



INTER OFFICE MEMO

Review Date:

From : Registrar

To : All Members, All HODs/DOS/Deans
& Student Notice Board

CC : GB, PC, VC & VC Office

22 September 2023

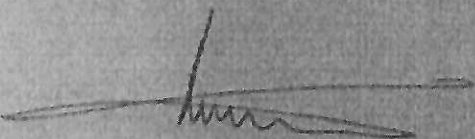
SECR-01/IOM/092/2023

RE-CONSTITUTION OF GRIEVANCE REDRESSAL COMMITTEE FOR STUDENTS

1. Reference is made to the composition of Grievance Redressal Committee for Students, constituted vide IOM No.: SECR-01/IOM/-89/2021, dated: 29 September 2021.
2. As the 02-year term of the Student Grievance Redressal Committee is ending on 29th September 2023, the revised composition of the Student Grievance Redressal Committee will be as under:

S.No.	Name	As per UGC guidelines
1.	Dr. Rita Chhikara (HOD – CSE Department)	Chairperson
2.	Dr. Unanza Gulzar (Associate Professor – School of Law)	Member
3.	Dr. Deergha Sharma (Associate Professor – School of Management)	Member
4.	Ms. Neetu Batra (Assistant Registrar)	Member
5.	Dr. Hukum Singh (HOD – Applied Sciences)	Member
6.	Dr. Satnam Singh (Associate Professor – MDE)	Nodal Officer
7.	Mr. Ayush Kumar (Roll No. 20MEU008)	Special Invitee

3. Emeritus Professor S S Yadav shall be the Ombudsman in the Student Grievance Redressal Committee for any appeals made by the students, in case the student is aggrieved by the decision of the Student Grievance Redressal Committee.
4. The Student Grievance Redressal Committee shall have a term of two years. It is to come into effect from 30th September 2023.


 Commodore Diwakar Tomar NM (Retd.)
 Registrar





**CIRCULAR
STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Date: 03.10.2023

This circular is to inform all concerned that the Student Grievance Redressal Committee (SGRC) will be holding its next meeting on 09 October 2023, at 2:30 PM in the meeting room (RN 26A).

The agenda for the meeting is as follows:


1. The current menu at the Nescafe Station on campus lacks variety options for students
2. The current practice of manually marking attendance in the library using a physical register is inefficient, time-consuming, and prone to errors or misuse.

All members of the SGRC should attend the meeting.

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: 19.10.2023

CC: VC OFFICE, REGISTRAR

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

The grievance redressal committee meeting was held on 09th October 2023 from 2:30 pm onwards in the meeting room (26A). the following members attended the meeting:

The following members attended the meeting:

Name
Dr. Rita Chhikara (Head- CSE) - Chairperson
Dr. Unanza Gulzar (Assistant Prof.-School of Law) - Member
Dr. Deergha Sharma (Assistant Prof.-School of Management) - Member
Ms. Neetu Batra (Assistant Registrar) - Member
Dr. Hukum Singh (HOD – Applied Science) – Member
Dr. Satnam Singh (Associate Prof.- MDE) – Nodal Officer
Ms. Ayush Kumar (Roll No. 20MEU008) – Special

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

The Chairman of the Committee warmly welcomed all committee members and student representatives to the meeting. She highlighted the importance of open dialogue and collaboration in addressing student concerns and improving the overall academic and campus experience. The Chairman appreciated the proactive participation of students and reiterated the committee's commitment to continuous improvement through constructive feedback and timely action.

Case: Complaints were received from students regarding limited and repetitive menu at the Maggi station, with a request for more variety and better food quality.

Students raised concerns about the repetitive and limited menu at the Maggi station, along with a request for better food quality and greater variety. The Cafeteria In-Charge and Estate Manager were advised to work with the food vendor to improve the menu offerings, taking into account the feedback provided by students.

Action taken:

The Cafeteria In-Charge and Estate Manager were informed and asked to coordinate with the food vendor to enhance the menu offerings at the Maggi station. Student feedback was considered while drafting the revised menu.

Status/Remarks:

The menu at the Maggi station has been reviewed, and a revised menu has been implemented.



The menu has been revised at the maggi point

Case: Complaints were received from students regarding the inconvenience of manual attendance marking in the library using a physical register, which often leads to inaccuracies and inefficiencies.

Students submitted complaints regarding the inconvenience and inefficiency of manually marking attendance in the library through a physical register, which often results in inaccuracies. In response, the Librarian, in consultation with the IT Head, began exploring digital alternatives such as ID card scanning or biometric systems to

streamline the attendance process.

Action taken:

The librarian, in consultation with the IT head, initiated the process of exploring digital attendance solutions (e.g., ID card scanning or biometric systems) to replace the manual register method.

Status/Remarks:

The transition to a digital library attendance system is under consideration, with potential solutions being evaluated for implementation from next month onwards.



The biometric system is installed in Library

The meeting ended with a vote of thanks to all.

Chairperson