



Office Order

Dated: 12th July, 2018


GRIEVANCE REDRESSAL CELL

This is to inform you all that from today i.e. 12th July 2018, the active members of the Grievance Redressal Cell are:

S.No	Name of Faculty Member	Designation	Contact No.	Email Id
1.	Dr.Amit Dixit	Convener	8650505814	amitdixit.ece@quantumeducation.in
2.	Mr. Satender Kumar	Member	7830118211	satenderkumar.cse@quantumeducation.in
3.	Mr. Chunnu Lal	Member	95573 21202	chunnulal.cse@quantumeducation.in
4.	Mr. Pushpender	Member	9997370081	pushpender.qsb@quantumeducation.in
5.	Dr.A.K.Seth	Member	9997846971	ashokkumarseth.asc@quantumeducation.in
6.	Ms. Neeta Sharma	Member	9557917925	neetasharma.asc@quantumeducation.in
7.	Dr. N Murugalatha	Member	9756432932	murugalatha.hs@quantumeducation.in

These appointments are until further order.

This bears the approval of competent authority.


Registrar
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CC to:

- 1) Hon'ble Chancellor for kind information
- 2) Hon'ble Vice Chancellor for kind information
- 3) All Directors /Deans/ HODs/ Academics Coordinators/ Estate Officer
- 4) All Faculty /Staff Members through Email/ERP
- 5) All Students through Notice Boards/ERP




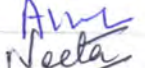
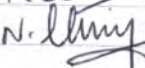

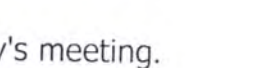
Grievance Redressal Cell
Minutes of 1st Meeting (AY 2018-2019)

Date: 03.10.2018

A meeting was held on 03.10.2018 at 2.00 PM in the boardroom.

The meeting was chaired by Dr.Amit Dixit (Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr.Amit Dixit	Convener	
2	Mr. Satender Kumar	Member	
3	Mr.Chunnu Lal	Member	
4	Mr. Pushpender	Member	
5	Dr.A.K.Seth	Member	
6	Ms. Neeta Sharma	Member	
7	Dr. N Murugalatha	Member	

The following points were discussed in the meeting:

1. Dr. Amit Dixit (Convener) welcomed the committee for today's meeting.
2. Grievance addressed in different cases was discussed...

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 arrangement was 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	31.08.2018	07.09.2018	Multiple biometric


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	attendance marking system for faculty.			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


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3. Plans were developed to arrange orientation sessions for faculty, non-teaching staff, and students enrolled in all university programs. The goal of these sessions is to introduce them to the grievance cell committee and its functions.

4. Mr. Satender Kumar concluded the session by expressing his gratitude to the members.


Convenor

Cc: Chancellor / Vice Chancellor / Secretary / Registrar/ Deans / Directors / COE/ HODs / Concerned Deptt. Coordinators / Concerned Faculty Members



QUANTUM UNIVERSITY

Campus: - Mandawar, 22 Km Mile Stone, Roorkee:- Dehradun Highway(NH-73)
ROORKEE- 247 667 (UK)



Grievance Redressal Cell Minutes of 2nd Meeting (AY 2018-2019)

Date: 31.05.2019

A meeting was held on 31.05.2019 at 2.00 PM in the Conference Room.

The meeting was chaired by Dr.Amit Dixit (Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr.Amit Dixit	Convener	
2	Mr. Satender Kumar	Member	
3	Mr.Chunnu Lal	Member	
4	Mr. Pushpender	Member	
5	Dr.A.K.Seth	Member	
6	Ms. Neeta Sharma	Member	
7	Dr. N Murugalatha	Member	

The following points were discussed in the meeting:

- 1) Approve the minutes from the previous meeting.
- 2) Dr. Amit Dixit (Convener) presented a report on the Student Grievance Cell for the current academic session (2018-2019).
- 3) Cases registered within the department have been effectively resolved by the Department Head and the designated faculty.
- 4) Grievances reported through the Grievance Call were deliberated upon, and appropriate corrective actions were discussed.

