



Global Group of Institutes

(Approved by AICTE, PCI and Affiliated to IKGPTU, Jalandhar)

5.1.5 Supporting document for details of student grievances





Global Group of Institutes

(Approved by AICTE, PCI and Affiliated to IKGPTU, Jalandhar)

GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 17/02/ 2021:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Dr. Meenakshi Sharma
4. Dr. Maalti Puri
5. Ms. Ankita Saini
6. Mr. Sandip Singh

Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the committee further.

1. Reading all the complaints and Preparation of summary of complaints.
2. Resolving all the complaints.
3. Discussion of all the complaints.
4. Internet Related Issues if any discussed with Network Administrator.
5. Counseling with the students.

Following points were discussed:

1. E-mail Id Checked regularly.
2. There was no internet related problem.
3. Regarding matters relating to complaints, the committee confirms that not a single complaint from the students have been received, hence redressal is NIL.
4. Finally, meeting was successfully concluded as there was no complaint.

Closing Time: 04: 00 PM



Committee Coordinator
Grievance and Redressal Committee

To

The Director

GSI Amritsar

Subject: Facing problems in Hostel.

Respected Sir,

We want to state that we are students of college and we are living in Hostel rooms. We collaboratively facing few problems. The first problem is related with the speed of internet. The speed of internet is very slow. The another issue is related with quality of food. Food is not good and we did not able to make anything that we want. Kindly look at these problems. We will be thankful to you for this.

Thank you.

Yours Sincerely,





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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 08/10/ 2019:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Prof. Meenakshi Sharma
4. Dr. Maalti Puri
5. Ms. Riya
6. Mr. Ganesh Prasad

Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the committee further.

1. Issue of internet in the hostel.
2. Issue of quality of food in the hostel mess.
3. Counseling with the students.
4. Any other matter with Chair's approval.

Following points were discussed:

1. Internet issue was forwarded to Mr. Gurdish, Network Administrator for information and necessary action.
2. Request/Suggestion of quality of food in hostel mess will be forwarded to Chief Warden to take necessary actions.
3. Finally, meeting was successfully concluded.

Closing Time: 03: 45 PM



Committee Coordinator

Grievance and Redressal Committee



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Signatures of Committee Members:

Prof. B.D. Sharma (Committee Coordinator)	
Lt. Col. Sudhir Bahel (Member)	
Prof. Meenakshi Sharma (Member)	
Dr. Maalti Puri (Member)	
Ms. Riya (Student Member)	
Mr. Ganesh Prasad (Student Member)	

Cc to:

1. PA to Chairman for kind information of Chairman
2. PA to VC for kind information of VC
3. Dr. M.S. Saini, Campus Director

To

The Director,
Global Group of Institutes, Amritsar

Subject: \Rightarrow To improve the food quality of the Mess and
to extend the time for mess.

Respected Sir,

We would like to inform you that the quality of the mess food is too low. The plates too are not properly cleaned few days back. Many of the students had food poison. In addition the duration of time for breakfast and dinner are too short. and, atleast once a week, we ~~want~~ want to get non-veg. .

So it would be kind of you if you improve the quality of food served in the mess. . provide non-veg food. and extend the time of breakfast to 8:45 am and dinner to 9:30 PM.



Yours Sincerely



Global Institute of Management & Emerging Technologies

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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 17/09/2018:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Prof. Meenakshi Sharma
4. Dr. Maalti Puri
5. Ms. Parwinderjit Kaur
6. Mr. Danish Pathania

Agenda:

1. Issue of food quality in Boys Hostel.
2. To discuss about extending the Mess Timings..
3. Non Vegetarian food item.
4. Any other matter with Chair's approval.

Following points were discussed:

1. It has been observed by students that the food quality is not good in the hostel. The food was tasteless and not up to the standard. The same matter is discussed with the mess contractor.
2. The students complaint about the mess timing as they want to extend the mess timing by one additional hour. The matter has been forwarded to hostel warden and mess contractor.
3. As the institute have students from different countries and states, so students complaint about non-availability of any non-vegetarian item in the menu of mess. This matter has been presented before the committee to be discussed with the mess contractor as well as hostel warden.

