

INTER OFFICE MEMO

Review
Date:

1 OF 1

From: Registrar

To: All Members, All HODs/DOS/Dean,
Students Notice Boards
CC: Hon'ble GB, Pro-Chancellor, VC
& VC Office

06 August 2018

SECR-01/IOM/078/2018

GRIEVANCE REDRESSAL COMMITTEE (Constituted under UGC Notification No. F 14-4/2012 (CPP-II) dated Dec 2012)

1. With turnover of faculty, the Grievance Redressal Committee (GRC) of the University constituted under **UGC Notification No. F 14-4/2012 (CPP-II) dated Dec 2012** vide our Notification dated 11 May 2017 is reconstituted as under: 1

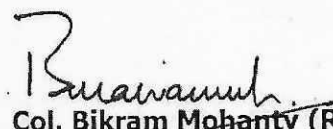
- | | |
|--|-------------------|
| (a) Dr. Pramod Bhatia (Head – Mechanical Department) | - Chairperson |
| (b) Ms. Archana Sarma (Assistant Prof.– School of Law) | - Member |
| (c) Dr. Sushmita B. Waraich (Associate Prof.- School of Management) | - Member |
| (d) Dr Nitin Malik (Associate Prof. –School of Engineering & Technology) | - Member |
| (e) Ms. Kiran Mrig (Dy. Manager – Student Admin.) | - Member |
| (f) Student Representative based on academic merit, by rotation | - Special Invitee |

2. Disposal of Grievances:

Apart from looking into the grievances of the aggrieved students as specified in **2012 UGC Notification**, the Committee shall also address and effectively resolve complaints, representations and grievances related any of the issues mentioned in the **UGC Notification on 'Remittance and Refund of Fees and other Student Centric issues vide D.O.No.1-3/2007 (CPP-II) dated 06 December 2016** (Copy enclosed). After examining the complaints made by the aggrieved students the Committee shall issue a Speaking Order as under:

- A speaking order on the grievances shall be recorded and replied to by the Committee with a copy kept as record to the aggrieved within 10 days from the receipt of the grievance.
- In case a student is not satisfied by the reply provided by the Grievance Redressal Committee he/she may within a further period of 7 days prefer an appeal to the Vice-Chancellor of the University.

3. SOP for the Students Grievance Redressal Committee is attached.


Col. Bikram Mohanty (Retd.)
Registrar





CIRCULAR GRIEVANCE REDRESSAL COMMITTEE

Date: 20.09.2021

This circular is to inform all concerned that the Student Grievance Redressal Committee (SGRC) will be holding its next meeting on 24 September 2021, at 2:30 PM in the Conference room.

The agenda for the meeting is:

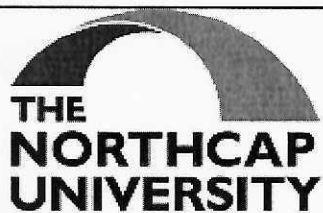
1. Absence of automatic vending machines in the university campus

All members of the SGRC should attend the meeting.

Chairperson, GRC
The NorthCap University

Copy to:
Dean Office
Registrar Office
VC office





INTER OFFICE MEMO

From: Member Secretary - GRIEVANCE REDRESSAL
COMMITTEE

To: Dean Academics

Date: 29.09.2021

CC: VC OFFICE, REGISTRAR

**MINUTES OF MEETING
OF
GRIEVANCE REDRESSAL COMMITTEE**

The grievance redressal committee meeting was held on 24th September 2021 from 2:30 pm onwards in the conference room.

The following members attended the meeting:

Name
Dr. Promod Bhatia (Head- Mechanical Department) - Chairperson
Ms. Archana Sarma (Assistant Prof.-School of Law) - Member
Dr. Sushmita B Waraich (Associate Prof.-School of Management) - Member
Dr. Nitin Malik (Associate Prof.- School of Engineering and Technology) - Member
Ms. Kiran Mrig (Dy. Manager- Student Admin.) – Nodal Officer

The chairperson welcomed all the members and shared the agenda of the meeting and requested the members to start the discussion on the issues received and requested the committee members to share their view on the same.

Case No. : A student raised a grievance regarding the absence of automatic vending machines for beverages such as tea, coffee, and juice within the university campus.

