

Ref. No. AGC/DSA/SGRC/2023/002

Date: 19/04/2023

## **Circular**

This is to inform all the members of the Student Grievance Redressal Committee that a meeting is to be held on 21-04-2023 at 3:45 pm in the DSA Office. All the members are requested to be present for the meeting.

### **Agenda:**

1. Review of grievance procedure.
2. Drinking water tanks and RO purifier maintenance.
3. Wasp net removal at identified blocks.
4. Allotment of indoor games room.
5. Any other relevant subject at the time of meeting.



**Dean Students' Affairs**

**AGC, Amritsar**

Meeting of Student Grievance Redressal Committee held on 21-04-2023 at 3:45 pm in the DSA Office.

<b>Attendees</b>	<b>Absentees</b>
Mr. Amit Singh	Dr. Neetu Sehajpal
Mr. Vijay Sai	Ms. Shruti Prasher
Mr. Anamika Jain	Mr. Manbir Singh
Mr. Baljeet Verma	
Ms. Gurveen Kaur	

**Dean Students' Affair**

**AGC, Amritsar**

Minutes of Meeting of Student Grievance Redressal Committee held on 21-04-2023 at 3:45 pm in the DSA Office.

S. N.	Agenda	Discussion	Responsibility
1.	Review of grievance procedure	<ul style="list-style-type: none"> <li>The committee revisited the existing grievance submission and review mechanism and assessed whether students are finding the process clear and accessible.</li> <li>Members observed that while the procedure is functional, there is still a need to simplify communication so students know whom to approach at each stage.</li> <li>It was agreed that departments will re-circulate the step-wise grievance procedure and display it on notice boards and digital platforms for better clarity.</li> <li>Members collectively agreed that improving visibility of the process will encourage timely reporting and quicker resolution.</li> </ul>	All members
2.	Drinking water tanks and RO purifier maintenance	<p><b>Discussion:</b>            The committee discussed routine issues related to drinking water tanks and RO units and reviewed recent feedback about irregular maintenance.</p> <p><b>Concern:</b>            Some water units were found functioning below optimal levels, leading to reduced water flow and delays during busy hours.</p> <p><b>Resolution:</b>            Maintenance staff will perform weekly checks on all tanks and RO systems. Filter replacement schedules will be updated, and a maintenance log will be shared with the committee.</p> <p><b>Remarks:</b>            Members agreed that regular maintenance is essential to ensure clean and accessible drinking water for students.</p>	Estate Officer

3.	Wasp net removal at identified blocks	<p><b>Discussion:</b> Members evaluated reports of wasp activity in certain areas requiring immediate attention.</p> <p><b>Concern:</b> The presence of wasp nests poses a safety risk to students, especially in commonly used pathways.</p> <p><b>Action Taken:</b> The maintenance department will coordinate with pest-control services to remove all identified nests and repair damaged nets. Follow-up inspection will be conducted after completion.</p> <p><b>Remarks:</b> All members prioritized this issue due to safety considerations.</p>	All members
4.	Allotment of indoor games room	<p><b>Discussion:</b> The committee reviewed the proposal for assigning a dedicated space for indoor games to support student recreation.</p> <p><b>Concern:</b> There is limited availability of suitable rooms, and some require minor renovation before use.</p> <p><b>Proposal:</b> The administration will finalize a suitable room, check basic requirements such as ventilation and flooring, and propose a feasible plan for furnishing and supervision.</p> <p><b>Remarks:</b> Members expressed support for the initiative and encouraged timely implementation.</p>	DSA
5.	Any other relevant subject at the time of meeting	No other point was raised by the members.	

*urjeet Singh*

Dean Students' Affairs

AGC, Amritsar