 <p>THE NORTHCAP UNIVERSITY POWERED BY Arizona State University</p>	<u>INTER OFFICE MEMO</u>	Review Date:
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From : Registrar

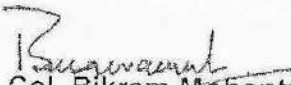
To : All Members, All HODs/DOS/Dean &
Students Notice Boards
CC : GB, PC, PC (O), VC & VC Office

29 September 2021

SECR-01/IOM/089/2021

GRIEVANCE REDRESSAL COMMITTEE FOR STUDENTS

1. Reference is made to the UGC Notification No. D.O.F. No. 14-4/2012 (CPP-II), dated 7th May 2019. (Copy enclosed)
2. To address the Grievances of the students, UGC has issued a notification which enumerates the methodology to look into the grievances of the students and take speedy, corrective & timely actions.
3. **Constitution of the committee:**
The committee constituted for redressal of grievances of students is as under:
 - a) Dr. Rohit Singh Lather (Head – Mechanical Department) - Chairperson
 - b) Ms. Pallavi Bajpai (Assistant Prof. – School of Law) - Member
 - c) Dr. Shilpa Sindhu (Associate Prof. - School of Management)- Member
 - d) Ms. Kiran Mrig (Controller of Examination) - Member
 - e) Ms. Neeti Kashyap (Assistant Prof. – CSE & IT) - Member
 - f) Dr. Anjali Garg (Associate Professor – ECE Department) - Nodal Officer
4. **Disposal of Grievances**
The above committees shall look into the Grievances of the aggrieved students as specified in the UGC notification as per Para 1 above & effectively resolve complaints, representation & grievances of the students. The committee shall follow the principles of natural justice while deciding the grievances of the students. After examining the complaints made by the aggrieved students, the committee shall issue a speaking order:
 - A speaking order on the grievances shall be recorded and replied to the student by the committee with a copy kept as record 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 6 days prefer an appeal to the Vice Chancellor of the University.
5. A Notice board to be fixed near the office of the Vice Chancellor to ensure publicity / awareness of the establishment of Grievance mechanism in the University.
 - Authority: UGC letter No. F/1-1/2013(PG), dated : 5th February 2019.
 - Responsibility: Estate Manager.
6. The Grievance Redressal Committee shall have a term of two years.


Col. Bikram Mohanty (Retd.)
Registrar





CIRCULAR
STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Date: 08.08.2022

This circular is to inform all concerned that the Grievance Redressal Committee (GRC) will be holding its next meeting on 12 August 2022, at 2:30 PM in the meeting room (RN 26A).

The agenda for the meeting is as follows:

1. Non-working of ACs in the classes
2. Re-start of Maggi station


All members of the GRC should attend the meeting.

Rohit Singh Rathore

Chairperson – Students Grievance Redressal Committee
The NorthCap University

Copy to:
Dean Office
Registrar Office
VC office



	INTEROFFICE MEMO	Review Date:
		Sheet 1 of 1

From: Member Secretary - GRIEVANCE REDRESSAL
COMMITTEE

To: Dean Academics

Date: 17.08.2022

CC: VC OFFICE, REGISTRAR

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

The grievance redressal committee meeting was held on 12 August 2022 from 2:30 pm onwards in the meeting room (26A).

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)

Discussion

The meeting started with a welcome address by the Committee Chairperson to all the Committee members. The Chairperson Prof. Anjali Garg informed the committee members that from now onwards such meetings will be scheduled in every one/two month based on the no. of grievances received by the Committee. The Chairperson also informed that the student members of the committee will be informed regarding the cases later on in separate meetings as they are having their minors right now.

The Chairperson informed the members that as per the previous practice, a notification through Notices will be circulated to all students regarding the committee, its procedures, members and the mail id for students/Faculty/Staff members to place their Grievances, if any. The Chairperson then presented all the grievances received and the resolution taken in the Month of July-August 2022 (after the start of the semester) to all the committee members.

Case No: Multiple complaints were received from students regarding ineffective cooling of ACs in various classrooms, especially during peak afternoon hours. The discomfort was reportedly affecting classroom concentration and overall learning experience.

Issues identified by the committee included few underperforming units and inconsistent temperature settings. The importance of ensuring a comfortable and conducive learning environment was emphasized by the Committee and matters escalated to the Registrar for action taken.

Action taken by:

Registrar NCU after discussion with the management, and due approval, the estate manager was directed to install new air conditioning units and chillers in classrooms where existing systems were deemed inefficient. The classroom temperature is now being maintained between 25–26°C in accordance with energy efficiency and comfort standards.

Feedback was recorded from the collected inputs from faculty and students post-implementation.

