



**ANNUAL REPORT OF KRMU GRIEVANCE REDRESSAL COMMITTEE**

(Academic Session 2022-2023)

K.R. Mangalam University has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for resolving grievances of Students.

Following members attended the meeting:

- Dr. Tania Gupta, Chairperson
- Dr. Rashmi Jain, Member
- Dr. Shivani Tomar, Member
- Dr. Diwaker Padalia,
- Mr. Shiv Ranjan, Member
- Dr. Anshul Saluja, Member Secretary

This year the meetings were conducted on 26th November 2022 and 8<sup>th</sup> April 2023.

**1. The first Grievance Redressal Committee meeting for the academic Year 2022-23 was held on 26<sup>th</sup> November 2022.**

The agenda of the meeting was to discuss any grievances/ suggestions received and to discuss the procedure to resolve the Grievance.

S.No	Type of Grievances	Action Taken	Remarks
1.	4 grievances received regarding Transport related Issues i.e. route and AC working status in the bus.	The matter was forwarded to AO and transport In-charge.	The Transport Department has resolved all reported issues within 3 days. ATR is satisfactory.
2.	3 grievances received regarding AC was not working in few classrooms.	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. These ACs were under maintenance, the issue resolved within 2 days. ATR is satisfactory.

Registrar

3.	2 grievances received regarding non-issuance of Library Card.	The matter was reported to Librarian for issue of Library Card.	The library has resolved all reported issues after issuing the library cards. ATR is satisfactory.
4.	5 grievances received regarding non issuance of ERP credentials to students.	The matter was forwarded to ERP Team for immediate action.	The ERP team has checked the reason for the delay. Credentials were not correct. After corrections credentials were shared by the ERP team to students. The matter was resolved by providing the credentials of ERP within 2 days. ATR is satisfactory.
5.	4 grievances received regarding AC not working in Canteen	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. The issue was resolved within 3 days. grievances received regarding

No other Grievance was received.

**2. The second Grievance Redressal Committee meeting for the academic Year 2021-22 was held on 8<sup>th</sup> April 2023.**

S.No.	Type of Grievances	Action Taken	Remarks
1.	3 grievances received regarding Transport related Issues i.e. route and AC working status in the bus.	The matter was forwarded to AO and transport In-charge.	The Transport Department has resolved all reported issues within 3 days. ATR is satisfactory.

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2.	2 grievances received regarding AC was not working in few classrooms.	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. These ACs were under maintenance, the issue resolved within 2 days. ATR is satisfactory.
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No other Grievance was received.

Before being settled, the grievance committee discussed and kept track of every complaint that was received.

*Jayme Gupta*

Chairperson

Grievance Redressal Committee

*J. P.*

Registrar

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Sohna Road, Gurugram, Haryana



**ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE**  
**ACADEMIC YEAR 2021-22**

K.R. Mangalam University has a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Policy followed by Grievance Redressal Committee for Staff and Students.

This year the meetings were conducted on 19<sup>th</sup> November 2021 and 14<sup>th</sup> May 2022

1. **The first Grievance Redressal Committee meeting for the academic Year 2021-22 was held on 19th November 2021.**

The agenda of the meeting was to discuss any grievances/ suggestions received and to discuss the procedure to resolve the Grievance.

S.No	Type of Grievances	Action Taken	Remarks
1.	8 grievances received regarding non-payment of Tuition fees due to parents are suffering from COVID-19	The matter was forwarded to Accounts Officer and University Leadership for necessary action.	The issues were taken care of by University Accounts. University leadership allows them to pay the tuition fees in installments. The issue was resolved and ATR is satisfactory.
2.	6 regarding matters related to problems to attending online classes	The matter was forwarded to concerned mentors and Dean.	The concerned members and Deans acted in this regard. Students were not able to attend online classes due to the low frequency of Internet at their end. Mentors have shared online materials and notes with such students to bridge the gap. ATR is satisfactory.

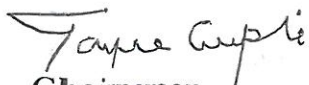
No other Grievance was received.

