

Annual Report on Grievance Redressal Cell (for the Academic Year 2019-2020)

Quantum University's Grievance Redressal Cell plays a crucial role in addressing a diverse range of concerns within the university community, spanning academics, administration, and personal matters. The efficient grievance mechanism embedded in the Learning Management System (LMS) is particularly effective in handling minor issues, with respective departments usually taking charge of these matters. However, for concerns that surpass departmental scopes, the Grievance Redressal Cell serves as the designated reporting hub.

Effectively managing and resolving reported issues, the cell actively contributes to cultivating a positive and harmonious campus environment. The swift resolution of grievances is emblematic of the university's firm dedication to upholding principles of transparency and accountability, ultimately enhancing the overall well-being of its members.

Outlined below are some instances reported over the academic year, all of which were concurrently addressed through the redressal procedures. This showcases the Grievance Redressal Cell's commitment to prompt and comprehensive issue resolution.

S.No	Students Grievance	Complaint Date	Action Taken Date	Redressal taken
1	The issue concerning the operation of lift in boys hostel	03.07.2019	05.07.2019	The maintenance team has been notified, and a comprehensive inspection is in progress to identify and rectify lift malfunctions. Ongoing regular maintenance checks will be implemented to ensure sustained functionality and safety for boys' hostel residents.
2	Internet-related issues in the campus	16.07.2019	17.07.2019	Issues related to the internet have been addressed promptly. The technical team has been informed and is currently conducting an investigation to identify and resolve any connectivity or performance issues. Measures are being implemented to enhance the overall stability and



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3	Female students filed a complaint regarding inadequate water supply in their floor's restroom (II Floor B Block) during the afternoon.	06.08.2019	07.08.2019	reliability of the internet services. Immediate steps initiated to address inadequate water supply in II Floor B Block restroom after complaint by female students; maintenance team actively resolving the issue.
4	Office Staff members complaint about malfunctioning printers, photocopiers, or other office equipment affecting work efficiency.	04.09.2019	05.09.2019	Prompt measures initiated; IT and maintenance teams addressing issues to enhance work efficiency.
5	The faculty member reported an issue regarding the interruption of internet facilities on the first floor of B Block.	11.09.2019	12.09.2019	The IT department has been alerted to investigate and address the issue promptly, ensuring uninterrupted internet services for the affected area.
6	Transportation services for the remote areas of Roorkee and Saharanpur.	20.08.2019	21.08.2019	Continuous monitoring and feedback mechanisms will be established to ensure sustained improvements in transportation services for these



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