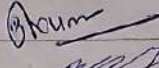
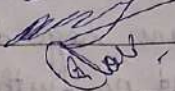
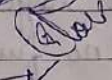


PAGE NO. 5
DATE 30 07 24

A meeting of the Students' Redressal Committee was held on 30/07/24 in Room number 208 at 2:30 pm to address issues reported by students regarding technical challenges and problems in online updates. The following members were present:

1. Dr. Ravinder Kumar 
2. Prof. Ram Singh Attal 
3. Dr. Raj Kumar Thakur 
4. Dr. Sunil Sen 
5. Dr. Suman Bhardwaj 

• Nature of complaint:

- Students reported difficulties including -
- Login issues during online admission process
 - Online payment issues
 - Lack of technical support

After reviewing the concerns, the following decisions were made:

1. All admission related grievances shall be reported first to the respective admission committee. In case of technical issues the admission committee can seek the help of Prof. Latahwar and Mr. Ashish Kumar (Office Assistant in HEIS).
2. Students facing issues in online fee payment may contact Mr. Tadas (fee clerk). He may also coordinate with the technical support team if required.
3. Ms. Manpreet will help with login issues or any other online entry updates and corrections.

Decision Summary and Assurance:

Students were assured that corrective steps are being taken and necessary support infrastructure will be strengthened to avoid recurrence.

Outcome:

All technical concerns regarding online admission have been addressed and no further difficulties have been reported.

[Signature]

(Convenor)

7

A meeting of the Students' Redressal Committee was held on 21/08/24 in Room number 208 at 2:00 pm to address complaints regarding timetable clashes affecting multiple students across departments. The following members were present in the meeting:

1. Dr. Ravinder Kumar
2. Prof. Ram Singh Attal
3. Dr. Raj Kumar Thakur
4. Dr. Sunil Sen
5. Dr. Suman Bhardwaj

Bhoun
[Signature]
[Signature]
[Signature]
[Signature]

Nature of Complaint:

Students brought to notice that the class schedules of certain subjects were overlapping. Owing to this issue, they faced difficulty in attending all allotted classes, resulting in loss of academic hours as well as inconsistencies in their attendance records.

Discussion and decision:

After reviewing the concerns and discussions, the committee decided that the grievance be forwarded to the Time Table Committee for urgent review. The following steps were agreed upon:

1. Revise the existing timetable ensuring that no overlap occurs between different subject timings.
2. Circulation of the revised timetable to all departments at the earliest.

Outcome:

The matter has been resolved following the implementation of the revised timetable.

Bhoun
(Convener)

PAGE NO. 8
DATE 30 9 24

A meeting of the Students' Redressal Committee was held on 30/09/24 in Room No. 208 at 2:30 pm to address a complaint submitted by students regarding the unclean condition of college washrooms. The following members were present in the meeting:

1. Dr. Ravinder Kumar
2. Prof. Ram Singh Attal
3. Dr. Raj Kumar Thakur
4. Dr. Sunil Sen
5. Dr. Suman Bhardwaj

[Signatures]

Nature of Complaint:

Students reported the following concerns regarding washroom hygiene:

- Lack of regular cleaning
- Unpleasant odour

After discussions, redressal committee notified the cleanliness committee to do the needful. Following this, the cleanliness committee contacted the cleaning contractor and conveyed the concerns raised by the students. The following decisions were finalized:

1. Washrooms will be cleaned three times a day.
2. Regular monitoring and inspection will be conducted by the sanitation supervisor with a cross check by the cleanliness committee members.
3. A follow up review will be conducted periodically.

Outcome:

The revised cleaning schedule is currently being implemented.

and information regarding the action taken is being shared with the students through departmental whatsapp groups.

Bhuvan
(Convenor)

1. Dr. Ramesh Kumar
2. Prof. Ram Singh
3. Dr. Raj Kumar

Nature of the Complaint:
Major concern raised by the parent regarding the irregularity of staff and frequent personnel changes.
→ Lack of proper cleaning work
→ Irregularities in cleaning process and personnel
→ Absence of a fixed cleaning schedule
→ Raising students for garbage disposal and waste handling

After discussion, the following decision was taken:
The cleaning contract will be terminated and a new contract will be procured.
A dedicated staff will be provided for cleaning and waste handling.
Cleaning schedule will be formally displayed on the hostel notice board.
Cleaning staff will only take place during designated hours.
Cleaning staff will be instructed not to dispose of

