**STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/SGRC/2022-23/110

Date: 26.09.2022

**Action Taken Report (ATR)**

A meeting of the Students Grievance Redressal Committee members was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 26.09.2022 (Monday). Following members were present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile No.	E-mail
1.	Dr. Chaitali Bhattacharya	Nodal Officer	Faculty BBA	9910055811	studentswelfare@tecnia.in
2.	Dr. Deepak Sonker	HoD, BCA	Faculty BCA	9711788920	hodbca@tecnia.in
3.	Md. Hasib	Psychiatrist	Outside Faculty AIRSR	9718743207	hammed.haseeb@gmail.com
4.	Dr. H.L. Nagaraja Murthy	Psychologist	Faculty BA(JMC)	9891091998	nagaraja.hln2002@gmail.com
5.	Dr. M N Jha	Dean (Academics) – Director Nominee	Faculty BA(JMC)	9873057126	deanjmc@tecnia.in
6.	Mr. Vikaram Singh	Admin Officer	Admin	7988403011	adminofficer@tecnia.in
7.	Ms. Keenika Arora	Professional Students Counselor and Member Secretary	Faculty MBA	8800398738	studentswelfare@tecnia.in

**Elected Student Representatives – 1<sup>st</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Dipesh Chaudhary	00817003921	1st Shift	MBA	9870214060	dipeshkhatana10666@gmail.com
2.	Swayam Gupta	09917001721	1st Shift	BBA	9205532621	swayamgupta525@gmail.com
3.	Parth Bhatnagar	35317002421	1st Shift	BAJMC	9899888526	bhatnagarparth542@gmail.com
4.	Rishika Arora	00417002021	1st Shift	BCA	7011502190	rishikatec64@gmail.com

**Elected Student Representatives – 2<sup>nd</sup> Shift**

S. No.	Student Name	Enroll. No.	Shift	Program	Mobile No.	E-mail
1.	Ankit Singh	00221303920	2nd Shift	MBA	9718833618	ankysingh9359@gmail.com
2.	Mahesh Pathak	11121301721	2nd Shift	BBA	7982739505	maheshpathakofficial@gmail.com
3.	Sanket Gulyani	06721302421	2nd Shift	BAJMC	9582965499	sanketgulyani123@gmail.com
4.	Swati Chandola	01821302021	2nd Shift	BCA	9166566462	swatichandola2204@gmail.com

Following meeting Agenda was taken up in the meeting

**Item No. 1:** To appraise the new Chairperson, Dr. Chaitali Bhattacharya appointed by the Director- TIAS, vide Notification No. TIAS/2022-23/SWC/1.

**Resolved :** All the members greeted and welcomed madam in the committee & assured their full support for maintaining the rules and regulations for smoothly functioning of the committee.

**ATR:** The Chair welcomed every staff in the meeting and directs the Secretary of the Committee to undertake the business of the committee.

**Item No. 2:** To appraise new members of SGRC about UGC (Establishment and Mechanism for Grievance Redressal) Regulation 2012.

**Resolved :** The Chair and the committee welcome the new member, Mr Vikram Singh, the Admin Officer of TIAS.

**ATR:** The new member extended his support to the Chair.

**Item No. 3:** List of "Grievance" as has been put forwarded in definition of the above regulation in clause no. 3; sub clause: (h) Sr. No. (i-xvi); namely

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;

- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

**Resolved:** The Students are appraised during the orientation program about the type of Grievance as mentioned in Regulation 2012 and invited the students to speak in confidence on all the Xvi types of points with their class In-charges and In-charge Student Welfare.

**ATR:** All the students and stakeholders are appraised about the SGRC on orientation day in the campus and during interaction details presentation and question answer session was conducted to bring in clarity also Class In-charges are frequently meeting thorough Elected Student Representatives in both shifts, no grievance made by any student.

**Item No. 4:** To notify Grievance Redressal Committee on Institute website.

**Resolved:** The Students are appraised and notify about the type of Grievance Redressal Committee on Institute website.