S.No	Students Grievance	Complaint Date	Action Taken Date	Redressal taken
1	Ms. Arti, a first-year N&D student, reported an issue concerning the non-updation of her fees payment in the ERP system	09.10.2018	11.09.2018 Registrar Quantum University	Fee payment was updated in the ERP
2	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
3	Similarity of switches for both	04.02.2019	07.02.2019	The issue was

	tube lights and fans, causing confusion and inconvenience.			resolved by the electrician
4	Faculty overseeing passion programs seek a workload reduction due to their involvement in specialized initiatives.	28.01.2129	30.01.2019	The issue was resolved by Head of the Departments and the workload of respective faculty members was reduced.
5	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.

6) The convener emphasized the prohibition of displaying posters on the walls of the campus.

7) Mr. Satender Kumar concluded the session by expressing gratitude to the members.



Aim

Convener

Aim

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Cc: Chancellor / Vice Chancellor / Secretary / Registrar/ Deans / Directors / COE/ HODs / Concerned Deptt. Coordinators / Concerned Faculty Members



Office Order


Dated: 21st August, 2019

GRIEVANCE REDRESSAL CELL

This is to inform you all that from today i.e. 21st August 2019, the active members of the Grievance Redressal Cell are:

S.No	Name of Faculty Member	Designation	Contact No.	Email Id
1.	Dr.Amit Dixit	Convener	8650505814	amitdixit.ece@quantumeducation.in
2.	Mr. Satender Kumar	Member	7830118211	satenderkumar.cse@quantumeducation.in
3.	Mr. Chunnu Lal	Member	95573 21202	chunnulal.cse@quantumeducation.in
4.	Mr. Pushpender	Member	9997370081	pushpender.qsb@quantumeducation.in
5.	Dr.A.K.Seth	Member	9997846971	ashokkumarseth.asc@quantumeducation.in
6.	Dr. N Murugalatha	Member	9756432932	murugalatha.hs@quantumeducation.in
7.	Ms. Saloni Arora	Member	89091 44807	saloni.hs@quantumeducation.in

These appointments are until further order.


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CC to:

- 1) Hon'ble Chancellor for kind information
- 2) Hon'ble Vice Chancellor for kind information
- 3) All Directors /Deans/ HODs/ Academics Coordinators/ Estate Officer
- 4) All Faculty /Staff Members through Email/ERP
- 5) All Students through Notice Boards/ERP.

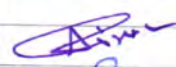
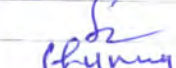

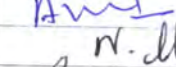
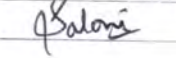

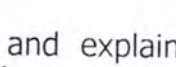
Grievance Redressal Cell Minutes of 1st Meeting (AY 2019-2020)

Date: 18.09.2019

A meeting was held on 18.09.2019 at 2.00 PM in the boardroom.


The meeting was chaired by Dr.Amit Dixit (Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr.Amit Dixit	Convener	
2	Mr. Satender Kumar	Member	
3	Mr. Chunnu Lal	Member	
4	Mr. Pushpender	Member	
5	Dr.A.K.Seth	Member	
6	Dr. N Murugalatha	Member	
7	Ms. Saloni Arora	Member	

The following points were discussed in the meeting:

1. Dr. Amit Dixit extended a warm welcome to the members and explained the vital role played by the Students Grievance Cell.
2. A comprehensive plan was devised to organize orientation sessions for faculty, non-teaching staff, and students, aiming to familiarize them with the Grievance Redressal Committee across all university programs.
3. All complaints were carefully reviewed, and a concise summary of the grievances was prepared.

S.No	Students Grievance	Complaint Date	Action Taken Date	Redressal taken
1	The issue concerning the operation of lift in boys hostel  Registrar Quantum University	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 reliability of the internet services.
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	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	-	Continuous monitoring and feedback mechanisms will be established to ensure sustained improvements in transportation services for these

5. Mr. Satender Kumar expressed his gratitude to the entire team.



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Cc: Chancellor / Vice Chancellor / Secretary / Registrar/ Deans / Directors / COE/ HODs / Concerned
Deptt. Coordinators / Concerned Faculty Members

Grievance Redressal Cell**Minutes of 2nd Meeting (AY 2019-2020)**

Date: 04.05.2020

A meeting was held on 04.05.2020 at 2.00 PM virtually.