The student highlighted that access to quick refreshments, especially during short breaks and after classes, is currently limited to the canteen, which often has long queues or restricted operating hours.

The committee discussed the matter with estate manager keeping in view:

- Student well-being and comfort.
- Promotion of a more inclusive and student-friendly campus environment.
- Availability of space and electricity points for such installations.
- Past feedback from students requesting better beverage accessibility.

Action taken by:

Estate manager: A pilot vending machine was installed in the reception area and the cafe area within a trial period of one month to assess student usage and feedback. Decision of continuing the same shall be taken afterwards.



Coffee machine at reception



Cold drink machine at cafe

Cum



CIRCULAR
STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Date: 09.03.2022

This circular is to inform all concerned that the Student Grievance Redressal Committee (SGRC) will be holding its next meeting on 11 March 2022, at 2:30 PM in the meeting room (RN 26A).

The agenda for the meeting is as follows:

1. Students expressed the need for a streamlined and convenient process for submitting documents to be printed.
2. To address the student request for enabling digital payment via scanner code (QR code) at the Reprography counter.
3. To discuss student complaints regarding prolonged waiting times at the cafeteria and its impact on class attendance and punctuality.


All members of the SGRC should attend the meeting.

*Lohit Singh
Lather*

Chairperson – Students Grievance Redressal Committee
The NorthCap University

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VC office



	INTEROFFICE MEMO	Review Date:
		Sheet 1 of 1

From: Member Secretary - GRIEVANCE REDRESSAL
COMMITTEE

To: Dean Academics

Date: 18.03.2022

CC: VC OFFICE, REGISTRAR

**MINUTES OF MEETING
OF
STUDENT GRIEVANCE REDRESSAL COMMITTEE**

The grievance redressal committee meeting was held on 11th March 2022 from 2:30 pm onwards in the meeting room (26A). the following members attended the meeting:

The following members attended the meeting:

Name
Dr. Rohit Singh Lather (Head-Mechanical Department) - Chairperson
Ms. Pallavi Bajpai (Assistant Prof.-School of Law) - Member
Dr. Shilpa Sindhu (Assistant Prof.-School of Management) - Member
Ms. Kiran Mrig (Controller of Examination) - Member
Ms. Neeti Kashyap (Assistant Prof.- CSE & IT) – Member
Dr. Anjali Garg (Associate Prof.- ECE Department) – Nodal Officer

The chairperson welcomed all the members and shared the agenda of the meeting. She requested the member secretary to start the discussion on the issues received and requested the committee members to share their view on the same. Member Secretary, Mr. Lokesh Choudhary started the discussion on the issues raised.

Discussion

Case: Students expressed the need for a streamlined and convenient process for submitting documents to be printed. They requested the creation of a dedicated email ID specifically for this purpose to avoid confusion and ensure timely printing.

The Committee acknowledged the concern raised by the students and agreed that a centralized system for document printing would improve efficiency. It was noted that currently, printing requests are submitted through informal or varied channels, leading to delays and miscommunication. The IT Head was consulted regarding the feasibility of creating a university-monitored email ID for this purpose.

Action taken by:

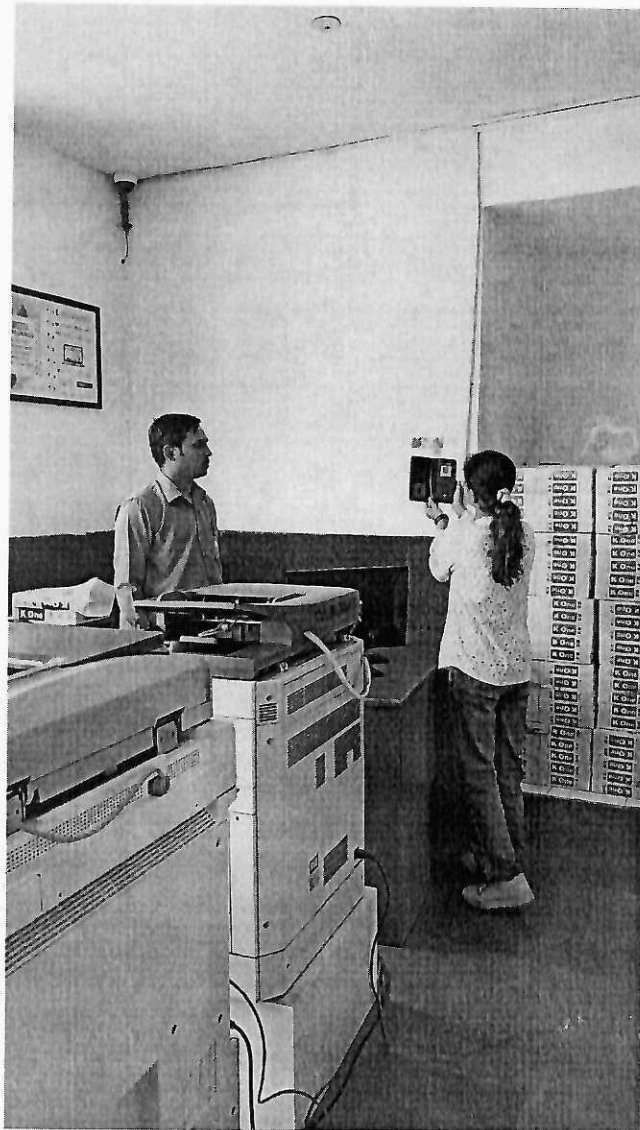
The IT head created a dedicated email ID (printrequests@ncuindia.edu) for students to submit documents for official printing requirements. The email ID will be monitored by the designated administrative staff of the library. The information was communicated to students via email and notice boards.

Case: Students suggested the installation of a QR code scanner at the Reprography counter to facilitate convenient and cashless payments for printing and photocopying services.

The Committee reviewed the concern and recognized the importance of promoting digital transactions in line with the university's commitment to ease of access and sustainability. It was noted that physical cash transactions at the counter may be inconvenient for students and staff, especially during peak hours. The accounts office was consulted regarding the feasibility and compliance of integrating a UPI-based QR code system.

Action taken by:

The Committee approved the proposal to implement a UPI-enabled QR code payment system at the Reprography counter. The IT office coordinated with the Reprography and accounts office and securely generated the QR code. It is displayed prominently, and linked to the university's authorized account. Information was shared on the notice boards detailing the new payment option.



Scanner for payment in reprography section

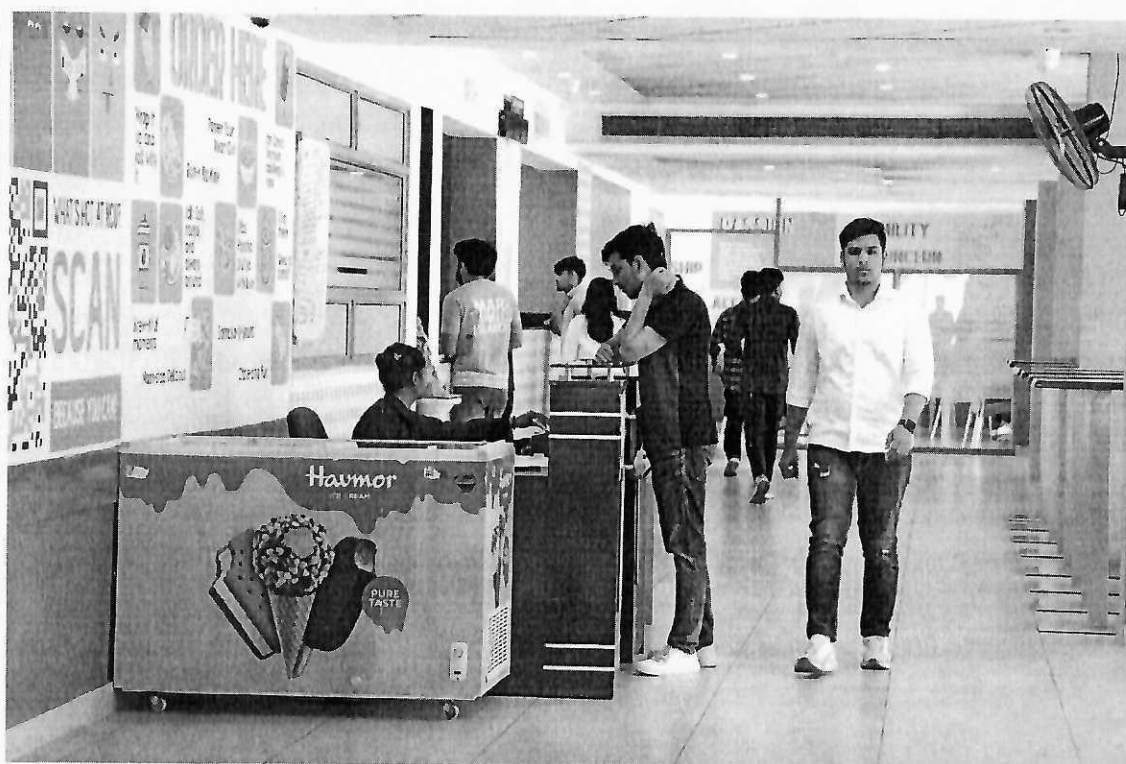
Case: Students expressed concerns about the long queues and delays in service at the cafeteria, particularly during peak hours. The waiting time often extends beyond reasonable limits, leading to delayed returns to class and affecting their punctuality and attendance.

