

Grievance Detailed Report (2021-22)

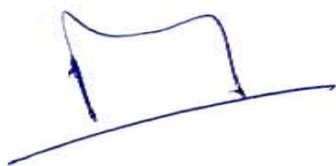
From Date: 31/03/2022

To Date: 05/07/2022

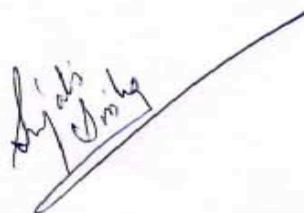
Total Grievances: 03

Firm Code: 423

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Rahul	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	12/04/2022	Remedial and doubt clearing session	Resolved	Rahul Singh
Suraj rai	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	31/03/2022	smart class	Resolved	Rahul Singh
Sheo kumar singh	Staff	Grievance related to college transportation/hostel	05/07/2022	Provide bus facility for evening c;lass for all students	Resolved	Rahul Singh



Atma
ABHISHEK SRIVASTAVA



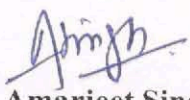
Minutes of meeting held on 11/03/2022

Following points were discussed with all members of **Campus Grievance Redressal Cell**

1. All the members were instructed to know to operate their account
2. **Ms Shruti Chandra** (Astt Prof CE) will look into the grievances related and their solutions of the timely tuition fee submission from the student's side.
3. **Mr Rahul Kumar** (Astt Prof ME) will see the grievances related to the transport and their solutions for the students who avail transport facilities.
4. **Ms Smita Tripathi** (Astt Prof. BCA) will see the internet issues, Moodle access issues for the students.
5. **Mr Ravi** (Astt Prof ECE) will see the grievances related to the extracurricular activities for the students and solve the related issues.
6. **Mr Asad Raza** (Astt Prof. Mgmt) will see the grievances related to the Corona Protocols for the students and solve the related issues. Mr Asad Raza will also see the grievances from guardian's side also.

Members present in meeting

Ms Shruti Chandra , Mr Rahul Kumar , Ms Smita Tripathi, Mr. Asad Raza were present in the meeting . Dr Amarjeet Singh and Dr S N Jarholia (Coordinators) were also present in the meetings.


Dr Amarjeet Singh
Coordinator

Campus Grievance Redressal Cell

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. CGM for information
5. Dean Academics for information
6. To all the members Campus Grievance Redressal Cell

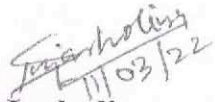
Ref: SMS Lucknow/ Campus Grievance,21-22/02

Date: 11/ 03/2022

Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on 11/03/2022 (Friday) at 4:00 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited.


Dr. S N Jarholiya

Principal (Diploma in Engg.) & Coordinator


Dr. Amarjeet Singh

HOD (EE) & Coordinator

CC:-

1. Director SMS Lucknow
2. Director General (Technical) SMS Lucknow
3. All Concerned

SMS Lucknow
Campus Grievance Redressal Cell 19/01/2021

Minutes of meeting held on 18/01/2021

Following points were discussed with all members of Campus Grievance Redressal Cell

1. All the members were instructed to know to operate their account
2. Mr K.G Sinha will look into the grievances related and their solutions of the timely tuition fee submission from the student's side.
3. Mr Rahul Kumar will see the grievances related to the transport and their solutions for the students who avail transport facilities.
4. Ms Smita Tripathi will see the internet issues, Moodle access issues for the students.
5. Mr Ashutosh Srivastava will see the grievances related to the extracurricular activities for the students and solve the related issues.
6. Mr Pankaj Gupta will see the grievances related to the Corona Protocols for the students and solve the related issues. Mr Pankaj Gupta will also see the grievances from guardian's side also.
7. It was also discussed to renew the software license on 25 Feb 2021 as the license will be expired on 24 Feb 2021.

Members present in meeting

Mr. K. G Sinha, Mr Rahul Kumar , Ms Smita Tripathi, Mr.Ashutosh Srivastava , Mr. Pankaj Gupta were present. Ms Diksha Shukla was not present due to some reasons.


