

Annual Report of Student Grievances Redressal Committee

Session: 2023-24

DOCID202406290011

(Submitted by: Dr. M R Khatri, Convener Student Grievances Redressal Committee, RNB Global University)

The Student Grievance Redressal Committee (SGRC) was established at RNB Global University in compliance with the University Grants Commission (Redressal of Grievances of Students) Regulations. Its purpose is to address student grievances regarding academic matters, the Learning Management System (LMS), library services, hostel facilities, and other student-related concerns. The committee convenes regularly to assess grievances and resolve them appropriately, aiming to foster a responsible and responsive attitude among students. To ensure timely resolution of issues, the university has instituted a Student Helpdesk, serving as a formal communication channel. The Student Helpdesk acts as a crucial liaison between students, faculty, and the administration, coordinating student affairs across academic and administrative realms. Students can submit their grievances or concerns via email to student.helpdesk@rnbglobal.edu.in in accordance with university guidelines, facilitating open communication and feedback management.

The composition of the Student Grievances Redressal Committee for the academic year 2022-23 is as follows-

S. No.	Name	Designation
1.	Dr. M R Khatri	Convener
2.	Dr. Vatsala Gaur	Member
3.	Dr. Ravi Kishan Soni	Member
4.	Mr. Dhiraj Sharma	Member
5.	Mr. Sunny Masand	Member

In the year 2022 the University had four meetings-


Number of meeting conducted	4
The First meeting was conducted on	15/07/2023
The Second meeting was conducted on	13/10/2023
The Third meeting was conducted on	08/02/2024
The fourth meeting was conducted on	31/05/2024

As per the discussions in the meeting held on said dates, the following measures have been taken

- Hostel students reported issues of maintenance of AC, cleanliness and plumbing and removal of wasp-hives from balconies of hostels. The issue was raised with maintenance team and the issue got resolved
- Alumni's degree send by post on request according to the university norm of BALLB requested the university to send the degree by Post.
- Students from BBA III Sem, BCA III and MBA III raised the issue of scholarship continuation. The issue was raised with Registrar office and scholarship continuation forms got filled by respective students.
- Issue of non-declaration of Poster competition result was raised by the participants. The issue was discussed with faculty in charge of the event and the result got declared.
- Student from BALLB 1st Semester requested regarding curriculum adjustment. The issue was discussed with Dean, Faculty of Law and Arts and matter was resolved as per BCI guidelines.
- The students of BALLB VII went for the Moot Court competition. They raised their concern for the reimbursement of Registration fee. After discussion with the Dean -FOLA, the process was initiated with the registrar office.
- Issue regarding the Wi-Fi in hostel discussed with IT team and got resolved.



- Hostel students sought the permission for 'Janmashtami' celebration in hostel premises. The matter was discussed with higher authorities and permission granted.
- An issue regarding the conduct of remedial classes has raised. The faculty reviewed the complaint, addressed the concerns after discussing with the student and implemented necessary adjustments
- Request received from the hosteler regarding TV recharge, TV recharge in the hostel was discussed with the maintenance team. They promptly investigated the issue, recharged the TV service, and ensured its functionality.
- Complaint about the cleaning of the water cooler of Academic Building was discussed with the maintenance team. The team inspected, cleaned, and serviced the water cooler to ensure proper hygiene and functionality.
- Issue regarding the refund of the security money has discussed with the registrar office. The office verified his eligibility, processed the refund, and ensured the payment was made promptly. The resolution and refund status has communicated to the student.
- Apart from the above issues few other issues viz- migration certificate, working of LMS, scholarship, NOC for internships, grade sheets etc. resolved by the SGRC committee in this academic year.