11/11/24

A meeting of the Students' Redressal Committee was held on 11/11/24 in Room number 208 at 3:00 pm following a written complaint submitted by boarders of the New Girls' Hostel regarding poor performance and unprofessional behaviour by the hostel cleaning staff. The following members were present in the :

1. Dr. Ravinder Kumar
2. Prof. Ram Singh Attal
3. Dr. Raj Kumar Thakur
4. Dr. Sunil Sen
5. Dr. Suman Bhardwaj

Nature of Complaint:

Major concerns raised by the hostel residents include:

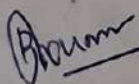
1. Irregularity of staff and frequent personnel changes
2. Lack of proper cleaning tools
3. Negligence in cleaning washrooms and bathrooms
4. Absence of a fixed cleaning schedule
5. Attributing responsibility of students for drainage blockage despite improper waste handling

After discussion, the following decisions were made:

1. The cleaning contractor will be summoned and cautioned regarding non-compliance.
2. A structured duty roster indicating assigned staff and cleaning schedules will be displayed on the hostel notice board.
3. Cleaning activities will only take place during designated hours.
4. Cleaning staff will be instructed not to dispose off waste in drainage lines
5. Weekly monitoring will be conducted by the Warden and Student Hostel Unit.

Outcome:

Students are informed that their grievances have been acknowledged and corrective steps will be strictly implemented and monitored.


(Convenor)

24
To

The Principal
Vallabh Govt College
Mandi

Subject $\Rightarrow$ Complaint against cleaning staff.

Respected Ma'am,

We the boarders of New girls hostel are facing problems due to the cleaning staff of hostel because of their unprofessional work. We would like to draw your attention towards these problems.

- 1) There is different cleaning lady everyday which is not manageable.
- 2) They don't have proper cleaning tools for cleaning.
- 3) They don't ~~better~~ clean our washrooms or bathrooms.
- 4) They don't have fix time for their arrival, once they ~~are~~ were cleaning the mess while boarders were having their lunch.
- 5) They blame the boarders for blockage, while they are the one's ~~showing~~ throwing everything down the drainage system causing the blockage.

We are ~~living~~ ^{living} in unhygienic conditions. Therefore, We request you to take necessary actions. We will be waiting for your response.

Yours faithfully
Boarder of New Girls Hostel.

Sh
(Seema Sharma)
Chief Warden

- | | |
|----------------------|----------------------|
| 1) <u>Poojat</u> | 38. <u>Gitanjali</u> |
| 2) <u>Ram</u> | 39. <u>Solvi</u> |
| 3) <u>Shal</u> | 40. <u>Lobhang</u> |
| 4) <u>Pooja</u> | 41. <u>Harshita</u> |
| 5) <u>Manika</u> | 42. <u>Trisha</u> |
| 6. <u>Shilpa</u> | 43. <u>Shubhangi</u> |
| 7. <u>Shruti</u> | 44. <u>Priya</u> |
| 8. <u>Aaysha</u> | 45. <u>Manisha</u> |
| 9) <u>Tammina</u> | 46. <u>Isha</u> |
| 10) <u>Ankita</u> | 47. <u>Sundhi</u> |
| 11) <u>Samriddhi</u> | 48. <u>Phumkora</u> |
| 12) <u>Kashika</u> | 49. <u>Bhavita</u> |
| 13) <u>Sartti</u> | 50. <u>Madhuri</u> |
| 14) <u>Shreya</u> | 51. <u>Vijeta</u> |
| 15) <u>Ippika</u> | 52. <u>Shivani</u> |
| 16) <u>Karnal</u> | 53. <u>Shreya</u> |
| 17) <u>Himanshu</u> | 54. <u>Pooja</u> |
| 18) <u>Shreya</u> | |
| 19) <u>Pooja</u> | |
| 20) <u>Rishita</u> | |
| 21. <u>Prishita</u> | |
| 22) <u>Harshita</u> | |
| 23) <u>Indu</u> | |
| 24) <u>Anita</u> | |
| 25. <u>Rashmi</u> | |
| 26. <u>Neelma</u> | |
| 27. <u>Shreya</u> | |
| 28. <u>Kishu</u> | |
| 29. <u>Riya</u> | |
| 30. <u>Sejal</u> | |
| 31. <u>Latasha</u> | |
| 32. <u>Chahat</u> | |
| 33. <u>Shruti</u> | |
| 34. <u>Kajal</u> | |
| 35. <u>Anshika</u> | |
| 36. <u>Gunjan</u> | |
| 37. <u>Kritika</u> | |

Banute
9/11/2024
Warden