



Date	11.10.2021	No.	DOC202110100002
Subject	Minutes of Meetings- Students' Grievance Redressal Committee		

MINUTES OF THE 10TH MEETING OF THE STUDENTS' GRIEVANCE REDRESSAL COMMITTEE HELD AT ONLINE PLATFORM-GOOGLE MEET ON MONDAY 11TH OCT. 2021 AT 2:30 PM.

Following Committee Members were present:

S. No.	Faculty Member	Designation
1.	Dr. Deepali Malodia	Convener
2.	Ms. Suparna Sharma	Member
3.	Mr. Avinash Sharma	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 9th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: The Committee name revised

In The meeting it was informed to all that the name of the committee was revised from students affairs/welfare cell to 'Students Grievance & Redressal Committee'.

Item No. 3: Safety measures after covid

Students raised issue for the refilling the sanitizer bottles in academic block in concern to the safety measures after covid.

Item No. 4: Any other issue related

As no other related issue was identified & noticed so meeting came to end by vote of thanks from Mr. Avinash Sharma.

Mr. Avinash Sharma
MOM Prepared & Compiled by


Dr. Deepali Malodia
Convener



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Action Taken Report 9th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Student was not receiving online class links, his request has been further processed	Issue sent to exam cell for further processing and later after acknowledgement his request was accepted
2	Student enquired about hostel fee for the duration of 05.04.2021 to 31.05.2021 from student helpdesk and asked for concession in fee	He got the reply by saying that it is equally applicable to all students
3	Student asked corrections have been made in his marksheets from semester 1 to semester 8 but in transcript it was not corrected	Exam Cell took the necessary action and issue was resolved





Date	18.03.2021	No.	DOC202103180001
Subject	Minutes of Meetings – Students Affairs/Welfare Cell		

MINUTES OF THE 9TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD AT ONLINE PLATFORM-GOOGLE MEET ON THURSDAY 18TH MAR. 2021 AT 4:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Mr. Sanjay Diddee	Convener
2.	Dr. Vikas Sharma	Member
3.	Dr. Nobel Kurian	Member
4.	Mr. Ashok Prem	Member
5.	Mr. Sunny Masand	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 8th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 12.03.2021 by Sourabh Bhatia, Student B.Sc. Biotechnology 6 Semester

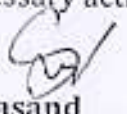
Since he was not receiving online class links, his request has been further processed and sent to exam cell for further processing and later after acknowledgement his request was accepted and it was resolved afterwards.

Item No. 3: Issue dated 12.03.2021 by Rohit Verma, Student B.Sc. Agriculture 1 Semester

He enquired about hostel fee for the duration of 05.04.2021 to 31.05.2021 from student helpdesk furthermore he asked for concession in fee, to which it was replied by saying that it is equally applicable to all students. However, scholarship link was also given for his reference.

Item No. 4: Issue dated 13.03.2021 by Shubham Dhaka, Student B. Tech Mechanical VIII Semester

Since all the corrections have been made in his marksheets from semester 1 to semester 8 but in transcript it was not corrected, so he requested to rectify and make changes, later exam cell took the necessary action and issue was resolved.


Mr Sunny Masand
MOM Prepared & Compiled by





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Action Taken Report

8th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Students of Agriculture department residing in hostel requested the University for rescheduling their workshop which was going to held on 7 th of March due to Holi festival	It was rescheduled on 20 and 21 March 2020 for students convenience.
2	Student requested to send mail to all the students to wear mask during Covid 19 pandemic in university campus	Student helpdesk released a circular for all in the name of VIRUS FLU





Date	14.03.2020	No.	DOC202003140018
Subject	Minutes of Meetings-Students' Affairs/Welfare Cell		

MINUTES OF THE 8TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD IN ROOM NO. 16, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 14TH MAR. 2020 AT 4:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Mr. Sanjay Diddee	Convener
2.	Dr. Vikas Sharma	Member
3.	Dr. Nobel Kurian	Member
4.	Mr. Ashok Prem	Member
5.	Mr. Sunny Masand	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 7th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 29.02.2020 by Vanshita Sharma and Others, Student B.Sc. Agriculture

Students of Agriculture department residing in hostel requested the University for rescheduling their workshop which was going to be held on 7th of march due to holi festival. Later it was rescheduled on 20 and 21 march 2020 for students convenience.

Item No. 3: Issue dated 05.03.2020 by Anmol Parakh, Student BBA LLB

Student requested to send mail to all the students to wear mask during covid 19 pandemic in university campus and in response to that student helpdesk released a circular for all in the name of VIRUS FLU and no further follow up required.