**ATR:** All the students and stakeholders are appraised about the SGRC on Institute website also to lodge the grievance if any.

**Item No. 5:** To Appraise all stakeholders about Notification Statute of SGRC of UGC and AICTE

**Resolved:** The Students are appraised and notify about the Notification Statute of SGRC of UGC and AICTE on Institute website.

**ATR:** All the students and stakeholders are appraised about the SGRC on Institute website.

**Item No.6:** To Appraise all stakeholders about Notice of UGC/AICTE/GGSIPU @SGRC\_TIAS

**Resolved:** The Students are appraised and notify about the Notification Statute of SGRC of UGC and AICTE on Institute website.

**ATR:** All the students and stakeholders are appraised about the SGRC on Institute website.

**Item No. 7:** To appraise all stakeholders that Institute prominently published/notified the details of SGRC by Tecnia Times prospectus

**Resolved:** The Students and are appraised about the SGRC through published/Notified in Tecnia- Times and on Institute website.

**ATR:** All the students and stakeholders are appraised about the SGRC on Institute website.

**Item No.8:** Specialized Member of SGRC Psychiatrist/Psychologist/Professional Students Councilors

**Resolved:** The Student and Stake Holders are appraised and notify about availability of Psychiatrist/Psychologist/Professional Students Councilors in SGRC.

**ATR:** All the students and stakeholders are appraised about the SGRC competency with regard to availability of Psychiatrist/Psychologist/Professional Students Councilors in SGRC.

**Item No. 9:** Proceedings of SGRC meticulous and verifiable contents

**Resolved:** The Student and Stake Holders are appraised and notify about Proceedings of the meeting of SGRC.

**ATR:** All the students and stakeholders are appraised about the SGRC on Institute website.

**Item No. 10:** Maintenance of Grievance Form "Online Student Grievance" link on Institute website

**Resolved:** The Student and Stake Holders are apprised and notify about "Online Student Grievance" link on Institute website for **Grievance Form**

**ATR:** All the students and stakeholders are apprised about the SGRC link on Institute website for **Grievance Form**.

**Item No. 11: Student Grievance if any**

**Resolved:** No major or minor grievance was observed and received from any stakeholder.

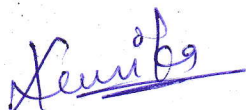
**ATR:** All the students and stakeholders are apprised about the SGRC on orientation day in the campus and during interaction details presentation and question answer session was conducted to bring in clarity also Class In-charges are frequently meeting thorough Elected Student Representatives in both shifts, no grievance made by any student.

**Item No. 12: Student Feedback**

**Resolved:** The Student and Stake Holders are apprised about the "Online Student Feedback" link on Institute website.






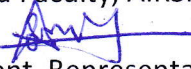



**ATR:** All the students and stakeholders are apprised about the "Online Student Feedback" link on Institute website.

Meeting ended with the thanks to the Chair, Dr. Chaitali Bhattacharya, Nodal Officer, Students Grievance Redressal Committee



Ms. Keenika Arora,  
Secretary of the Committee SGRC

**Nodal Officer SGRC**  
**Tecnia Institute of Advanced Studies**  
Cc to: **Madhuban Chowk, Rohini, Delhi -85**

- 1) Director, TIAS
- 2) Nodal Officer-GRC 
- 3) IQAC, TIAS 
- 4) Dean / Academic Coordinator, TIAS
- 5) In-Charge, Student Welfare 
- 6) Dr. H.L. Nagaraj Murthy, Psychologist, SGRC and Visiting 
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, SGRC 
- 8) Md. Hasib, Psychiatrist, SGRC and Faculty, AIRSR
- 9) Mr. Vikram Singh, Admin Officer 
- 10) HoD, MBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) 
- 11) HoD, BBA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) - 
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) 
- 13) HoD, BCA, TIAS for Elected Student Representatives (1<sup>st</sup> & 2<sup>nd</sup> Shift) 