

Minutes of meeting of Grievance and Redressal Committee held on 2.9.2024 at 1:30 PM in Principal Office.

Members Present:

1. Dr. Hemant Verma, Principal GC, Barwala, Panchkula
2. Dr. Vinay Yadav, Convener, Grievance and Redressal Committee
3. Dr. Harvanada, Member, Grievance and Redressal Committee.
4. Dr. Nisha Raj, Member Grievance and Redressal Committee
5. Mr. Neeraj Rohila, Member, Grievance and Redressal committee.

Some grievances have been received by the Committee in grievance room. During Mentor- Mentee meeting, mentors received grievances from the students. Committee also received two grievances from the college staff.

#### Regulations of the grievances raised by students

**Grievance No. 1:** E-Rikshaw facility after 12:00 on Friday and Saturday

**Students Name:** Kavita, Diksha, Arpita, Sonia and Lavish

**Class:** BCA I

**Recommendation of the Committee:** The Committee has recommended that teacher of BCA I will give in writing that their classes (BCA I) are over by 12 o'clock on Friday and Saturday. After that, college administration will decide to change the time of E-Rikshaw.

**Grievance No. 2:** Auditorium for cultural program practice

**Students Name:** Riya, Mansi, Rahul, Malika, Anjali, Rajni, Kushbu

**Class:** BA II, BSo II

**Recommendation of the Committee:** One member of grievance cell Dr. Neeraj Rohila also incharge of the college auditorium denied the access to the auditorium without the supervision of any teacher. The Committee further recommended that the students be given a separate place near dispensary and cultural room for practice.

**Grievance No. 3:** Regarding Tour

**Students Name:** Deepika, Prabha, Pooja, Daya, Hasina etc.

**Class:** BA III

**Recommendation of the Committee:** The final year students expressed their desire for an official trip. The Committee agreed that a letter be sent to DHE for the release of the grant. The committee also recommended that only those students who are attending classes regularly and performing well, will be allowed for trip.

**Grievance No. 4:** In mentor-mentee meeting, following problems have been raised by the students. Annexure attached.

**Recommendation of the Committee:**

1. Already resolved by DHEO.
2. NSO and Absentee Committee will display rules of absentee and NSO.
3. Water cooler switched off. Electrician will repair it.
4. Furniture demand will be fulfilled shortly
5. Water Cooler demand will be fulfilled shortly.
6. Demand will be fulfilled after availability of another E-Rikshaw.
7. Arrangement of Broadband connection is being made.
8. Washroom were found clean.
9. Power was not available due to maintenance being carried out by Power Department.
10. Library in-charge will maintain discipline in the library.

**Grievance No. 5:** Grievance by Chemistry Department and Library Attendant

**Recommendation of the Committee:** Ms Jasbir will assist Physics and Chemistry Labs. University clerk will collect the fees and maintain the record of DMCs and Degrees.

Grievance and Redressal Committee

- 1- Dr. Vinay Yadav *Vijz*
- 2- Dr. Harvandra *Sahini*
- 3- Dr. Nisha Raj *Raj*
- 4- Mr. Meeraj *Rohilla*

*Meeraj*

Copy of the minutes of Grievances and Redressal committee meeting held on 2/9/24 duly signed by the principal is forwarded to the HSO & Absentee in-charge, library attendant, BCAI teachers, cultural in-charge, town in-charge (G.)

Enclosure No- 3864-68/24

Dated-08/09/24

*Prin*

Action taken by Concerned: Grievance No. 4

Point No. 1 - Already Resolved

Point No.2 -Rules displayed by NSO Committee.

Point No.3 -Water cooler repaired.

Point No.4 -Under Process

Point No. 5 - To be processed shortly

Point No.6 -Still awaited

Point No.7- Broadband connection arranged.

Point No.8- No action required

Point No. 9 -UHBVs were requested telephonically to maintain the continuity of power supply.

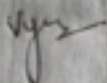
Point No. 10- Library incharge is maintain discipline.

Grievance No. 1: - As per time table BCA-I classes are over only after 2:00 P.M B-Rikshaw will be available only after 2:00 P.M.

Grievance No. 2:- Permission granted for cultural program practice near dispensary and cultural room.

Grievance No. 3: letter sent to DHE for release of tour Grant.

Grievance No. 5: Ms. Jasbir is assisting Physics & Chemistry labs. Mr. Krishan is collecting fees and maintain record of DMCDegree.



Minutes of meeting of Grievance and Redressal Committee held  
18.08.2024 at 1:30 PM in Principal Office

Members Present:—

1. Dr. Hemant Verma, Chairman, Grievance and Redressal Committee
2. Dr. Vinay Yadav, Convener, Grievance and Redressal Committee
3. Dr. Nisha Raj, Member Grievance and Redressal Committee
4. Mr. Neeraj Rohila, Member, Grievance and Redressal Committee

Some grievances have been received by the Committee in grievance & redressal room. During Mentor- Mentee meeting also, mentors received grievances from the students.

**Resolution of the grievances raised by students**

**Grievance No. 1: Drinking Water Facility on 2<sup>nd</sup> Floor**

**Students Name:** Payal

**Class:** BCA II

**Recommendation of the Committee:** The Committee recommended that Poo Health In-charge would make arrangements for water cooler on 2<sup>nd</sup> Floor.

**Grievance No. 2: Cleanliness of Washrooms on 2<sup>nd</sup> Floor**

**Students Name:** Gyayatri, Jaspreet, Sapna, Mehak

**Class:** MSc I

**Recommendation of the Committee:** The committee recommended Cleaning Committee to take immediate action for cleanliness of the washrooms on 2<sup>nd</sup> Floor.

**Grievance No. 3: Grievances (Annexure-I) received during mentor-mentee meeting**

**Class:** BA, BCcm, BCA

**Point-Wise recommendation of the Committee:**

1. Electricity in-charge to get the fans of Eduset Room and Room No. 3 repaired.
2. Already resolved at Grievance No. 1.
3. Sports in-charge was asked to maintain the ground. *Open*
4. Property in-charge was tasked with replacement of the damaged/ broken benches. *Done*

6. Canteen in-charge was requested to ensure cleanliness in the canteen.
6. Cleanliness in-charge was requested to arrange additional dustbins in the college premises.
7. Scholarship in-charge was requested to look into the matter.

Grievance and Redressal Committee

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