Quantum University, Roorkee

Annual Report on Grievance Redressal Cell
(for the Academic Year 2020-2021)

Quantum University's Grievance Redressal Cell is dedicated to addressing a diverse range of academic, administrative, and personal concerns, playing a pivotal role in cultivating a positive campus environment. The expeditious resolution of these issues serves as a testament to the university's unwavering commitment to transparency and accountability, ultimately contributing to the enhanced well-being of its members. Furthermore, the careful and detailed documentation of cases underscores the university's proactive approach, emphasizing its dedication to maintaining a positive and supportive campus environment.

The COVID-19 period witnessed the registration of the following cases:

S.No	Students Grievance	Complaint Date	Action Taken Date	Redressal taken
1	Students reported difficulties in maintaining consistent internet connectivity during online classes.	3.04.2020	04.04.2020	Develop offline learning materials that students can access even without a continuous internet connection. This could include downloadable lectures, course materials, and interactive content that can be accessed offline.
2	Instances of mental health strain among students were noted due to the prolonged online learning period.	14.05.2020	15.05.2020	Students received counselling and were encouraged to take breaks, establish healthy routines, and build connections with peers for extra support.
3	Complaints about technical issues encountered during online exams.	11.06.2020	12.06.2020	Enhanced online exam infrastructure, established a dedicated technical support team, and provided pre-exam simulations to reduce technical glitches, ensuring a fair and smooth assessment process.
4	Students expressing difficulties in managing tuition fees due to financial constraints	18.05.2021	19.05.2021	Implemented a flexible payment plan, explored financial aid options, and established clear

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during the pandemic.			communication channels for confidential discussions, ensuring continued access to education despite financial constraints.

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