The meeting was chaired by Dr.Amit Dixit (Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr.Amit Dixit	Convener	Attended Online
2	Mr. Satender Kumar	Member	Attended Online
3	Mr. Chunnu Lal	Member	Attended Online
4	Mr. Pushpender	Member	Attended Online
5	Dr.A.K.Seth	Member	Attended Online
6	Dr. N Murugalatha	Member	Attended Online
7	Ms. Saloni Arora	Member	Attended Online

The following points were discussed in the meeting:

- 1) Dr. Amit Dixit, as the convener, presented the report of the Student Grievance Cell for the current academic session, highlighting the key findings and outcomes.
- 2) Plans were made to organize orientation sessions virtually for faculty, non-teaching staff, and students across all university programs, with the goal of familiarizing them with the grievance cell committee and its functions.
- 3) Discussions were held on preventive measures being taken to address COVID-19 concerns.
- 4) A communication strategy was outlined to ensure clear dissemination of information regarding safety protocols.
- 5) Mr. Satender Kumar expressed his gratitude to the entire team.



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Office Order

Dated: 17th August, 2020

GRIEVANCE REDRESSAL CELL

This is to inform you all that from today i.e. 17th August 2020, the active members of the Grievance Redressal Cell are:

S.No	Name of Faculty Member	Designation	Contact No.	Email Id
1.	Dr.Amit Dixit	Convener	8650505814	amitdixit.ece@quantumeducation.in
2.	Mr. Satender Kumar	Member	7830118211	satenderkumar.cse@quantumeducation.in
3.	Mr. Chunnul Lal	Member	95573 21202	chunnulal.cse@quantumeducation.in
4.	Dr.A.K.Seth	Member	9997846971	ashokkumarseth.asc@quantumeducation.in
5.	Dr. N Murugalatha	Member	9756432932	murugalatha.hs@quantumeducation.in
6.	Ms. Saloni Arora	Member	8909144807	saloni.hs@quantumeducation.in
7.	Dr.Vinay Pal Singh	Member	97599 36137	vinay.gsb@quantumeducation.in

These appointments are until further order.


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- 2) Hon'ble Vice Chancellor for kind information
- 3) All Directors /Deans/ HODs/ Academics Coordinators/ Estate Officer
- 4) All Faculty /Staff Members through Email/ERP
- 5) All Students through Notice Boards/ERP

Grievance Redressal Cell
Minutes of 1st Meeting (AY 2020-2021)

Date: 18.08.2020

A meeting was held on 18.08.2020 at 2.00 PM virtually.

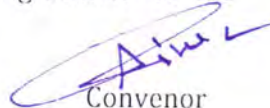
The meeting was chaired by Dr. Amit Dixit (Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr.Amit Dixit	Convener	Attended online
2	Mr. Satender Kumar	Member	Attended online
3	Dr.A.K.Seth	Member	Attended online
4	Mr. Chunnu Lal	Member	Attended online
5	Dr. N Murugalatha	Member	Attended online
6	Ms. Saloni Arora	Member	Attended online
7	Dr. Vinay Pal	Member	Attended online

The following points were discussed in the meeting:

1. Dr. Amit Dixit welcomed the gathering and provided an informative overview, highlighting the essential role and significance of the Students Grievance Cell in addressing and resolving student concerns.
2. Issues on online classes were discussed
 - Students reported difficulties in maintaining consistent internet connectivity during online classes.
 - Some students expressed challenges in staying engaged in the virtual learning format.
 - Instances of mental health strain among students were noted due to the prolonged online learning period.
3. The committee is dedicated to addressing these challenges and ensuring a conducive and effective online learning environment for all students during these unprecedented times.
4. Due to COVID-19 challenges, the Passion Program is canceled for health and safety.
5. Students, faculty members, and staff were strongly urged to adhere to COVID protocols for their safety.
6. Mr. Satender Kumar concluded the session by expressing his gratitude to the members.


