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Date: July 6, 2024

College Grievance Cell Committee
Minutes of Meeting (MoM) for 06/07/2024

Date: July 6, 2024

Time: 11:00 AM

Venue: Conference Room

Members Present:

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

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

Agenda & Discussions:

1. **Annual review of grievances and their resolution:**

- The committee reviewed grievances for the past year and found that 90% of the grievances had been resolved successfully within the stipulated timeframe.
- The remaining 10% of grievances are related to long-term issues that require administrative intervention.

Resolution:

- The committee will follow up on long-term issues with the administration to ensure timely resolution.
- A report on the annual grievance handling process will be shared with the college leadership.

2. **Review of the grievance handling system for the upcoming academic year:**

- The committee discussed improvements to the grievance handling system, including introducing an anonymous feedback option for each resolved case.

Resolution:

- The feedback mechanism will be introduced to allow students and staff to share their opinions on how their grievances were handled.

3. **Discussion on improving the grievance redressal mechanism:**

- Ms. Garima Jain Goel suggested having regular monitoring and evaluation of the grievance redressal system to identify any loopholes.

Resolution:

- The grievance redressal system will be evaluated bi-annually. Improvements will be made based on feedback and evaluations.

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

- Mr. Ankit Srivastava proposed creating a dedicated team for grievance handling during peak times, such as the beginning and end of semesters.

Resolution:

- A dedicated grievance handling team will be formed for peak times to ensure faster resolution during high-pressure periods.

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.

[Signature]

Head of the Institution

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

Dr. Shiv Mohan Verma
HOI, BCSCHM