Mr. Vikas Sharma
MOM Prepared & Compiled by

Mr. Sanjay Diddee
Convener



Action Taken Report
7th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Student forgot her university Email and LMS password and asked the IT Department to change it	It was changed by IT department and issue was resolved
2	Student raised the issue regarding incorrect result grades on his LMS	Student met with exam cell authority for further action
3	Student has requested the management of RNB to let her and group of trainees at reliance to attend their get together party and wanted one day OD.	Their request was approved by the university management.



Date	22.02.2020	No.	DOC202002220002
Subject	Minutes of Meetings- Students' Affairs/ Welfare Cell		

MINUTES OF THE 7TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD AT ROOM NO. 15, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 22ND FEB. 2020 AT 4:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Mr. Sanjay Diddee	Convener
2.	Dr. Vikas Sharma	Member
3.	Dr. Nobel Kurian	Member
4.	Mr. Ashok Prem	Member
5.	Mr. Sunny Masand	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 6th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 01.01.2020 by Jyotika Bishnoi, Student B.Sc. Biotechnology

Student forgot her university Email and LMS password and asked the IT Department to change it. Hence it was changed by IT department and issue was resolved.

Item No. 3: Issue dated 05.01.2020 by Devendra Kameria, Student B.Sc. Agriculture IV Semester


Student raised the issue regarding incorrect result grades on his LMS, later his issue was forwarded to exam cell and he met with exam cell authority for further action. In due course of time his matter was resolved.

Item No. 4: Issue dated 18.02.2020 by Kajal Soni, Student MBA IV Semester

Student has requested the management of RNB to let her and group of trainees at Reliance to attend their get together party for which they wanted on duty leave for one day and their request has been approved and further no follow ups required.


Dr Vikas Sharma

MOM Prepared & Compiled by


Mr. Sanjay Diddee
Convener





Action Taken Report
6th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Student wanted to pursue 6 months internship from Suratgarh Thermal Power Plant and required NOC for further process	Student was asked to fill in some details by the help-desk for the issuing of the NOC and her issue was soon resolved
2	Student facing issues regarding the challan of her fee deposition	Student directed to visit the library to get her issue resolved by the concerned team member





Date	19.12.2019	No.	DOC201912190001
Subject	Minutes of Meetings –Students' Affairs/Welfare Cell		

MINUTES OF THE 6TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD IN ROOM NO. 16, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 19TH DEC. 2019 AT 3:45 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Mr. Sanjay Diddee	Convener
2.	Dr. Vikas Sharma	Member
3.	Dr. Nobel Kurian	Member
4.	Mr. Ashok Prem	Member
5.	Mr. Sunny Masand	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 5th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: : Issue dated 18.11.2019 by Devanshi Chowdhary

As she wanted to pursue 6 months internship from Suratgarh Thermal Power Plant, she required NOC from further process, she was asked to fill in some details by the help-desk for issuing the NOC and her issue was soon resolved.

Item No. 3: Issue dated 12.12.2019 by Kanika Gupta

She was facing issues regarding the challan of her fee deposition, she was asked to login again if the problem still persisted & then visit in the library to get her issue resolved by the concerned team member. No further follow ups were required.

Mr. Ashok Prem

MOM Prepared & Compiled by

Mr. Sanjay Diddee
Convener





Action Taken Report

5th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Student booked tickets to his hometown but there were some classes which were shifted on the same day	Student got response from the help-desk & his problem was solved with appropriate solution.
2	Student facing issues regarding her official email id provided by the university	Soon help-desk provided her with the id and her password was also reset for her convenience
3	Student had some urgent work for which she require the soft copies of her mark sheets from sem 1 to 6	Student was granted the soft copy of all the mark sheets





Date	22.10.2019	No.	DOC201910220003
Subject	Minutes of Meetings- Students' Affairs/Welfare Cell		

MINUTES OF THE 5TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD AT ROOM NO. 16, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 22ND OCT. 2019 AT 4:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Mr. Sanjay Diddee	Convener
2.	Dr. Vikas Sharma	Member
3.	Dr. Nobel Kurian	Member
4.	Mr. Ashok Prem	Member
5.	Mr. Sunny Masand	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 4th meeting of student grievances

Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 31.07.2019 by Darshan Jain, Student BBA 5 Semester

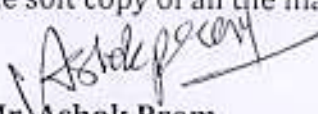
As he was a hosteller, he booked his tickets to hometown on Saturday but there were some classes which were shifted, he wanted a solution to this situation. As he did not want to miss his attendance, he got response from the help-desk solving his problem with appropriate solution and the matter was resolved and no further follow ups were required

Item No. 3: Issue dated 30.09.2019 by Varsha Sethia, Student BBA 1 Semester

She was facing issues regarding her official email id provided by the university, to this student help-desk asked the IT department to resolve the issue and soon help-desk provided her the id and her password was also reset for her convenience, Thus the issue was resolved.