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Cc: Chancellor / Vice Chancellor / Secretary / Registrar/ Deans / Directors / COE/ HODs / Concerned Deptt. Coordinators / Concerned Faculty Members




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Grievance Redressal Cell
Minutes of 2nd Meeting (AY 2020-2021)

Date: 25.05.2021

A meeting was held on 25.05.2021 at 11.30 AM virtually.

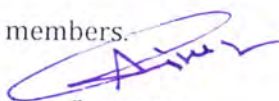
The meeting was chaired by Dr. Amit Dixit(Convenor).

The following members attended the meeting:-

S.No	Name of the Faculty	Designation	Signature
1	Dr. Amit Dixit	Convener	Attended online
2	Mr. Satender Kumar	Member	Attended online
3	Dr.A.K.Seth	Member	Attended online
4	Mr. Chunnu Lal	Member	Attended online
5	Dr. N Murugalatha	Member	Attended online
6	Ms. Saloni Arora	Member	Attended online
7	Dr. Vinay Pal	Member	Attended online

The following points were discussed in the meeting:

1. Dr.Amit Dixit extended his warm welcome to all the committee members.
2. The minutes of the previous meeting were reviewed and approved by the committee members, ensuring accurate documentation of the discussions and decisions.
3. The following issues were discussed in the meeting
 - Students expressing difficulties in managing tuition fees due to financial constraints during the pandemic.
 - Students who are residing in remote areas are facing challenges related to technology, including poor internet connectivity and access to required devices.
 - Complaints about technical issues encountered during online exams, impacting the fairness of assessments.
4. The institution is actively addressing these student complaints, taking steps to improve the overall learning experience, and providing necessary support during the unique challenges posed by the COVID-19 period.
9. Mr. Satender Kumar concluded the session by expressing his gratitude to the members.


Convenor




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Office Order

Dated: 31st August, 2021

GRIEVANCE REDRESSAL CELL

This is to inform you all that from today i.e. 31st August, 2021, the active members of the Grievance Redressal Cell are:

S.No	Name of Faculty Member	Designation	Contact No.	Email Id
1.	Mr. Satender Kumar	Convener	7830118211	satenderkumar_cse@quantumeducation.in
2.	Dr.A.K.Seth	Member	9997846971	ashokkumarseth.cse@quantumeducation.in
3.	Mr. Chunnulal	Member	95573 21202	chunnulal.cse@quantumeducation.in
4.	Dr. Saumya Goyal	Member	98421 76488	Saumyagoyal.qsh@quantumeducation.in
5.	Dr.Vinay Pal Singh	Member	97599 36137	vinay.qsh@quantumeducation.in
6.	Dr. Satveer	Member	98977 31079	satveer.cse@quantumeducation.in
7.	Ms. Renu Bala Sharma	Member	95572 43641	renubala.hs@quantumeducation.in
8.	Ms. Pooja Barthwal	Member	70178 86508	poojabarthwal.agr@quantumeducation.in

These appointments are until further order.


Registrar
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3. All Directors /Deans/ HODs/ Academics Coordinators/ Estate Officer
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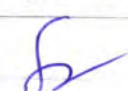

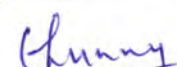
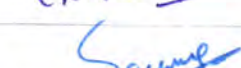

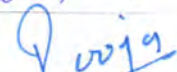
Grievance Redressal Cell
Minutes of 1st Meeting (AY 2021-2022)

Date: 17.11.2021

A meeting was held on 17.11.2021 at 2.00 PM in the board room.

The meeting was chaired by Mr. Satender Kumar (Convenor).

The following members attended the meeting:-

S.No	Name of Faculty Member	Designation	Signature
1.	Mr. Satender Kumar	Convener	
2.	Dr.A.K.Seth	Member	
3.	Mr. Chunnu Lal	Member	
4.	Dr. Saumya Goyal	Member	
5.	Dr.Vinay Pal Singh	Member	
6.	Dr. Satveer	Member	
7.	Ms. Renu Bala Sharma	Member	
8.	Ms. Pooja Barthwal	Member	

The following points were discussed in the meeting:

1. Dr. Satender Kumar provided an overview on the pivotal role played by the Grievance Redressal Cell in addressing and resolving student concerns, promoting a conducive learning environment.
2. A detailed explanation was given regarding the responsibilities and functions of the Grievance Cell, emphasizing its role as a platform for students, staff and faculty members to voice their grievances and seek redressal.
3. Orientation programs were conducted for faculty, non-teaching staff, and students across all university programs to acquaint them with the grievance cell committee and its procedures.


