



TECNIA INSTITUTE OF ADVANCED STUDIES
GRADE "A" INSTITUTE

Approved by AICTE, Ministry of HRD, Govt. of India, Affiliated to GGSIP University
Recognized Under Sec. 2(f) of UGC Act 1956

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Appendix 10

Grievance Redressal Facilities

**GRIEVANCE REDRESSAL COMMITTEE**

Ref. No. : TIAS/GRC/2023-24/06

Date: 10.02.2024

Action Taken Report (ATR)

A meeting of the Grievance Redressal Committee was convened in the Board room of in Board Room of Tecnia Institute of Advanced Studies at 11:00 AM on 09.02.2024 (Friday). Following members were present in the meeting the names of the members are as follows:-

S. No.	Name	Member	Department	Mobile Number
1.	Dr. Monisha	Student Welfare	Dept. of Mgt. Sciences	9467926449
2.	Md. Haseeb Ahmed	Psychiatrist	Counselor	9718743207
3.	Dr. H. L. Nagaraja Murthy	Psychologist	Counselor	9891091998
4.	Dr. M. N. Jha	Dean Acad.-Director Nominee	Dept. of Journalism and Mass Communication	9873057126
5.	Dr. Preeti Jindal	Nodal Officer	Dept. of Mgt. Sciences	8800398738
6.	Mr. Hemant Nagpal	Admin Officer	Admin	9953321355
7.	Mrs. Chesta Agarwal	Member	Dept. of Information & Communication Technology	9871234503
8.	Mrs. Shikha Yadav	Member Secretary	Dept. of Information & Communication Technology	9643907496

Following meeting Agenda was taken up in the meeting

Item No. 1: To appraise the new Chairperson, Dr. Monisha appointed by the Director- TIAS, vide Notification No. TIAS/2023-24/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 GRC about UGC (Establishment and Mechanism for Grievance Redressal) Regulation 2012.

Resolved : The Chair and the committee welcome the new member, Dr. Preeti Jindal, the Nodal Officer of GRC.

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

Item No. 3: To notify Grievance Redressal Committee on Institute website.

Resolved: The Staff are appraised and notified about the type of Grievance Redressal Committee on Institute website.

ATR: All the staff and stakeholders were appraised about the GRC on Institute website also to lodge the grievance if any.

Item No. 4: To Appraise all stakeholders about Notification Statute of GRC of UGC and AICTE

Resolved: The Staff was appraised and notified about the Notification Statute of GRC of UGC and AICTE on Institute website.

ATR: All the members were appraised about the GRC on Institute website.

Item No. 5: To Appraise all stakeholders about Notice of UGC/AICTE/GGSIPU @GRC_TIAS

Resolved: Staff was appraised and notified about the Notification Statute of GRC of UGC and AICTE on Institute website.

ATR: All the members and stakeholders are appraised about the GRC on Institute website.

Item No. 6: To appraise all stakeholders that Institute prominently published/notified the details of GRC by Tecnia Times prospectus

Resolved: The members and stakeholders are appraised about the GRC through published/Notified in Tecnia- Times and on Institute website.

ATR: All the members and stakeholders are appraised about the GRC on Institute website.

Item No. 7: Specialized Member of GRC Psychiatrist/Psychologist/Professional Councilors

Resolved: The Staff and Stake Holders are appraised and notified about availability of Psychiatrist/Psychologist/Professional Councilors in GRC.

ATR: All the staff and stakeholders are appraised about the GRC competency with regard to availability of Psychiatrist/Psychologist/Professional Councilors in GRC.

Item No. 8: Proceedings of GRC meticulous and verifiable contents

Resolved: The Staff and Stake Holders are appraised and notified about Proceedings of the meeting of GRC.

ATR: All the staff members and stakeholders are appraised about the GRC on Institute website.

Item No. 9: Maintenance of **Grievance Form** "Online Grievance" link on Institute website

Resolved: The Staff and Stake Holders are appraised and notified about "Online Grievance" link on Institute website for **Grievance Form**

ATR: All the staff members and stakeholders are appraised about the GRC link on Institute website for **Grievance Form**.

Item No. 10: Faculty Grievance --

Regarding the concerns raised by faculty members about the improper functioning of water cooler on 3rd Floor, PG Building, TIAS.

Resolved: Administrative Department was appraised regarding the issue of improper functioning of water cooler on 3rd Floor, PG Building, TIAS.

ATR: PRO agreed to resolve the issue of water cooler on 3rd Floor, PG Building, TIAS. in order to facilitate proper provision of water to staff and students.

Item No. 11: Faculty Grievance regarding Biometric Machine Functioning

Resolved: Faculty has complained regarding the slow functioning of Biometric Machine at time of punch in and punch out in detecting the finger prints.

ATR: ITC Head was informed about the faulty functioning of the Biometric Machine Functioning. He assured installation of new biometric machine in order to facilitate the staff members.

Item No. 13: Staff Feedback

Resolved: The Stake Holders are appraised about the "Online Feedback" link on Institute website.

ATR: All the stakeholders are appraised about the "Online Feedback" link on Institute website.

Meeting ended with the thanks to the Chair, Dr. Preeti Jindal, Nodal Officer, Grievance Redressal Committee


Mrs. Shikha Yadav
Member Secretary, GRC

Cc to:

- 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, GRC and Visiting
- 7) Ms. Keenika Arora, Professional Students Councilor and Member Secretary, GRC
- 8) Md. Hasib, Psychiatrist, GRC and Faculty, AIRSR
- 9) Mr. Vikram Singh, Admin Officer
- 10) HoD, MBA, TIAS for Elected Student Representatives (1st & 2nd Shift)
- 11) HoD, BBA, TIAS for Elected Student Representatives (1st & 2nd Shift)
- 12) HoD, BA(JMC), TIAS for Elected Student Representatives (1st & 2nd Shift)
- 13) HoD, BCA, TIAS for Elected Student Representatives (1st & 2nd Shift)