Item No. 4: Issue dated 19.10.2019 by Abhilasha Chokhani

She had some urgent work for which she required the soft copies of her mark sheets from sem 1 to 6, considering her emergency her mail was forwarded to exam-cell and she was granted the soft copy of all the mark sheets required by her.


Mr. Ashok Prem

MOM Prepared & Compiled by



Action Taken Report
4th Student Grievances Meeting

Item No.	Agenda	Action Taken
1	Student requested for the examination schedule as she was not well and couldn't attend the end semester exams	The information was provided to student by student help desk that she had to score minimum 4.5 CGPA to get promoted or to avail the internship
2	Student requested for the Income Tax Rebate receipt of his 3rd and 4th semester fee	Student was asked to contact the registrar office with his fee receipts of both the semesters for the Certificate of Tax Relief





Date	05.12.2018	No.	DOC201812050006
Subject	Minutes of Meetings- Students' Affairs/Welfare Cell		

MINUTES OF THE 4TH MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD IN ROOM NO. 15, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON WEDNESDAY 5TH DEC. 2018 AT 4:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Dr. Kiran Pareek	Convener
2.	Mr Sanjay Didee	Co-Convener
3.	Mr Mayank Agarwal	Member
4.	Mr Sunil Bhardwaj	Member
5.	Dr Manish Pandit	Member
6.	Dr. Amit Upadhvav	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 3rd meeting of student grievances

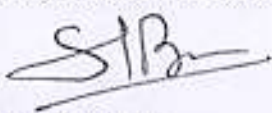
Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 29.11.2018 by Shivani Modi, Student MBA

Student requested to send her the examination schedule as she was not well and couldn't attend the end semester exam, and in summers due to internship she won't be able to give the summer semester exam as well, her mail was forwarded to exam cell, and no further requests were raised.

Item No.3: Issue dated 03.12.2018 by Ajay Kumar, Student BSc Biotechnology IV Semester

Student requested for the Income Tax Rebate receipt of his 3rd and 4th semester fee & his mail was forwarded to the registrar and the student was asked to contact the registrar office with his fee receipts of both the semesters for the Certificate of Tax Relief, no further requests were raised and the issue was resolved.

Mr. Sunil Bhardwaj 
MOM Prepared & Compiled by




Dr. Kiran Pareek
Convener

**Action Taken Report
3rd Student Grievances Meeting**

Item No.	Agenda	Action Taken
1	Student wanted to changed his boarding point and he mailed to student helpdesk	He was permitted to board the bus from Audi Motors instead of Karni Nagar as the vacant seats were available at Audi Motors only
2	BCA students wanted an OD on the same day of their exam	Concerned department and with due proof students were granted OD for the same
3	Student had requested the management of RNB not to discontinue her scholarship as an action had been taken against her indiscipline behaviour at campus	Her mail was forwarded to authorities and in due course of time student got reply





Date	18.10.2018	No.	DOC 201810180006
Subject	Minutes of Meetings- Students Affairs/Welfare Cell		

MINUTES OF THE 3RD MEETING OF THE STUDENTS' AFFAIRS/ WELFARE CELL HELD AT ROOM NO. 15, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 18TH OCT. 2018 AT 3:30 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Dr. Kiran Pareek	Convener
2.	Mr Sanjay Didee	Co-Convener
3.	Mr MayankAgarwal	Member
4.	Mr Sunil Bhardwaj	Member
5.	Dr Manish Pandit	Member
6.	DrAmit Upadhvav	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 2nd meeting of student grievances

Committee members discussed the action taken on the grievances of the previous meeting.

Item No. 2: Issue dated 30.08.2018 by Pankaj Suthar, BSc Agriculture

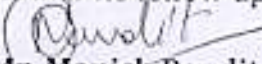
Student wanted his boarding point to be Karni Nagar, Lalgarh through the university transport bus. His mail was forwarded to transport incharge, and student help desk informed the student that he was permitted to board the bus from Audi Motors instead of Karni nagar as the vacant seats were available at Audi Motors only. The matter was resolved and no follow ups were required.

