



DEEPSHIKHA COLLEGE OF TECHNICAL EDUCATION

(Under The Management Of Deepshikha Kala Sansthan)

Affiliated to Rajasthan Technical University, University of Rajasthan & Approved by AICTE, Ministry of HRD, Govt. of India

Ref. No. : DTE/circular/2025-26/844

Date 13/11/2025

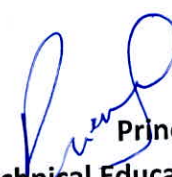
NOTICE

All the members of the Grievance Redressal Committee are hereby informed that a meeting of the Committee will be held on 15/11/2025 at 02:00 pm in the Principal's Office to review the grievances received, assess the effectiveness of the grievance redressal mechanism, review the action taken on grievances, and recommend the measures for improving student and employee support services for the Academic Session 2025-26.

All members are requested to attend the meeting positively.

Dr. Rita Bisht	Principal
Mr. Nitin Jain	Member Secretary
Mr. Amit Kumar	Faculty Representative
Mr. Vineet Kumar	Faculty Representative
Mrs. Jaswant Rathore	Alumni Representative
Mr. Sonia Gaur	Administrative Officer
Mr. Deepak Kumar	Student Representative


Member Secretary


Principal
Deepshikha College of Technical Education

CC to:-

1. Principal Office
2. For website

Principal
Deepshikha College of Technical Education
Varun Path, Mansarovar



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Ref. No. : **DCTE/MOM-ATR/2025-26** **Minutes of Meeting** ¹⁸⁴⁵

Date **15/11/2025**

The Grievance Redressal committee meeting commenced at 02:00 pm in the Principal's office. The meeting began with a short prayer. Subsequently, The Member Secretary welcomed all the members to the meeting, expressing gratitude for their attendance and participation. The following agendas would be discussed during the meeting:

Meeting Agenda

1. Confirmation of the minutes of the previous meeting and review of the Action Taken Report.
2. Review of grievances received and action taken during the academic session 2025-26.
3. Review of academic, examination, and student support-related grievances.
4. Review of grievances relating to infrastructure, campus facilities, and support services.
5. Review of the functioning of the Grievance Redressal Mechanism and measures for further improvement.

Members presented in the meeting-

Dr. Rita Bisht	Principal
Mr. Nitin Jain	Member Secretary
Mr. Amit Kumar	Faculty Representative
Mr. Vineet Kumar	Faculty Representative
Mrs. Jaswant Rathore	Alumni Representative
Mr. Sonia Gaur	Administrative Officer
Mr. Deepak Kumar	Student Representative

Agenda 1: Confirmation of the Previous Minutes and Review of the Action Taken Report

Discussion Points

The Member Secretary welcomed all the members and presented the minutes of the previous meeting along with the Action Taken Report. The Committee reviewed the implementation of the recommendations made during the previous meeting and expressed satisfaction that the suggested measures had been implemented effectively. Members appreciated the coordinated efforts of departments in resolving grievances in a timely and transparent manner and emphasized the need to continue strengthening the grievance redressal mechanism.

Resolution

The Committee unanimously confirmed the minutes of the previous meeting and approved the Action Taken Report. It was further resolved that the existing grievance redressal mechanism should continue to function in a transparent, impartial, and time-bound manner to ensure prompt resolution of genuine grievances.

Action Taken Report (ATR)

The recommendations of the previous meeting were implemented successfully. Grievances received during the academic session were addressed by the concerned departments within a reasonable timeframe, and proper records of complaints and their disposal were maintained by the Committee.

Agenda 2: Review of Grievances Received and Action Taken During the Academic Session 2025–26

Discussion Points

The Member Secretary presented a consolidated report of the grievances received during the academic session 2025–26. The Committee reviewed the nature of the grievances received from students and employees and observed that most concerns were related to academic processes, library services, internet connectivity, classroom facilities, drinking water arrangements, and other student support services. The Committee noted with satisfaction that the majority of grievances had been resolved promptly at the departmental level through effective coordination among the concerned departments and administrative offices. The members appreciated the proactive approach adopted by the College in addressing grievances and ensuring a positive academic environment.

