

Meeting Minutes
Student Grievance Committee

Date: 13/09/2023

Location: Seminar Hall

Attendees

Dr. Nitesh Kumar Dixit, Chairperson of Committee

Mr. Partha Kumar Gagopadhyay, Member

Mr. Irfan Qureshi, Member

Mr. Mahendra Kumar, Member

Mr. Imran Ali, Member

Mr. Ajay Moyal, Member

Agenda: Student Grievance Committee Meeting

Meeting Commenced:

The meeting was called to order by the Chairperson of the meeting. He welcomed all the members present and expressed gratitude for their attendance. The purpose of the meeting was stated, which was to discuss and address student grievances and concerns.

Introduction and Background:

The Chairperson provided an overview of the Student Grievance Committee, its formation, and its role in addressing and resolving student grievances. They emphasized the importance of maintaining a fair, transparent, and efficient process for addressing student concerns.

Review of Previous Actions:

The committee reviewed the actions taken on previously reported grievances. The Chairperson shared updates on the status of each case and the resolutions implemented. Any pending or unresolved grievances were noted for further discussion.

Reporting and Documentation:

The committee discussed the importance of a structured reporting and documentation system for student grievances. The following points were addressed:

- a. Reporting Channels: The Chairperson reviewed the various channels available for students to submit their grievances, including online platforms, suggestion boxes, or designated committee members.
- b. Documentation: The committee emphasized the need to maintain detailed records of each grievance, including the date, nature of the complaint, actions taken, and the resolution provided.
- c. Confidentiality: The Chairperson stressed the importance of maintaining confidentiality throughout the grievance process and ensuring that sensitive information remains secure.

Streamlining the Grievance Process:

The committee discussed ways to streamline the grievance process to ensure timely resolution. The following points were highlighted:

- a. Clear Communication: The Chairperson emphasized the importance of effective communication with students, providing updates on the progress of their grievances and setting realistic timelines for resolution.
- b. Investigation and Fact-Finding: The committee discussed the need for thorough investigation and fact-finding to gather relevant information and evidence related to each grievance. They emphasized the importance of impartiality and fairness in the process.
- c. Mediation and Conflict Resolution: The committee explored the possibility of implementing mediation techniques to resolve grievances amicably. They discussed the importance of providing mediation services or involving trained mediators in cases where conflicts arise between parties involved.
- d. Decision-Making and Appeals: The committee discussed the process of decision-making and the provision for appeals. They emphasized the need for transparent decision-making and providing students with an opportunity to appeal if they are dissatisfied with the resolution.

Training and Awareness:

The committee discussed the importance of training and awareness programs to educate students about the grievance process and their rights. The following points were raised:

- a. Student Orientation: The Chairperson proposed incorporating information about the Student Grievance Committee and the grievance process into the student orientation programs to ensure that all students are aware of their rights and how to report grievances.
- b. Awareness Campaigns: The committee discussed the possibility of organizing awareness campaigns throughout the year to promote the availability of the grievance committee and encourage students to come forward with their concerns.
- c. Training for Committee Members: The Chairperson highlighted the need for regular training sessions for committee members to enhance their skills in grievance handling, conflict resolution, and maintaining confidentiality.


Next Steps and Action Plan:

The Chairperson outlined the next steps and action plan based on the discussions:

- a. Committee members were assigned responsibilities for reviewing and addressing specific grievances, ensuring timely follow-up and resolution.
- b. The Chairperson would coordinate with the relevant departments to implement the recommendations discussed, including improving communication channels, enhancing documentation procedures, and organizing training and awareness programs.
- c. A timeline was set for the completion of assigned tasks, with regular updates and progress reports to be shared among the committee members.

Conclusion:

The Chairperson thanked all the members for their active participation and valuable contributions to the meeting. They expressed confidence in the committee's ability to effectively address student grievances and create a conducive learning environment.


[Signature of the Chairperson]
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Note: These minutes will be reviewed, edited, and approved by the Chairperson before distribution to the committee members.