	Deepak (LL.B.II year)	Student Representative	



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Action taken report of Grievance Redressal committee meeting held on 08/09/2022:-

S. No.	Agenda	Action Taken
1	Timely issue of Mark-sheets, Transfer Certificates, Character Certificates or other examination and scholarship related matters.	Timely issues of all certificates and documents was done well maintained
2	To dues and payments for various items from the library, hostels and other financial matters.	All dues and payments was done on time.
3	Certain misgivings about conditions of sanitation, preparation of food and any other offensive activity	Proper sanitation, preparation of food and other things have been done in proper well maintained way.


Coordinator
Grievance Redressal Committee


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Dated- 22nd February, 2023

CIRCULAR

A meeting of **Grievance Redressal Committee** will be held on 23rd February, 2023 at 02:00 PM in the Principal office.

All the members are requested to attend the meeting.

Agendas of the Meeting

- Grievance related to summer internship and placement
- Repair and maintenance work
- Career Counselling and Competitive Examination Guidance Class Discussion for the placement and enhancement of the students



Grievance Redressal Committee

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2. Principal
3. All Committee Members



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The agenda and outcome of the Grievance Redressal Committee meeting held on 23rd February, 2023

The meeting commenced at 02:00 pm with Dr. M. Pandey, welcoming all attendees. He introduced the committee members present and emphasized the importance of the Grievances Committee in maintaining a fair and just environment within the college community.

S. No.	Agenda	Discussion
1	Grievance related to summer internship and placement	There was a discussion that some students demanded to internship and placement in last year. Chairperson instructed to the faculty members that every students must go for internship and good opportunity for job.
2	Repair and maintenance work	Chairperson Dr. M. Pandey (Principal) instructed to Mr. Anjani Jha office superintendent to repair and maintain the infrastructure.

Closing Remarks:

Dr. M. Pandey summarized the decisions and action items discussed during the meeting. He emphasized the importance of implementing the recommendations for improvements and encouraged ongoing collaboration to maintain a harmonious college community.

The meeting ended with a vote of thanks to the chair.


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Attendance

S.No.	Name of the Members	Position	Signature
1	Dr. M. Pandey	Chairperson	
2	Dr. Sangeeta	Member	
3	Mr. N.D. Sharma	Member	
4	Mrs. Asha Rani	Member	
5	Mr. AnjaniJha	Member	
6	Deepak (LL.B.II year)	Student Representative	



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Action taken report of Grievance Redressal committee meeting held on 25th February. 2023:-

S. No.	Agenda	Action Taken
1	Grievance related to summer internship and placement	All grievance related to summer internship and placement were solved by the placement cell.
2	Repair and maintenance work	Infrastructure and computers were repaired promptly.



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Grievance Redressal Committee 2023-24

To redress the grievance, the institution has formed a grievance redressal committee as per the said guidelines. The composition of the Grievance Redressal Committee is made with a view to removing the grievances of the students.

The following is the composition of the Grievance Redressal Committee:-

S.No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Dr. Neelam Pandey	Member	
3	Ms. Lipi	Member	
4	Mr. Aditya	Member	
5	Mr. Anjani Jha	Member	
6	Bharat Singh (LL.B. II year)	Student Representative	

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CIRCULAR

Dated- 18th October, 2023

A meeting of the Grievance Redressal Committee will be held on October 19th, 2023, at 2:00 PM in the principal office.

All the members are requested to attend the meeting.

Agendas for the Meeting:-

- Maintenance of class room infrastructure such as door latches, window stoppers, fan regulators, sufficient lighting, and broken floor and floor tiles.
- Upgradation of computers in the labs
- Availability of cool drinking water
- To upload study material and questions for exam purposes



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The agenda and outcome of the Grievance Redressal Committee meeting held on 19th/10/2023

Agenda	Discussion
Maintenance of class room infrastructure such as door latches, window stoppers, fan regulators, sufficient lighting, and broken floor and floor tiles.	Dr. M. Pandey instructed Office Supdt. Mr. Anjani Jha to look the maintenance of class room infrastructures, however, the broken floor tiles is due to some structural defect which will be replaced in a phased manner.
Upgradation of computers in the labs	Dr. M. Pandey informed to monitor and get the CPUs replaced with the updated version.
Availability of Water Cooler	Coordinator recommended supplying cool water for the students.
To upload study material and questions for exam purpose	Coordinator decided and recommended to update all study material related to exams.

The meeting ended with a vote of thanks to the chair.

Principal
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Attendance

S.No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Dr. Neelam Pandey	Member	
3	Ms. Lipi	Member	
4	Mr. Aditya	Member	
5	Mr. Anjani Jha	Member	
6	Bharat Singh (LL.B. II year)	Student Representative	



Grievance Redressal Committee

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Action taken report of Grievance Redressal committee meeting held on 19/10/2023:-

S. No.	Agenda	Action Taken
1	Maintenance of class room infrastructures such as door latches, window stoppers, fan regulators, sufficient lighting, broken floor and floor tiles.	Proper maintenance classrooms and infrastructure was completed in new session after Covid-19.
2	Upgradation of computers in the labs	Upgradation of Computers was done by IT staff members and gets the CPUs replaced with the updated version.
3	Expansion of space in the canteen.	Canteen space was increased and completed the work of hygiene.
4	Regular checking up for the potability of the drinking water	There was no issue of drinking water among the students.


Grievance Redressal Committee


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Dated- 4th March, 2024

CIRCULAR

A meeting of the Grievance **Redressal Committee** will be held on March 5th, 2024, at 2:00 PM in the principal office.

All the members are requested to attend the meeting.

Agendas for the Meeting

- Students' grievances related to late classes
- More and more co-curricular and extra-curricular activities for the enhancement of the students



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The agenda and outcome of the Grievance Redressal Committee meeting held on 05/03/2024

S. No.	Agenda	Discussion
1	Students' grievance related to late classes	There was a discussion that some students complained for late classes. Chairperson instructed to the faculty members that each class must be start beyond time.
2	More and more co-curricular and extra-curricular activities for the enhancement of the students	Dr. M. Pandey instructed and recommended to boost co-curricular and extra-curricular activities for the students' enhancement.

The meeting ended with a vote of thanks to the chair.

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Attendance

S. No.	Name of the Members	Position	Sign
1	Dr. M. Pandey	Chairperson	
2	Dr. Neelam Pandey	Member	
3	Ms. Lipi	Member	
4	Mr. Aditya	Member	
5	Mr. Anjani Jha	Member	
6	Bharat Singh (LL.B. II year)	Student Representative	



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Action taken report of Grievance Redressal committee meeting held on 05/03/2024:-

S. No.	Agenda	Action Taken
1	Students' grievance related to late classes	All classes were going on timely.
2	More and more co-curricular and extra-curricular activities for the enhancement of the students	Event Calendar was designed and activities were begun by the HOD and Class coordinator.


Grievance Redressal Committee


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