Dr Amarjeet Singh
Coordinator

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. CGM for information
5. Dean Academics for information
6. To all the members Campus Grievance Redressal Cell

SMS/BH/2020-21/04

Dated: 12/01/2021

Minuets of Meeting

The meeting of hostel committee was held on 12/01/2021 (Tuesday) at 4:00 PM in CSE lab (III floor Yamuna block) the following members were present-

Hostel committee members

- Dr. Hemant Kumar Singh
- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Warden Boys Hostel

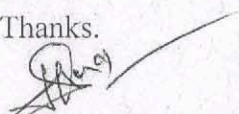
Student committee members

- Navneet Singh B.Com. III year
- Aman Verma Diploma III Year
- Gaurang Kapoor BBA III Year

The discussion was as follows-

- The committee decided for regular weekly random visit at night by hostel committee members and a faculty from any branch.
- The first visit is proposed on 13/01/2021(Wednesday) by Mr. Rahul Singh & Mr. Manish Singh.
- The detailed discussion on mess menu was done with student committee and students requested for the following changes in the menu-
 - Replacement of potato of any one time on Tuesday by seasonal veg.
 - Two bread pakora at place of one
 - Improvement in kofta and rice .
 - Improvement quantity of saag.
 - Plates cleanliness
 - Kheer quality

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

Detailed Report

From Date : 01-01-2021

To Date : 02-02-2021

Total Grievances : 5

Firm Code : 423

Grievant Name	Grievance Category	Grievance Type	Date Of Posting	Subject	Grievance Status	Attended by
rishabh dubey	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	01-02-2021	Quality education	Disposed	PANKAJ GUPTA
NITESH KUMAR YADAV	Student	Grievance regarding non-transparent or unfair evaluation process	02-02-2021	exams have not gone good so far	Disposed	RAHUL SINGH
rishabh dubey	Student	Non-payment or Delay in payment of scholarships	02-02-2021	Dear Sir scholarship has not been transferred in my account	Disposed	ASHUTOSH SRIVASTAVA
NITESH KUMAR YADAV	Student	grievance regarding college transportation / Hostel	02-02-2021	due to fog we are not able to come to college on time kindly suggest any solution	Disposed	KRISHNA GOPAL SINHA
rishabh dubey	Student	Grievance related to Attendance	02-02-2021	due to low connectivity of internet i was not able to attend classes hence attendance is poor	Disposed	DIKSHA SHUKLA

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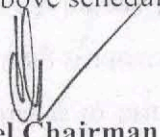
Ref: SMS/BH/2020-21/06

Circular

Following members has been assigned the responsibility for random visit of hostel week wise.

Week/Team	Name of officials for visit
Week-1 / Team-1	Mr. Surendra Srivastava (General Manager) Mr. Asad Usmani Mr. Ajay Singh Yadav
Week-2/ Team-2	Prof. Dharmendra Singh (Dean Academics) Dr. Anurag Srivastava Mr. Praveen Singh
Week-3/ Team-3	Dr. Jagdish Singh(CGM) Dr. Urooj Shameem Mr. Satyajeet Asthana
Week-4/ Team-4	Prof. Manoj Malhotra Director Prof. B.R. Singh DG(Technical)

The above schedule should be considered effective from effective from 15 Feb. 2021


Hostel Chairman

Ref: Hostel/2020-21/06

Date: 01/10, 2020

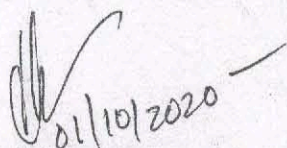
Minuets of Meeting

The meeting of hostel committee was held on 01/10/2020 at 1:00 PM in hostel chairman office. The following members were present-

- Dr. Hemant Kumar Singh
- Warden boys hostel
- Mr. Vikram Singh
- Mr. Ajay Singh Yadav
- Mr. Alok Singh
- Mr. Rahul Singh

The discussion of the meeting is as follows-

- The committee has decided the random visit at night by senior officers. Committee needs to be formed.
- Quality of food in mess needs to be checked randomly by the members.
- COVID-19 norms implementation needs to be checked properly.