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4.The department head handled and resolved student grievances at the foundational level within the department, thereafter providing a report to the Grievance Cell.

5. Every complaint lodged in the Grievance Redressal Cell underwent a meticulous review, leading to the creation of a comprehensive summary of grievances for further evaluation and necessary actions.

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 while attending online lab quizzes.	01.11.2021	02.11.2021	The System Admin actively addressed the complaint and resolved it.

6. The importance of maintaining discipline during lunch break was emphasized, with faculty members urged to monitor student activities. In cases of fights, ragging, or assault, any faculty or non-teaching staff member should promptly report the incident to the Grievance Redressal Cell.


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7. Faculty, students, and staff are notified to wear masks and adhere to COVID rules and regulations for safety.

8. Dr.A.K.Seth concluded the session by expressing his gratitude to the members.



Convenor



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Grievance Redressal Cell**Minutes of 2nd Meeting (AY 2021-2022)**

Date: 18.05.2022

A meeting was held on 18.05.2022 at 2.00 PM in the board room.

The meeting was chaired by Dr. Satender Kumar (Convenor).

The following members attended the meeting: -

S.No	Name of Faculty Member	Designation	Signature
1.	Dr. Satender Kumar	Convener	
2.	Dr.A.K.Seth	Member	
3.	Mr. Chunnu Lal	Member	
4.	Dr. Saumya Goyal	Member	
5.	Dr. Vinay Pal Singh	Member	
6.	Dr. Satveer	Member	
7.	Ms. Renu Bala Sharma	Member	
8.	Ms. Pooja Barthwal	Member	

The following points were discussed in the meeting:

1. Dr. Satender Kumar extended a welcome to the assembly and emphasized the significance of the Grievance Redressal Cell.
2. The minutes from the prior meeting conducted on 17.11.2021 were examined and officially endorsed.
3. An orientation program is scheduled for faculty, non-teaching staff, and students in all university programs for the upcoming session. The focus will be on familiarizing them with the grievance cell committee and its functions.
4. In response to a request from days scholar students, it was proposed to provide bus timings and other essential notices on the university's online portal to facilitate easier access to important information.
5. Dr.A.K Seth concluded the meeting by expressing his gratitude to the members.


Registrar
Quantum University
Convenor



Office Order

Dated: 25th August, 2022

GRIEVANCE REDRESSAL CELL

This is to inform you all that from today i.e. 25th August, 2022, the active members of the Grievance Redressal Cell are:

S.N o	Name of Faculty Member	Designation	Contact No.	Email Id
1.	Dr. Satender Kumar	Member	7830118211	satenderkumar.esc@quantumeducation.in
2.	Mr. Chunnu Lal	Member	95573 21202	chunnulal.esc@quantumeducation.in
3.	Dr. Himanshu Chaurasia	Member	94500 81269	himanshu.hs@quantumeducation.in
4.	Dr. A.K. Seth	Member	9997846971	ashokkumar.seth.ase@quantumeducation.in
5.	Ms. Renu Bala Sharma	Member	8909144807	renubala.sharma@quantumeducation.in
6.	Dr. Vinay Pal	Member	9759936137	vinay.qsb@quantumeducation.in
7.	Ms. Pooja Barthwal	Member	70178 86508	poojabarthwal.agr@quantumeducation.in
8.	Ms. Swati Tyagi	Member	97118 40758	swatityagi.hs@quantumeducation.in
9.	Dr. Mehak	Member	82183 53257	mehak.qsb@quantumeducation.in
10.	Dr. Satveer	Member	98977 31079	satveer.esc@quantumeducation.in

These appointments are until further order.