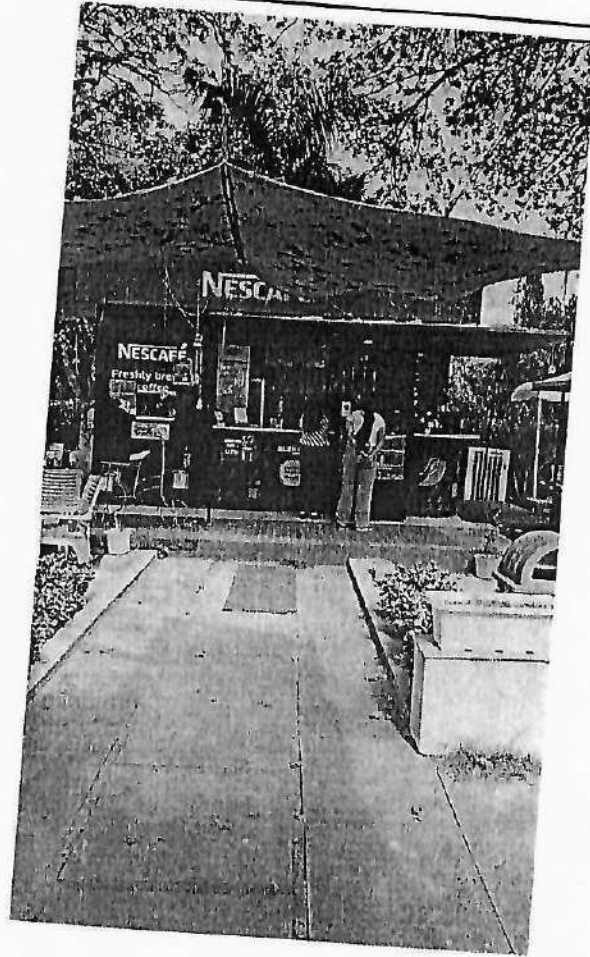


New AC systems installed in the classrooms

Case: Students have raised a concern regarding the Nescafe Station which was closed down during the COVID-19 pandemic as a precautionary health and safety measure. Since the return to normal campus operations, this café has remained non-operational, concern received regarding the reopening of the Maggi Station to help cater to the growing demand for quick meals and beverages on campus.

Action taken by:

Committee discussed the matter with the estate manager and decided that the reopening will reduce overcrowding at the main cafeteria and help offer quick and affordable food options for students between classes. The cafe will follow food safety protocols and general hygiene practices. Disposable cutlery, regular sanitization, and filtered water usage will be ensured.



Chairperson thank all the member and ended the meeting.

Rohit Singh Lather
(Chairperson)



CIRCULAR
STUDENT GRIEVANCE REDRESSAL COMMITTEE

Date: 27.01.2023

This circular is to inform all concerned that the Student Grievance Redressal Committee (SGRC) will be holding its next meeting on 02 February 2023, at 1:00 PM in the meeting room (RN 26A).

The agenda for the meeting is as follows:

1. NCU gym currently lacks adequate equipment to meet the needs of students.
2. Absence of a professional trainer in the gym is limiting the ability of students to use the equipment effectively and safely
3. An organized and secure property counter at the university library.


All members of the GRC should attend the meeting.

Rohit Singh Lather

Chairperson – Students Grievance Redressal Committee
The NorthCap University

Copy to:
Dean Office
Registrar Office
VC office



	INTEROFFICE MEMO	Review Date:
		Sheet 1 of 1

From: Member Secretary - GRIEVANCE REDRESSAL
COMMITTEE

To: Dean Academics

Date: 15.02.2023

CC: VC OFFICE, REGISTRAR

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

The grievance redressal committee meeting was held on 02 February 2023 from 1:00 PM onwards in the meeting room (RN 26A).

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

Discussion

The meeting began with a welcome address by the Committee Chairperson, who extended warm greetings to all committee members. The Chairperson appreciated the presence and active involvement of the members in the grievance redressal process and emphasized the importance of collaborative efforts in creating a student-friendly environment. The Chairperson expressed hope that the meeting would lead to effective resolutions and positive outcomes for the concerns raised.

Case: Students raised concerns regarding the following:

a) The need for upgraded and well-maintained gym equipment to ensure safety and better workout experiences.