Item No. 3: Issue dated 29.09.2018 by Parul Solanki, Ritika Khatri, and Ankit Giri, Student BCA III Semester

Students had an exam on 8th October for this they wanted an OD on the same day of their exam, the mail was forwarded to concerned department and with due proof students were granted OD for the same. In due course of time the matter was resolved.

Item No. 4: Issue dated 29.10.2018 by Muskan Chhajer

Student had requested the management of RNB not to discontinue her scholarship as an action had been taken against her indisciplined behaviour at campus. Her mail was forwarded to authorities and in due course of time student got reply covering that all students were same and needs were treated the same way, she had to follow the rules and pay fee accordingly and further no follow ups required.


Mr. Manish Pandit

MOM Prepared & Compiled by




Dr. Kiran Pareek
Convener



**Action Taken Report on
2nd Student Grievances Meeting**

Item No.	Agenda	Action Taken
1	Student inform the authorities about the mishap that occurred as the transport bus met with an accident	Student help desk informed the student regarding the same that their bus has been replaced with another one.
2	Student requested to mark his attendance for two days for attending the mentorship programme classes	Concerned department resolved the issue.





Date	28.11.2017	No.	DOC201711280002
Subject	Minutes of Meetings- Students Welfare Cell		

MINUTES OF THE 2ND MEETING OF THE STUDENTS WELFARE CELL HELD IN ROOM NO. 16, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON TUESDAY 28TH NOV, 2017 AT 3:00 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Dr. Kiran Pareek	Convener
2.	Dr. Manish Pandit	Member
3.	Mr. Jitendra Mohan Khare	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Discussion over Action taken on the report of 1st meeting of student grievances

Committee members discussed the action taken on the grievances of the previous meeting.

Item No. 2: Issue dated 21.11.2017 by Raghvendra Rajvi

He wanted to inform the authorities about the mishap that occurred as the transport bus met with an accident, he wanted the bus to be replaced with another one so that similar situation could be avoided. His mail was forwarded to transport in charge and he informed that the issue has already been resolved. Student help desk informed the student regarding the same that their bus has been replaced with another one. No follow-ups were required and the matter was resolved.

Item No. 3: Issue dated 24.11.2017 by Chandraveer Singh Rathore

Student requested to mark his attendance for two days on which he attended the mentorship programme classes. His mail was forwarded to the concerned department and the issue was resolved and no further follow up required.

Mr. Jitendra Mohan Khare
MOM Prepared & Compiled by

Dr. Kiran Pareek
Convener





**Action Taken Report on
1st Student Grievances Meeting**

Item No.	Agenda	Action Taken
1	Student did not receive her caution money	Concerned authority has refunded the same on 12.10.2017
2	Students wanted approval for the initiative named "A Hope: Manavta ki Unchi Udaan".	Concerned authority approved & suggested the title "Rainbow".
3	Student has requested to check her LMS as it was not working properly	IT department updated her LMS and generated new password for her convenience





Date	19.10.2017	No.	DOC201710190001
Subject	Minutes of Meetings –Students Welfare Cell		

MINUTES OF THE 1ST MEETING OF THE STUDENTS WELFARE CELL HELD AT ROOM NO. 15, ADMINISTRATIVE BLOCK, RNB GLOBAL UNIVERSITY, BIKANER ON THURSDAY 19TH OCT. 2017 AT 3:15 PM.

Following Committee Members were present:

S.No.	Faculty Member	Designation
1.	Dr. Kiran Pareek	Convener
2.	Dr. Manish Pandit	Member
3.	Mr. Jitendra Mohan Khare	Member

The meeting took place in the presence of the Convener along with the members of the Committee to discuss:

Item No. 1: Issue dated 29.08.2017 by Anmol Baid

Student did not receive her caution money, for this she sent her bank details. Her mail was forwarded to concerned authority and she received a mail stating that her money has been refunded on 12.10.2017. No further follow ups were required.

Item No.2: Issue dated 25.09.2017 by Jyotika Bishnoi and team, Students B.Sc. Biotechnology I Semester

Students wanted approval for the initiative named "A Hope: Manavta ki Unchi Udaan". Her mail was forwarded to the authority and they received reply from student help desk stating that their request has been approved under the suggested title by authority as "Rainbow". No followups were made and the issue was resolved.

Item No. 3: Issue dated 16.10.2017 by Shivani Chandak, Student BBA I Semester

Student requested to check her LMS as it was not working properly. Her mail was forwarded to IT department and the department updated her LMS and generated new password for her convenience. She received reply from student help desk that her LMS id was then working properly and she received her new password as well. No further follow ups were required, and her issue was resolved.

Mr. Manish Pandit
MOM Prepared & Compiled by

Dr. Kiran Pareek
Convener