Closing Time: 4:00 PM


Committee Coordinator





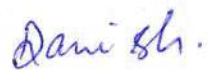
Grievance and Redressal Committee



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Prof. Meenakshi Sharma (Member)	
Dr. Maalti Puri (Member)	
Ms. Parwinderjit Kaur (Student Member)	
Mr. Danish Pathania (Student Member)	

Cc to:

1. PA to Chairman for kind information of Chairman.
2. PA to VC for kind information of VC.
3. Director, GIMET.

To
The Director
GIMET, Amritsar
Respected Sir

This is to inform you that we are students of Global Institutes. We are suffering from the seat availability in the bus during the MST's. Loud music is also being played in the bus which creates problem during our learning. Kindly do the needful to solve this issue. This complaint is from all students travelling in the bus from Majitha Road.





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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 25/09/2017:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Dr. Leena Jain
4. Dr. Maalti Puri
5. Ms. Navdeep Kaur
6. Mr. Manjot Singh

Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the committee further.

1. Increase the number of buses on Majitha Road.
2. Ban on playing songs in college buses.
3. Resolving all the complaints(if any).
4. Any other matter with Chair's approval.

Following points were discussed:

1. Students complained about the non availability of seats in college bus via majitha road. Students complaint forwarded to transport incharge for taking necessary actions.
2. Students complained about the playing of songs in the college bus forwarded to transport incharge for necessary action. Mr. Dilraj assured that playing songs will be banned in college buses.

Closing Time: 4:30 PM


Committee Coordinator

Grievance and Redressal Committee




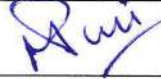






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Prof. B.D. Sharma (Committee Coordinator)	
Lt. Col. Sudhir Bahel (Member)	
Dr. Leena Jain (Member)	
Dr. Maalti Puri (Member)	
Ms. Navdeep Kaur (Student Member)	
Mr. Manjot Singh (Student Member)	

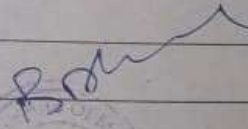

Cc to:

1. PA to Chairman for kind information of Chairman.
2. PA to VC for kind information of VC.
3. Director, GIMET.



Respected Sir

We are the students of your college. We want to say that Holi season is now to come. During these days of Holi most of the ~~girls~~ girls find fear of sprinkling of colors by some naughty boys. So that we need some strict action against such activities. We are very thankful to you.



Global Institute of Management & Emerging Technologies

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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 26/02/ 2018:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Dr. Leena Jain
4. Dr. Maalti Puri
5. Ms. Navdeep Kaur
6. Mr. Manjot Singh

Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the committee further.

1. Discussion about sprinkling of holi colors in the institute.
2. Resolving all the complaints(if any).
3. Counseling with students.
4. Any other matter with Chair's approval.

Following points were discussed:

1. Complaint/Suggestion box checked regularly on every Thursday.
2. Girls students complaint regarding fear of sprinkling of holi colors by some naughty boys. This problem discussed with committee members and to control the sprinkling of colors, it had been decided that a notice would be issued by Director sir to circulate in all departments so that this kind of activities can be controlled.
3. Bus related issues were discussed and earlier problems have been solved by Transport incharge.

Closing Time: 4:30 PM


Committee Coordinator

Grievance and Redressal Committee



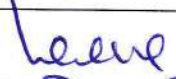


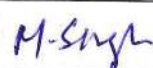




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Lt. Col. Sudhir Bahel (Member)	
Dr. Leena Jain (Member)	
Dr. Maalti Puri (Member)	
Ms. Navdeep Kaur (Student Member)	
Mr. Manjot Singh (Student Member)	

Cc to:

1. PA to Chairman for kind information of Chairman.
2. PA to VC for kind information of VC.
3. Director, GIMET.



To

The Director
Global Institute of Management and Emerging
technologies
Amritsar,

Respected Sir

It is really a sad thing to
complaint you about the food in canteen
The food is not hygienic and not
even tasty. I request you to
please take some steps to improve
the quality of food. I shall
be very thankful to you if you
take some action.

Yours obediently
Bhinderli

Date 8/09/2016





Global Institute of Management & Emerging Technologies

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GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 09/09/ 2016:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Dr. Leena Jain
4. Ms. Ritu Goyal
5. Mr. Sukhmanpreet Singh
6. Ms. Sneha Thappa

Agenda:

1. Food quality in Campus Canteen.
2. Variety of food items.
3. Discipline during Lunch Break.
4. Any other matter with chair's approval.

