

Ref. No. HM/SVSU/2023/3859(A)

Date: August 3, 2023

College Grievance Cell Committee
Minutes of Meeting (MoM) for 03/08/2023

Date: August 3, 2023

Time: 11:00 AM

Venue: Conference Room

Members Present:

- Mr. Ankit Srivastava, Assistant Professor, BCSCHM – Chairman
- Ms. Garima Jain Goel, Assistant Professor, BCSCHM – Member

Ankit
Garima

The meeting commenced with a welcome address by the Chairman. The following points were discussed, and resolutions were passed:

Agenda & Discussions:

1. **Review of grievances registered in the last quarter:**

- The committee reviewed 12 grievances submitted by students and staff. Most of the grievances were related to hostel maintenance and faculty conduct.
- Two grievances related to academic scheduling were also discussed.

Resolution:

- Hostel issues will be addressed by the concerned maintenance team, and faculty conduct issues will be taken up with the concerned departments.
- The scheduling conflict will be reviewed with the academic coordinator for possible solutions.

2. **Discussion on improving the grievance redressal system:**

- Suggestions were made to increase awareness about the grievance cell among students and staff.
- A more streamlined online grievance submission system was proposed.

Resolution:

- The committee decided to organize a workshop on how to register grievances, ensuring transparency and confidentiality.
- An online grievance submission form will be created and introduced within the next month.

3. **Evaluation of the current grievance handling process:**

- Feedback from students indicated a lack of timely responses. Some grievances were noted to have taken more than a month to resolve.

Resolution:

- A new timeline for grievance resolution will be implemented, ensuring all grievances are addressed within 10 working days.
- The committee will monitor the process more closely and provide timely updates to the complainants.

4. **Any other matter with the permission of the Chair:**

- Mr. Ankit Srivastava suggested conducting anonymous surveys to identify any hidden issues affecting students or staff.

Resolution:

- The committee agreed to conduct anonymous surveys every semester to gauge the effectiveness of the grievance cell and identify any areas of improvement.

The meeting concluded with a vote of thanks by the Chairperson, expressing gratitude to all members for their valuable insights and active participation. The commitment to achieving the objectives discussed and fostering a positive and productive environment was reaffirmed.

Head of the Institution

Bhikaji Cama Subharti Institute of Hotel Management
S.V.S.U., MEERUT

Dr. Shiv Mohan Verma
HOI, BCSCHM