Dr. M R Khatri

(Convener)

Date:





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Date	30/05/2024	No.	DOC202405300004
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 19th meeting of the Student's Grievances Redressal Committee of the University is scheduled on Thursday 31/05/2024 at 04:00 PM in Room No. 16 Administrative Block, RNB Global University, Bikaner. On the basis of issues received from (both online and offline avenues) via student helpdesk, complaint box etc. the brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No.19.1: Confirmation regarding resolution of last meeting issues

Item No.19.2: Discuss to avoid delay in resolving the grievances regarding Lost and found issues

Item No.19.3: Regarding Remedial Class

Item No.19.4: Overall inspection of hostel facilities

Item No.19.5: Regarding providing the marksheet to the student

Item No.19.6: Issue related to cleaning of water cooler


Item No.19.7: Issue related to security money

Item No.19.8: Regarding issuing NOC for internship

Item No.19.9: Issue regarding refund of hostel's Security money

Item No.19.10: Any other agenda if left out will be discussed

Committee members, kindly make it convenient to attend the same.


Dr. M R Khatri (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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Minutes of Meeting of Student Grievance Committee Held On 31/05/2024 at 04:00 PM

The agenda and outcome of the Student Grievance Committee held on 31/05/2024

S.No.	Agenda	Outcome
19.1	Confirmation regarding resolution of last meeting issues	Members confirmed that all the issues of the last meeting have been resolved.
19.2	Discuss to avoid delay in resolving the grievances regarding Lost and found issues	For resolving these issues immediately, it has guided to the IT department to coordinate with the helpdesk, check the cameras and update the status without further delay.
19.3	Regarding Remedial Class	Whenever the need arises for the remedial classes, the issue has to be discuss with concerned faculty and HOD.
19.4	Overall periodic inspection of hostels for the maintenance	To avoid the issues regarding maintenance in Hostel, it has recommended that periodical check for the care and repair of all basic facilities. In addition, also to be done on the request of the student.
19.5	Regarding providing the marksheet to the student	Discuss with registrar office and exam cell to offer the mark sheet to student as per the University norms
19.6	Issue related to cleaning of water cooler	Discuss the issue with maintenance team to ensure the cleaning of watercooler and supply of portable drinking water
19.7	Issue related to security money	Discuss with registrar office to resolve the issue at appropriate time so regarding this no grievances will prevail
19.8	Regarding issuing NOC for internship	Discuss with registrar office to provide NOC to the Students for the internship
19.9	Any other agenda if left out will be discussed	To discuss the issue with IT department related to Wi-Fi connectivity in students' devices

The meeting ended with a vote of thanks to the chair.


Dr. M R Khatri

(Convener)



Action Taken Report

Item No.18.2: To resolve the issue of migration certificate for higher studies to alumni- It was discussed in the meeting that many alumni students needed migration certificates for higher studies. The concern was raised with registrar office and the certificates were issued.

Item No.18.3: Issue regarding non working of LMS-Due to technical issues, students are not able to access their LMS. The issue has been raised with IT cell and got resolved.

Item No.18.4: Issue regarding attendance- Students are not able to see their attendance mapped for the courses on their LMS when semester is running. It was raised with IT team and was promptly resolved.

Item No.18.5: Issue regarding Government scholarship verification- Students from B.Sc. Agriculture got the government scholarship needed to be verified from university. It was raised with registrar office and was verified well in time.

Item No.18.6: Issue regarding Moot Court Registration Fee Reimbursement- Law students raised their concern for the reimbursement of Moot Court Registration fee. After discussion with the Dean -FOLA, the reimbursement process was initiated to the accounts of the students.

Item No.18.7: Issue regarding NOC for internships, gradesheets were raised with exam cell and registrar office and was resolved. Students wanted locker facility to keep their valuables safe. Admin team was advised to allot the locker in time.



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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 31/05/2024
Venue / Platform: Room No.16 Administrative Block, RNB Global University
Meeting No. - 19

Following Faculty members were present:

S. No.	Name	Designation	Signature
1.	Dr. M R Khatri	Convener	
2.	Dr. Vatsala Gaur	Member	
3.	Dr. Ravi Kishan Soni	Member	
4.	Mr. Dhiraj Sharma	Member	
5.	Mr. Sunny Masand	Member	





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CIRCULAR

Date	02.02.2024	No.	DOC202402020014
Subject	Meeting – Student's Grievances Redressal Committee		

Dear Sir/Madam,

The 18th meeting of the Student's Grievances Redressal Committee of the University is scheduled on Thursday 08/02/2024 at 04:00 PM in Room No. 16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is based on issues received from (both online and offline avenues) via student helpdesk; enclosed herewith.