Following points were discussed:

1. It has been observed by students that the food quality is not good in the campus canteen. The food was either too spicy or sometimes tasteless to be consumed by the students. The same matter was discussed with the canteen contractor to improve the quality of food .
2. Although our campus Students belongs to various states and different cultures. They were demanding that the items served in the canteen should be diversified and some items should be as per the area or tradition and student demand was forwarded to canteen contractor.
3. Students were complaining that some students making excessive nuisance while being in the canteen. They were playing songs by keeping the volume at peak and were also hooting. It created disturbance for the rest of the members sitting there. Decision has been made to depute a security guard to watch the activities of such kind of students during the lunch time.

Closing Time: 4:45 PM



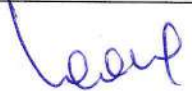




Committee Coordinator
Grievance and Redressal Committee



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Cc to:

1. PA to Chairman for kind information of Chairman.
2. PA to VC for kind information of VC.
3. Director, GIMET.



To

The Director

Global Institute of Management & Emerging Technologies
Amritsar

Respected Sir

I beg to say that I am a student of your Institute. I want you to pay attention on some of the issues we are facing in your Institute. College timings should be reduced as students don't get enough time to study at home or hostel. As we are in the final year we want to pay more attention of placement so that ^{more} activities should be added in the timetable. Some of the students are very interested in playing sports so in the timetable more sports period should be added. I hope you consider these issues and resolve them as early as possible. I shall be very thankful to you for this act of kindness.

Thanking You

Yours Sincerely

Date - 17 October, 2016





GRIEVANCE AND REDRESSAL COMMITTEE

MINUTES OF MEETING

Following members of Grievance and Redressal Committee were present in the meeting held at conference hall, Training and Placement Cell on 21/10/ 2016:

1. Prof. B.D. Sharma
2. Lt. Col. Sudhir Bahel
3. Dr. Leena Jain
4. Ms. Ritu Goyal
5. Mr. Sukhmanpreet Singh
6. Ms. Sneha Thappa

Agenda:

1. More departmental activity.
2. Timing of the college should be decreased.
3. Any other matter with chair's approval.

Following points were discussed:

1. The students of B.Tech requesting for more departmental activities. They also requesting for more inter-departmental activities. The committee discussed about this with HODs of the respective departments to organize more departmental activities.
2. It has been observed that the B.Tech final year students want to reduce the timing of the college because they want to emphasize on the placements. The committee discussed this issue with the HODs of respective departments.

. Closing Time: 04:15 PM


Committee Coordinator

Grievance and Redressal Committee



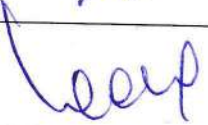








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Ms. Sneha Thappa (Member)	

Cc to:

1. PA to Chairman for kind information of Chairman. 
2. PA to VC for kind information of VC.
3. Director, GIMET.

To,
The Director
Global Institute of Management
and Emerging Technologies
Amritsar.

Subject: Regarding the Internet facilities in Boys
Hostel.

Respected sir, It is really a bad thing that the highly
ranked college namely GIMET compelled
the students to make a complaint against the
routine of college. All the time of admission the
speed of wifi connection was best but with the
passage of time, it lost its track. Is this facility
available for the admission time only.

Less speed of wifi had put students
even 2G speed is more faster than wifi connection
of GIMET.

So we request your goodself to take an
action against this. So the students can get
whole day-today life. Thanks.

yours Sincerely,



Date: 15-Feb-2017



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4. Ms. Ritu Goyal
5. Mr. Sukhmanpreet Singh
6. Ms. Sneha Thappa

Agenda:

To discuss the progress made by the members of the committee on the points decided during the previous meeting and to discuss ways of improving the committee further.

1. Issue of the internet speed.
2. Issue of the access point in the hostel.
3. Any other matter with chair's approval.

Following points were discussed:

1. It has been observed by the students of the boy's hostel that they were not able to access the internet at some places in the hostel. The Wi-Fi access points were shown on their mobile and laptop but they were not able to connect. If they were able to connect with Wi-Fi the connection was not stable. The same matter was discussed with the Network administrator.
2. It has been observed that the student in the boy's hostel as well as in girl's hostel face the issue of the internet speed. The concerned issue was discussed with the network Administrator. It was decided by the committee to add more access point in the hostel.

Closing Time: 04:15 PM


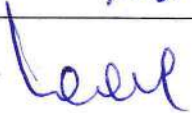




Committee Coordinator
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