Registrar
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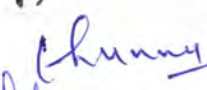


CC to:

- 1) Hon'ble Chancellor for kind information
- 2) Hon'ble Vice Chancellor for kind information
- 3) All Directors/ Deans/ HODs/ Academics Coordinators/ Estate Officer
- 4) All Faculty /Staff Members through Email/ERP
- 5) All Students through Notice Boards/ERP

**Grievance Redressal Cell
Minutes of 1st Meeting (AY 2022-2023)**Date: 30th August, 2022A meeting was held on 30th August, 2022 at 2.00 PM.

The meeting was chaired by Dr. Satender Kumar (Convenor).

The following members attended the meeting:-

S.No	Name of Faculty Member	Designation	Signature
1.	Dr. Satender Kumar	Member	
2.	Mr. Chunnu Lal	Member	
3.	Dr. Himanshu Chaurasia	Member	
4.	Dr.A.K.Seth	Member	
5.	Ms. Renu Bala Sharma	Member	
6.	Dr. Vinay Pal	Member	
7.	Ms. Pooja Barthwal	Member	
8.	Ms. Swati Tyagi	Member	
9.	Dr. Mehak	Member	
10.	Dr. Satveer	Member	

The following points were discussed in the meeting:

- 1) Dr. Satender Kumar extended his warm welcome to the members.
- 2) An orientation program is scheduled for faculty, staff, and students to familiarize them with the grievance cell committee.
- 5) All complaints were reviewed, and a summary was prepared for further consideration. Minor student grievances brought to the Grievance Cell are swiftly addressed, while major cases that have been resolved are stated for discussion within the Grievance Cell.
- 6) A request for increased food options on campus was forwarded to the canteen contractor for necessary action.
- 7) The hostel committee was advised to address the quality of food in the hostel mess and was resolved.
- 8) In response to student complaints, a recommendation was made to Sports Officer to purchase new sports materials and was resolved.

9) An electrician will be tasked with repairing faulty electrical appliances in classrooms.

10) Dr.A.K Seth concluded the meeting by expressing his gratitude to the members.



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Grievance Redressal Cell

Minutes of 2nd Meeting (AY 2022-2023)

Date:02.05.2023

A meeting was held on 02.05.2023 at 2.00 PM in the board room.

The meeting was chaired by Dr. Satender Kumar (Convenor).

The following members attended the meeting: -

S.No	Name of Faculty Member	Designation	Signature
1.	Dr. Satender Kumar	Member	
2.	Mr. Chunnu Lal	Member	
3.	Dr. Himanshu Chaurasia	Member	
4.	Dr.A.K.Seth	Member	
5.	Ms. Renu Bala Sharma	Member	
6.	Dr. Vinay Pal	Member	
7.	Ms. Pooja Barthwal	Member	
8.	Ms. Swati Tyagi	Member	
9.	Dr. Mehak	Member	
10.	Dr. Satveer	Member	

The following points were discussed in the meeting:

- 1) Dr. Satender Kumar extended his warm welcome to the members.
- 2) The committee diligently reviewed all received complaints and prepared a concise summary of the grievances for further consideration and action.
- 3) A discussion took place regarding the issue of food quality in the hostel mess, as students had expressed dissatisfaction with tasteless and substandard food. The matter was addressed with the mess contractor for necessary improvements.
- 4) The request for increased departmental activities, including inter-departmental events, was raised by B.Tech I year students. The committee engaged in discussions

with the B.Tech I year Coordinator to organize more activities in line with the students' suggestions.

5) Final year students of B. Tech emphasized the need for additional placement classes to enhance their chances of securing positions in multinational companies. The committee informed the Career and Training Cell staff about this request, urging them to provide extended training sessions to support the students' placement prospects.

6) The upcoming orientation program was scheduled to include a discussion on the rules and regulations governing the students' grievance cell, ensuring all participants are well-informed.

7) Plans were made to organize orientation sessions for faculty, non-teaching staff, and students across all university programs, aiming to familiarize them with the grievance cell committee.

8) Dr.A.K Seth concluded the meeting by expressing his gratitude to the members.


Convenor


Registrar
Quantum University