

**Annual Report on Grievance Redressal Cell
(for the Academic Year 2021-2022)**

Quantum University's Grievance Redressal Cell efficiently handles a range of concerns, including academics, administration, and personal matters. Integrated into the Learning Management System, it swiftly resolves minor issues and serves as the reporting platform for those beyond departmental jurisdiction. When concerns surpass departmental jurisdiction, the Grievance Redressal Cell serves as the designated reporting platform. The cell's adept management fosters a positive campus environment, reflecting the university's commitment to transparency and accountability.

Cases reported over the academic year were promptly addressed, showcasing the cell's proactive and responsive nature.

S.No	Students Grievance	Complaint Date	Action Taken Date	Redressal taken
1	A complaint was raised by faculty members regarding internet issues within their designated cabinet areas.	23.08.2021	24.08.2021	The System Admin addressed faculty complaints on internet issues in designated areas, ensuring a prompt resolution for reliable connectivity.
2	Students have raised concerns regarding the equitable distribution of class hours in the timetable.	22.09.2021	23.09.2021	The timetable committee actively engaged with the issue and optimized the overall class schedule to ensure a more balanced distribution of hours.
3	Students raised complain on PROPS selection in ERP	11.10.2021	12.10.2021	The ERP cell has reviewed the issue raised by students regarding PROPS selection and has successfully resolved it.
4	Students in the Gardening Club voiced concerns about the unavailability of agricultural tools	22.10.2021	26.10.2021	The essential tools were provided to students during PROPS hours.
5	Students filed complaints about the unavailability of computers which	01.11.2021	02.11.2021	The System Admin actively addressed the complaint and resolved it.

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	attending online lab quizzes.			
6	Local Students from Saharanpur requested to provide bus timings to facilitate easier access	14.05.2022	16.05.2022	The transport office received the request and furnished the requested information accordingly.



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