2. The second Grievance Redressal Committee meeting for the academic Year 2021-22 was held on 14<sup>th</sup> May 2022.

S.No.	Type of Grievances	Action Taken	Remarks
1.	5 grievances received regarding Transport related Issues i.e. route and AC working status in the bus.	The matter was forwarded to AO and transport In-charge.	The Transport Department has resolved all reported issues within 3 days. ATR is satisfactory.
2.	3 grievances received regarding AC was not working in few classrooms.	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. These ACs were under maintenance, the issue resolved within 2 days. ATR is satisfactory.
3.	3 grievances received regarding arranging Industrial Visit.	The matter was forwarded to concerned mentors and Dean.	The concerned members and Deans acted in this regard. Due to COVID-19, the industrial visit is limited to most organizations. ATR is satisfactory.
4.	2 grievances received regarding purchase of book for preparation of competitive exam.	The matter was forwarded to Librarian.	The library has resolved all reported issues within 15 days. ATR is satisfactory.

No other Grievance was received.

Before being settled, the grievance committee discussed and kept track of every complaint that was received.

  
Chairperson

Grievance Redressal Committee

  
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# K.R. MANGALAM UNIVERSITY

THE COMPLETE WORLD OF EDUCATION

## ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE

### ACADEMIC YEAR 2020-21

With a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. Twice a year meeting has been conducted in one academic year.

This year the meetings were conducted on 28<sup>th</sup> November 2020 and 22<sup>nd</sup> May 2021.

1. The first Grievance Redressal Committee meeting for the academic Year 2020-21 was virtually held on 28th November 2020.

S.No	Type of Grievances	Action Taken	Remarks
1.	17 regarding matters related to problems to attending online classes	The matter was forwarded to concerned mentors and Dean.	The concerned members and Deans acted in this regard. Students were not able to attend online classes due to the low frequency of Internet at their end. Mentors have shared online materials and notes with such students to bridge the gap. ATR is satisfactory.
2.	26 grievances received regarding non-payment of Tuition fees due to parents are suffering from COVID-19	The matter was forwarded to Accounts Officer and University Leadership for necessary action.	The issues were taken care of by University Accounts. University leadership allows them to pay the tuition fees in installments. The issue was resolved and ATR is satisfactory.
3.	3 grievances received	The matter was forwarded	The Transport Department

	regarding Transport related Issues i.e. route and AC working status in the bus.	to AO and transport In-charge.	has resolved all reported issues within 2 days. ATR is satisfactory.
4.	2 grievances received regarding AC was not working in few classrooms.	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. These ACs were under maintenance, the issue resolved within 2 days. ATR is satisfactory.

No other Grievance was received.

2. **The Second Grievance Redressal Committee meeting for the academic Year 2020-21 was virtually held on 8th February 2021.**

S.No	Type of Grievances	Action Taken	Remarks
1.	6 regarding matters related to problems to attending online classes	The matter was forwarded to concerned mentors and Dean.	The concerned members and Deans acted in this regard. Students were not able to attend online classes due to the low frequency of Internet at their end. Mentors have shared online materials and notes with such students to bridge the gap. ATR is satisfactory.
2.	9 grievances received regarding non-payment of Tuition fees due to	The matter was forwarded to Accounts Officer and University Leadership for	The issues were taken care of by University Accounts. University leadership allows

  
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	parents are suffering from COVID-19	necessary action.	them to pay the tuition fees in installments. The issue was resolved and ATR is satisfactory.
3.	5 grievances received regarding not eligible to appear in Examinations due to less attendance	The matter was forwarded to concerned mentors and Dean.	The concerned members and Deans acted in this regard. Mentor assigned assignments to cover their attendance and internal assessment. The issue was resolved and ATR is satisfactory.

No other Grievance was received.

All grievance received were discussed and monitored by the Grievance Redressal Committee before getting resolved.



Chairperson

Grievance Redressal Committee

  
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**ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE**

**ACADEMIC YEAR 2019-20**

K.R. Mangalam University has a Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. The Grievance Committee conducts meetings twice in an academic year.

This year the meetings were conducted on 14<sup>th</sup> December 2019 and 13<sup>th</sup> June 2020.

**1. The first Grievance Redressal Committee meeting for the academic Year 2019-20 was held on 14<sup>th</sup> December 2019.**

The agenda of the meeting was to discuss any grievances/ suggestions received and to discuss the procedure to resolve the Grievance.