Agenda:

Item No.18.1: Confirmation regarding resolution of last meeting issues

Item No. 18.2: To resolve the issue of migration certificate to an alumni student

Item No.18.3: The non working of LMS

Item No.18.4: Attendance issue

Item No.18.5: Regarding Government scholarship verification

Item No.18.6: Regarding Moot court fee reimbursement

Item No.18.7: Any other agenda if left out will be discussed

Committee members, kindly make it convenient to attend the same.


Dr. M R Khatri (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC



Minutes of Meeting of Student Grievance Committee Held On 08/02/2024 at 04:00 PM

The agenda and outcome of the Student Grievance Committee held on 08/02/2024

S.No.	Agenda	Outcome
18.1	Confirmation regarding resolution of the last meeting issues	Members confirmed that all the issues of the last meeting have been resolved.
18.2	To resolve the issue of migration certificate for higher studies to an alumni student	To discuss the issue with concerned department and do the needful
18.3	The non working of LMS	To raise the issue with IT department
18.4	Attendance issue	To raise the issue with concerned faculty
18.5	Issue regarding Government scholarship verification	To discuss the issue with registrar
18.6	<u>Issue regarding Moot court fee reimbursement</u>	To discuss the issue with registrar office
18.7	Any other agenda if left out will be discussed	NOC for internships, gradesheets and locker issue

The meeting ended with a vote of thanks to the chair.


Dr. M. R. Khatri
(Convener)






Action Taken Report

Item No.17.2: To declare the result and provide certificates of the competition - To declare the result of poster competition - Suggested to the faculty in charge of the competitions to avoid any delay in result declaration and in certificate distribution. So the students did not feel demotivated. To encourage them speedup the process for the same.

Item No.17.3: To discuss the issues regarding LMS, College IDs etc.- As it has observed that after receiving the complaint regarding LMS, college email IDs etc. help desk trying to resolve them immediately. It has discuss with the IT cell to confirm that LMS mapping, students' official email IDs etc. all are working properly so this kind of grievances should not occur frequently.

Item No.17.4: Regarding registration fee reimbursement of Inter University competitions and MOOC courses - After discussion with the Dean and Registrar it is recommended that reimbursement of Registration fee, moot court, MOOC courses etc initiated with the registrar office to the students timely without further delay.

Item No.17.5: Maintenance of Hostel facilities - The committee discussed with the maintenance team to confirm the maintenance and functioning of light , Geyser, WI-FI all facilities so the student comfortably do the studies without any grievances regarding these issues.

Item No.17.5: Appointment of ombudsperson as par the guidelines of UGC- As par the UGC guidelines It is decided to appoint Mr. Yogendra Sharma, Retd. District & Session Judge Ombudsperson of the University in next month.

Item No.17.7: Any other agenda if left out will be discussed- it is communicate to the faculties to mark the attendance of the students for the events they had joined so they do not face any issue regarding short attendance.



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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 08/02/2024
Venue / Platform: Room No.15 Administrative Block, RNB Global University
Meeting No. - 18

Following Faculty members were present:			
S. No.	Name	Designation	Signature
1.	Dr. M R Khatri	Convener	
2.	Dr. Vatsala Gaur	Member	
3.	Dr. Ravi Kishan Soni	Member	
4.	Mr. Dhiraj Sharma	Member	
5.	Mr. Sunny Masand	Member	





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Date	13.10.2023	No.	DOC202310130002
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 17th meeting of the Student's Grievances Redressal Committee of the University is scheduled on Friday 15/10/2023 at 04:00 PM in Room No. 15 Administrative Block, RNB Global University, Bikaner. Based on issues received from both online and offline avenues (via student helpdesk, complaint box etc.) the brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No.17.1: Confirmation regarding resolution of last meeting issues

Item No. 17.2: To declare the result and provide certificates of the competition

Item No.17.3: To discuss the issues regarding LMS, College IDs etc.

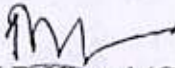
Item No.17.4: Regarding registration fee reimbursement of Inter University competitions and MOOC courses

Item No.17.5: Maintenance of Hostel facilities

Item No.17.6: Appointment of ombudsperson as per the guidelines of UGC

Item No.17.7: Any other agenda if left out will be discussed

Committee members, kindly make it convenient to attend the same.