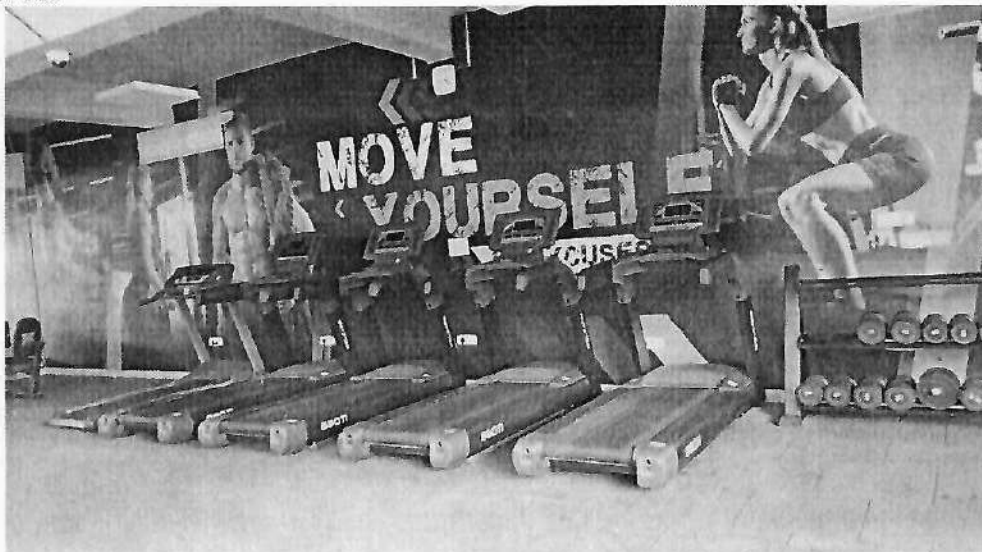
Students expressed the need for upgraded and well-maintained gym equipment to ensure safety and enhance their workout experience. The Sports Officer was directed to assess the condition of the existing equipment and submit a formal proposal for repair or replacement where necessary.

Action taken by:

The Sports Officer was asked to assess the condition of gym equipment and submit a proposal for repair or replacement where necessary.

Status / Remark:

An equipment assessment has been completed, and necessary replacements have been approved.



More number of treadmills are installed

Case: Students raised concerns regarding the absence of a full-time gym trainer to guide students on proper usage of equipment and fitness routines.

Students raised concerns regarding the absence of a full-time gym trainer, highlighting the need for proper guidance on equipment usage and fitness routines. In response, the

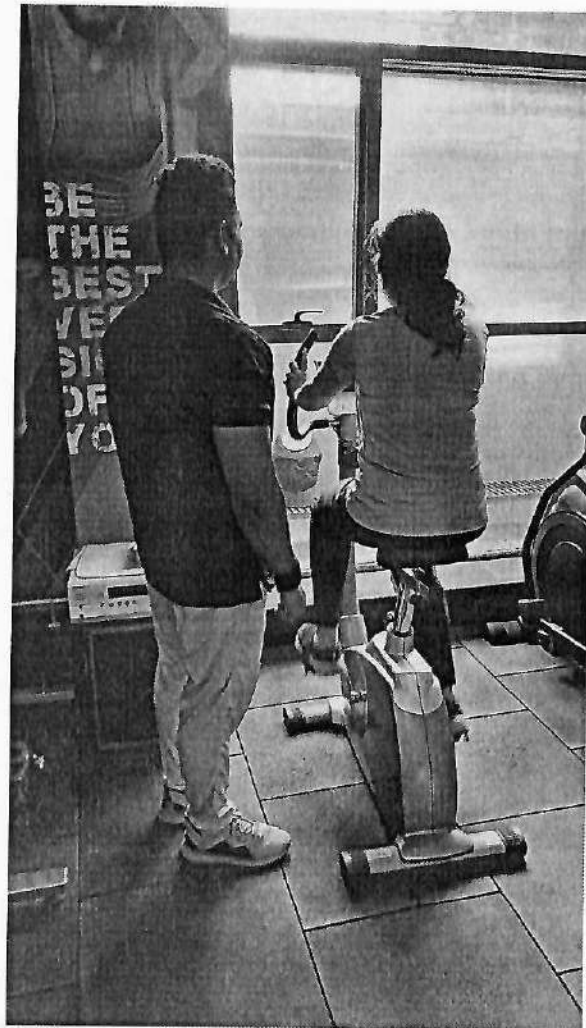
administration initiated the process to appoint a qualified gym trainer to be available during peak student hours.

Action taken by:

The administration initiated the process to appoint a qualified gym trainer to be available during peak student hours.

Status / Remark:

A gym trainer has been appointed on a part-time basis and will be available during evening hours.



A gym trainer is appointed

Case: Students raised concerns regarding the inadequate facilities at the library property counter, especially for safely storing students' belongings.

Students raised concerns about the inadequate facilities at the library property counter, particularly the lack of secure and sufficient storage for their belongings. The Librarian was instructed to review the existing setup and propose necessary improvements to

enhance storage capacity and ensure better security.

Action taken by:

The Librarian was directed to evaluate the current property counter setup and suggest improvements for better storage and security.

Status / Remark:

Upgrades to the property counter are underway, including additional lockers and improved supervision.



Property counter and locker facility is installed outside the library

The meeting ended with a vote of thanks to all.

Robit Singh Lathe

(Chairperson)