

Date: 19.07.2023

Grievance Redressal Committee Meeting Minutes

Date: 19th July 2023

Time: 3:00 PM

Location: Board Room, MIET Campus

Chairperson: Dr. Chetan Khemraj

Agenda of the Meeting

1. To approve the minutes of the previous meeting dated 01.05.2023.
2. Presentation and approval of the Annual Report for 2022-23.
3. Discussion on the Action Plan for 2023-24.
4. Any other points with the permission of the Chair.

The following members were present for the meeting:

S. No.	Names	Positions
1.	Dr. Chetan Khemraj Lanjewar, Director	Chairperson,
2.	Dr. Dharam Singh, Associate Professor	Member
3.	Mr. Dhananjay Singh, Assistant Professor	Member
4.	Ms. Radha, Assistant Professor	Member Secretary
5.	Ms. Saisha Gulia (4th Year), Students Representative	Member

Deliberations and Decisions' Taken

Dr. Chetan Khemraj, Chairperson of the Grievance Redressal Committee, opened the meeting by extending a warm welcome to all the members in attendance. He then proceeded to discuss the following agenda items in detail throughout the session.

1. To approve the minutes of the previous meeting dated 01.05.2023.

The meeting began with the approval of the minutes from the previous GRC meeting, held on 01.05.2023. After reviewing the minutes, the members unanimously approved them with no further amendments.

2. Presentation and Approval of the Annual Report for 2022-23

- **Committee Members' Display:** The names of the Grievance Redressal Committee members were prominently displayed throughout the institute for easy accessibility and transparency.
- **GRC and SGRC Provisions:** Information regarding the provisions under the GRC and SGRC were widely communicated and displayed at key locations across the campus, ensuring all were aware of the grievance-handling procedures.

Radha

- **Faculty and Student Support:** Faculty mentors, along with the Training & Placement (T&P) In-Charge, provided guidance and counseling to students, fostering a supportive environment.
- **Collaboration among Faculty:** Faculty members expressed a strong sense of comfort and collaboration while working with their peers and the Director, contributing to a positive work atmosphere.
- **Reports on GRC Activities:** The activities organized by the Grievance Redressal Committee during the academic year 2022-23 were presented to the members. The committee members expressed satisfaction with the events and the overall functioning of the committee.
- **Resolution of Evaluation Grievances:** It was noted that grievances related to evaluation were successfully addressed and resolved by the Controller of Examinations (CoE), ensuring fair and timely solutions.
- **Minor Grievances Managed at Faculty Level:** No major grievances were escalated to the committee, as most minor issues were effectively resolved at the faculty level within classrooms.

The committee unanimously approved the **Annual Report 2022-23**.

3. Action Plan for academic year 2023-24

Dr. Khemraj presented the **Action Plan for 2023-24**, outlining the goals and strategies for the upcoming year. The plan included:

• **Enhanced Grievance Collection Mechanisms:** The online portal for submitting grievances will continue to operate alongside the existing physical grievance forms, offering a convenient and accessible option for individuals to report concerns. This dual approach ensures flexibility and encourages timely reporting of issues.

• **Training Programs:** Awareness Campaign, Guest Lecturers', workshop and briefing session in orientation program for awareness on any issue related to academic and non academic

• **Timely Resolution:** Establishing stricter timelines for addressing grievances, ensuring they are resolved within a defined period.

• **Regular Monitoring:** Periodic reviews of the grievance redressal process to assess its efficiency and make improvements as needed through GRC meetings.

The committee has unanimously approved the proposed action plan for the academic year 2023-24.

4. Any other point with permission of chair

A suggestion was received from Mr. Dhananjay Singh to implement a feedback system after the resolution of grievances, allowing students and staff to assess the grievance redressal

Randha



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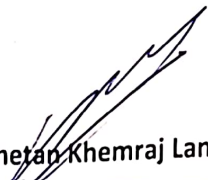
process. This would help the committee identify any gaps or areas for improvement. The Chairperson instructed that this suggestion be carefully reviewed and, where possible, incorporated into the current system.

Meeting concluded with vote of thanks by Ms. Radha, Member Secretary


Ms. Radha
Member Secretary

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2. Director
3. IQAC Director
4. HOD
5. All Notice Board
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