S.No	Type of Grievances	Action Taken	Remarks
1.	6 grievances received regarding Transport related Issues i.e. route and AC working status in the bus.	The matter was forwarded to AO and transport In-charge.	The Transport Department has resolved all reported issues within 3 days. ATR is satisfactory.
2.	4 grievances received regarding AC was not working in few classrooms.	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for Non-Working of ACs. These ACs were under maintenance, the issue resolved within 2 days. ATR is satisfactory.
3.	9 grievances received regarding non-issuance of Library Card.	The matter was reported to Librarian for issue of Library Card.	The library has resolved all reported issues after issuing the library cards. ATR is satisfactory.

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Registrar

4.	4 grievances received regarding non issuance of ERP credentials to students.	The matter was forwarded to ERP Team for immediate action.	The ERP team has checked the reason for the delay. Credentials were not correct. After corrections credentials were shared by the ERP team to students. The matter was resolved by providing the credentials of ERP within 2 days. ATR is satisfactory.
5.	2 grievances received regarding AC not working in Canteen	The matter was forwarded to AO for immediate action.	The Maintenance Department has resolved all reported issues for non-working of ACs. The issue was resolved within 3 days. grievances received regarding
6.	12 grievances received regarding Less timing for Sports	The matter was sent to the Academic Coordinator and also informed to sports committee for extended sports timings.	In consultation with Academic Office, Sports In charge has extended the timings of Sports counter for issuance of sports materials and also extended the timing for indoor sports. grievances received regarding

No other Grievance was received.

  
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2. The second Grievance Redressal Committee meeting for the academic Year 2019-20 was held on 14<sup>th</sup> April 2020.

S.No.	Type of Grievances	Action Taken	Remarks
1.	6 grievances received regarding attendance in Online classes.	The matter was forwarded to concerned mentors and Dean.	Attendance was not marked due to technical reasons. ATR is satisfactory.
2.	5 grievances received for that period were about students asking placement drives at campus than visiting companies.	The matter was forwarded to Placement Officer for immediate action.	The Placement Department has resolved all reported issues for Placement Drives. Due to COVID-19 on campus placement drive is not organized but they have arranged Online Drives for the students. ATR is satisfactory.

No other Grievance was received.

All grievances as received were discussed and properly scrutinized by the Grievance Redressal Committee in order to resolve the grievances and were handled properly with due care.



**Chairperson**

**Grievance Redressal Committee**

  
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 (2020-21)



**ANNUAL REPORT OF GRIEVANCE REDRESSAL COMMITTEE**

**ACADEMIC YEAR 2018-19**

With a well-defined Grievance Redressal Mechanism with a structured Grievance Redressal Committee for Staff and Students. The Grievance Committee conducts meetings twice in an academic year.

This year the meetings were conducted on 10<sup>th</sup> December 2018 and 11<sup>th</sup> June 2019.

**1. The first Grievance Redressal Committee meeting was held on 10<sup>th</sup> December 2018.**

The agenda of the meeting was to discuss any grievances/ suggestions received and to discuss about the procedure to resolve the grievances of 5 cases related to ERP not working issues and 6 AC's not properly working in classrooms. Another agenda was 2 cases for the process of disposal of sanitary napkins. No other Grievance was received.

**Action Taken:**

The 5 grievance cases were forwarded to ERP Manager and Registrar Office for resolution. ERP Team has reset the password. 6 grievances regarding AC's working issue was sent to AO for proper functioning of ACs in the classrooms. AC maintenance has been done in the periodic time frame. Action taken on of disposal of sanitary napkins grievances done through an extra cleaning staff was appointed to address the concern regarding cleanliness of washrooms and installing of sanitary pad vending machine and Incinerator machines for disposal used napkins with due care.

**2. The second Grievance Redressal committee meeting was held on 11th June 2019.**

The agenda was regarding the 3 cases of foul smell coming from the toilets and no proper cleaning.

**Action Taken:**

The 3 grievance was sent to the AO for proper cleaning of the washrooms. All grievances resolved successfully. No other grievance was received.

All grievances received were discussed and properly scrutinized by the Grievance Redressal Committee in order to resolve the grievances and were handled properly with due care.

  
Chairperson

Grievance Redressal Committee

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