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Date: December 14, 2023

College Grievance Cell Committee
Minutes of Meeting (MoM) for 14/12/2023

Date: December 14, 2023

Time: 11:00 AM

Venue: Conference Room

Members Present:

- Mr. Ankit Srivastava, Assistant Professor, BCSCCHM – Chairman *Ankit*
- Ms. Garima Jain Goel, Assistant Professor, BCSCCHM – Member *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 received during the last semester:

- The committee reviewed the grievances from the previous semester. Most of them were resolved, with the exception of a few issues related to late fee payment and library facilities.

Resolution:

- Late fee payment issues will be reviewed by the accounts department, and library facilities will be improved by increasing staffing during peak hours.

2. Feedback on the effectiveness of the grievance redressal process:

- The committee discussed the effectiveness of the newly implemented grievance submission system. The online platform has been used by students and staff, with positive feedback regarding ease of use.

Resolution:

- The online grievance system will be maintained and upgraded regularly to ensure smooth functioning.
- Additional training will be provided to staff on how to handle grievances efficiently.

3. Suggestions for enhancing grievance handling procedures:

- Ms. Garima Jain Goel proposed the inclusion of an "Escalation Procedure" for grievances that are not resolved within the given timeline.

Resolution:

- An escalation procedure will be added to the grievance handling process. If a grievance remains unresolved after 10 days, it will be escalated to higher authorities.

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

- Mr. Ankit Srivastava suggested organizing a session to inform students and staff about the new grievance handling protocols.

Resolution:

- A session will be scheduled in January 2024 to inform everyone about the grievance redressal process and the new online system.

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, BCSCCHM