Hostel Chairman

Dr. Dharmendra Singh

Professor & Dean-Engineering

CC:

- Concerned members

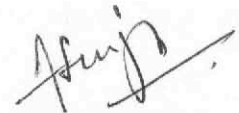
SMS Lucknow
Campus Grievances Redressal Cell
Minutes of the meeting held on 13//09/2020

Following points were discussed with all members of Campus Grievances Redressal Cell

1. All the members of Campus Grievances Redressal Cell were instructed to know to operate their account.
2. Mr K.G.Sinha (Asth Prof ME Dept) will look into the grievance related to the solution of the timely tuition fee submission from the students side.
3. Mr Rahul Kumar (Asth Prof ME Dept) will look the grievances related to the transport and its solution for the students who avail transport facilities.
4. Ms. Smita Tripathi (Asth Prof, BCA) will look internet issues, Moodle access issues for the students.
5. Mr Ashutosh Srivastava (Asth Prof EE Dept) will look into the issues related to extracurricular activities for the students and its timely solutions.
6. Mr Pankaj Gupta (Asth Prof EE Dept) will see the issues related to the protocol related to COVID-19. Mr Gupta will also resolve issues raised from parent's/Guardians side if any.
7. Ms Diksha Shukla (Asth Prof, Mgmt) will look the matter related to the issues related to health of the students during class hrs if any and its timely solution.

Members Presents in the meeting:

Dr Amarjeet Singh, Mr K.G Sinha, Mr Ashutosh Srivastava, Ms Smita Srivastava, Mr Pankaj Gupta, Mr Rahul Kumar, Ms. Diksha Shukla.



Dr Amarjeet Singh

Coordinator

Campus Grievances Redressal Cell

Cc to

1. CEO for his kind information
2. Director SMS Lucknow for information
3. Director General Technical for information
4. CGM for information
5. Dean Academic for information
6. To all the members of Campus Grievances Redressal Cell

Grievance Detailed Report (2020-21)

From Date: 01/01/2020
Firm Code: 423

To Date: 30/06/2020

Total Grievances:03

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Praveen Pathak	Student	Grievance related to Charging of fees	01/06/2020	Partial payment permission	Resolved	Gaurav Kumar Ojha
Priyanshu kumar singh	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	27/06/2020	About video lecture on important topics and presentations	Resolved	Pankaj Gupta
Prasoon mishra	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	27/06/2020	Regarding not able to submit assignments on time	Resolved	Pankaj Gupta

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ABHISHEK SRIVASTAVA

Grievance Detailed Report (2019-20)

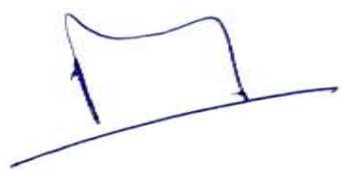
From Date: 01/07/2019

To Date: 31/12/2019

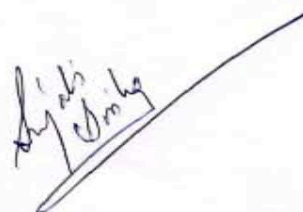
Total Grievances: 02

Firm Code: 423

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Abhinav	Student	Normal	16/11/2019	Guest lecture and Industrial visit	Resolved	Pankaj Gupta
Bharat Raj Singh	Faculty	Normal	24/09/2019	AKTU issued video regarding attendance	Resolved	Ashutosh Srivastava



Satama
ABHISHEK SRIVASTAVA



Dated: 15/01/2019

Minuets of Meeting

The meeting of hostel committee was held on 15/01/2021 (Monday) at 4:00 PM in the following members were present-

Hostel committee members

- Dr. Hemant Kumar Singh
- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Warden Boys Hostel

The discussion was as follows-

- The committee decided for regular visit of mess food quality and random hostel room visit of committee members during the institute time.
- Cleanliness and hygiene should be maintained by the staff worker.
- Student should be advised to switch of room light while moving for class.
- Lunch schedule of the mess should be strictly followed by the students.

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

CC-

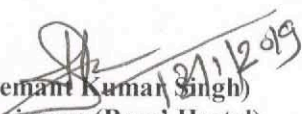
- Chairman (boy's hostel)

Dated: 13/01/202019

Notice

All the members of hostel committee are hereby informed that a meeting is scheduled on 15/01/2019(Monday) at 4:00 PM in office of hostel chairman to discuss the strategies for smooth functioning in hostel & mess of the boy's hostel. Members are requested to reach on said venue on time.

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

Members:

- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Mr. Vikram Singh
- Warden Boys Hostel

CC-

- Chairman (boy's hostel)