Resolution

The Committee unanimously resolved that the existing grievance redressal process should be further strengthened by encouraging prompt reporting of grievances, ensuring timely action by the concerned departments, and maintaining effective coordination among all stakeholders. The Committee also recommended periodic review of grievances to identify recurring issues and implement suitable corrective measures.

Action Taken Report (ATR)

Academic and administrative grievances received during the session were resolved through the coordinated efforts of the concerned departments. Necessary improvements relating to library services, internet connectivity, classroom facilities, and student support services were implemented, and all grievance records were updated and maintained for institutional reference.

Agenda 3: Review of Academic, Examination, and Student Support-related Grievances

Discussion Points

The Committee reviewed the academic and examination-related grievances received during the academic session. The members discussed concerns relating to attendance clarification, internal assessment, examination guidance, remedial classes, mentoring support, and communication of academic information. It was observed that most issues were resolved through timely interaction between students, faculty members, Heads of Departments, and the Examination Cell. The Committee appreciated the efforts made by faculty mentors in guiding students and minimizing academic grievances through continuous counselling and academic support.

Resolution

The Committee resolved that departments should continue to maintain transparency in attendance, internal assessment, and academic communication. Faculty mentors and Heads of Departments were advised to strengthen academic counselling, mentoring, and student guidance so that academic concerns could be resolved at the departmental level in a timely manner.

Action Taken Report (ATR)

Departments ensured timely display of internal assessment records, updated attendance records, and provided regular academic counselling to students. Faculty mentors conducted mentoring sessions and remedial classes wherever required, resulting in effective resolution of academic concerns during the session.

Agenda 4: Review of Grievances Relating to Infrastructure, Campus Facilities, and Support Services

Discussion Points

The Committee reviewed grievances and suggestions relating to campus infrastructure and student support facilities received during the academic session. The members discussed issues concerning classroom maintenance, library facilities, drinking water arrangements, washroom cleanliness, campus sanitation, and internet services. The Committee appreciated the prompt response of the Infrastructure and Maintenance Committee and the administrative staff in addressing the reported concerns. Members observed that regular monitoring and preventive maintenance had significantly improved the overall quality of campus facilities.

Resolution

The Committee unanimously resolved that periodic inspection of campus infrastructure and student support facilities should continue throughout the academic year. It was further resolved that feedback received from students and employees should be regularly reviewed so that maintenance-related concerns could be addressed promptly and effectively.

Action Taken Report (ATR)

Necessary maintenance of classrooms, library facilities, drinking water systems, washrooms, and internet services was carried out during the academic session. Regular inspections were conducted, and housekeeping and maintenance services were strengthened to ensure a clean, safe, and student-friendly campus environment.

Agenda 5: Review of the Functioning of the Grievance Redressal Mechanism and Measures for Further Improvement

Discussion

The Committee reviewed the overall functioning of the Grievance Redressal Mechanism during the academic session 2025–26. Members observed that awareness regarding the grievance redressal process had improved through orientation programmes, mentoring sessions, and display of relevant information on notice boards. The Committee discussed the need to further strengthen accessibility, confidentiality, and documentation of grievances. It was also suggested that greater use of digital record-keeping and periodic review of grievance trends would contribute to improved institutional governance and quality enhancement.

Resolution

The Committee unanimously resolved to continue strengthening the Grievance Redressal Mechanism by promoting greater awareness among students and employees, maintaining confidentiality during grievance handling, ensuring timely disposal of grievances, and adopting systematic documentation practices. The Committee also recommended periodic review of grievance trends for continuous institutional improvement.

Action Taken Report (ATR)

Information regarding the Grievance Redressal Committee continued to be displayed on the College notice boards and communicated during student orientation programmes. Grievance records were maintained systematically, confidentiality was ensured throughout the grievance redressal process, and the Committee initiated periodic review of grievance trends to support institutional quality enhancement.



Member Secretary



Principal

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