

**Annual Report on Grievance Redressal Cell
(for the Academic Year 2018-2019)**

Quantum University's Grievance Redressal Cell is dedicated to resolving a broad spectrum of concerns encompassing academics, administration, and personal matters within the university community. The effective grievance mechanism integrated into the Learning Management System (LMS) efficiently tackles minor issues, which are typically handled by respective departments. For issues that extend beyond departmental jurisdiction, the Grievance Redressal Cell becomes the reporting platform.

The cell adeptly manages reported issues, actively fostering a positive and harmonious campus environment. The expeditious resolution of grievances stands as a testament to the university's unwavering commitment to transparency and accountability. This commitment, in turn, significantly contributes to the overall well-being of all university members.

Following are some of the cases reported over the academic year, all of which were concurrently addressed through the redressal procedures, showcasing the proactive and responsive nature of the Grievance Redressal Cell.

| S.No | Students Grievance | Complaint Date | Action Taken Date | Redressal Taken |
|------|--|----------------|-------------------|--|
| 1 | The water cooler on the third floor is not dispensing cold water. | 04.06.2018 | 07.06.2018 | Water Cooler was rectified. |
| 2 | Seating allotment for students on the Roorkee bus to be arranged | 06.07.2018 | 10.07.2018 | It was ensured by transport incharge that proper seating arrangements were done for students. |
| 3 | Sports club raised an issue regarding the inadequate maintenance of the playing field, which was affecting their performance | 20.08.2018 | 22.08.2018 | The sports officers have implemented the necessary measures, leading to enhancements and restoration of the playing field. |
| 4 | Multiple Biometric attendance marking system for faculty. | 31.08.2018 | 07.09.2018 | Multiple biometric attendance system now ensures streamlined efficiency in the marking process. |





| | | | | |
|----|--|------------|------------|--|
| 5 | Special seats for teachers in bus | 29.08.2018 | 30.08.2018 | Seats for Teachers were fixed by Transport office |
| 6 | Faculty members request to increase the number of days to mark the attendance in erp | 27.08.2018 | 28.08.2018 | ERP cell has increased the number of days for marking attendance as per the request by faculty members |
| 7 | Library reading time to be extended till 7.30 pm for students inside the campus | 03.09.2018 | 04.09.2018 | The library reading time is now extended until 7:30 pm for students within the campus, providing an opportunity for extended study sessions and academic pursuits. |
| 8 | Internet access in main building until 8 pm | 03.09.2018 | 03.09.2018 | Internet access in the main building has been extended until 8 pm to facilitate continued online activities |
| 9 | Ms. Arti, a first-year B.Sc Nutrition & Dietetics student, reported an issue concerning the non-updation of her fees payment in the ERP system | 11.09.2018 | 19.09.2018 | Fee payment was updated in the ERP |
| 10 | Classroom (A003) lacks curtains, resulting in disruptions during their Power Point presentations classes. | 25.10.2018 | 26.10.2018 | Estate office incharge had resolved the issue |
| 11 | Similarity of switches for both tube lights and fans, causing confusion and inconvenience. | 04.02.2019 | 07.02.2019 | The issue was resolved by the electrician |
| 12 | Faculty overseeing | 28.01.2019 | 30.01.2019 | The issue was resolved |



(Signature)
Registrar
Quantum University

| | | | | |
|----|---|------------|------------|--|
| | passion programs seek a workload reduction due to their involvement in specialized initiatives. | | | by Head of the Departments and the workload of respective faculty members was reduced. |
| 13 | Female students in the hostel have registered a complaint regarding the need for rectification of the lighting facilities outside the hostel. | 21.05.2019 | 23.05.2019 | The hostel's female students' complaint about inadequate outdoor lighting has prompted the initiation of rectification measures by the facilities management team. |



 Registrar
 Quantum University