The Committee acknowledged the concern as valid and recurring, especially during short breaks between lectures. It was noted that the existing manpower and service counters may be insufficient to handle the student volume during peak periods. Delays were attributed to both the high demand and manual processing at billing and service

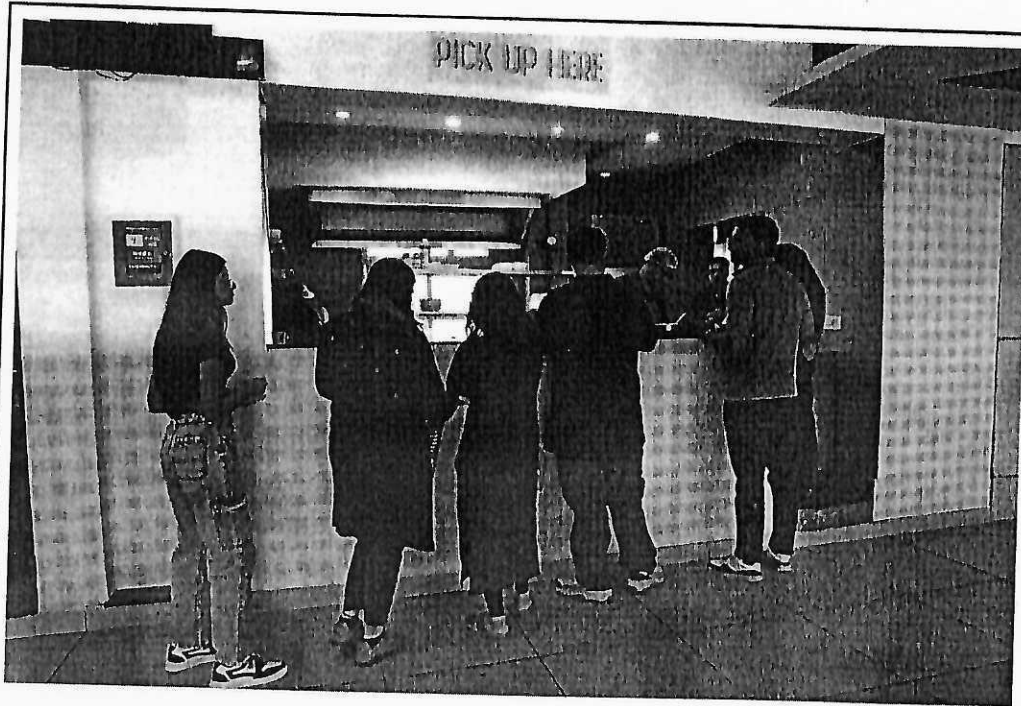
counters. The Canteen subcommittee was invited to provide inputs and suggest immediate and long-term measures to improve efficiency.

Action taken by:

The member secretary of the Canteen subcommittee, Mr. R.S. Sharma has reviewed and optimized operational efficiency by deploying additional staff during peak hours. A self-service counter for pre-packed items has been started. Feedback from students will continue to be collected to monitor improvements in the coming weeks.



Multiple counters to facilitate many students at a time



More staff at the delivery counter

The meeting ended with a vote of thanks to all.

*Rohit Singh
Lather
(chairperson)*