Dr. M. R. Khatri (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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Minutes of Meeting of Student Grievance Committee Held On 15/10/2023 at 04:00 PM

The agenda and outcome of the Student Grievance Committee held on 15/10/2023

S.No.	Agenda	Outcome
17.1	Confirmation regarding resolution of the last meeting issues	Members confirmed that all the issues of the last meeting have been resolved.
17.2	To declare the result and provide certificates of the competition	Suggested to the faculty in charge to avoid any delay in result declaration and in certificate distribution
17.3	To discuss the issues regarding LMS, College email IDs etc.	It is recommended to ensure that LMS and student email ID is properly working
17.4	Regarding registration fee reimbursement of Inter University competitions and MOOC courses	recommended the reimbursement of registration fee of Inter University competitions and MOOC courses
17.5	Maintenance of Hostel facilities	Discuss with maintenance team and IT team and find the solution
17.6	Appointment of ombudsperson as per the guidelines of UGC	It is decided to appoint an external expert as ombudsperson of the University
17.7	Any other agenda if left out will be discussed	Attendance of the events to the students will be given

The meeting ended with a vote of thanks to the chair.


Dr. M R Khatri
(Convener)





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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 15/10/2023
Venue / Platform: Room No.15 Administrative Block, RNB Global University
Meeting No. - 17

Following Faculty members were present:

S. No.	Name	Designation	Signature
1.	Dr. M R Khatri	Convener	
2.	Dr. Vatsala Gaur	Member	
3.	Dr. Ravi Kishan Soni	Member	
4.	Mr. Dhiraj Sharma	Member	
5.	Mr. Sunny Masand	Member	





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CIRCULAR

Date	13.07.2023	No.	DOC202307130005
Subject	Meeting – Student's Grievances Redressal Committee		

Dear Sir/Madam,

The 16th meeting of the Student's Grievances Redressal Committee of the University is scheduled on Saturday 15/07/2023 at 11:00 AM in Room No. 4 Administrative Block, RNB Global University, Bikaner. Based on issues received from (both online and offline avenues) via student helpdesk, complaint box etc. the brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No.16.1: Welcoming members in the newly constituted committee

Item No. 16.2: Confirmation regarding resolution of last meeting issues

Item No.16.3: Overall inspection of infrastructure

Item No.16.4: Maintenance and Services of ACs in Hostel

Item No.16.5: Regarding sending Degree by post

Item No.16.6: Scholarship issue

Item No.16.7: Transportation issue

Item No.16.8: Syllabus and Timetable issues

Committee members, kindly make it convenient to attend the same.

Dr. M R Khatri (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC



Minutes of Meeting of Student Grievance Committee Held On 15/07/2023 at 11:00 AM

The agenda and outcome of the Student Grievance Committee held on 15/07/2023

S.No.	Agenda	Outcome
16.1	Welcoming members in the newly constituted committee	Dr. MR Khatri welcomed all the members of the newly constituted committee.
16.2	Confirmation regarding resolution of last meeting issues	Members confirmed that all the issues of the last meeting have been resolved.
16.3	Overall inspection of hostels and academic block	Discuss with the maintenance team
16.4	Maintenance and Services of ACs	Discuss the issue with maintenance team
16.5	Regarding sending degree by post	Discuss with registrar office and exam cell
16.6	Scholarship issue	Discuss with registrar office
16.7	Transportation issue	Discuss with transportation in charge
16.8	Syllabus and Timetable issues	Release the syllabus and time table

The meeting ended with a vote of thanks to the chair.


Dr. MR Khatri
(Convener)


RNB Global University
Registrar
Bikaner

Action Taken Report

Item No.1: Grievances related to Library charge- Discussed with the Library in charge to waive off the charges of Library fine during the holiday since the library is closed on that day and to convey the same to the concerned person. So the same kind of grievances can be avoided.

Item No.2: To resolve the Attendance issue on LMS - BSc Agriculture student has requested an attendance correction on the LMS due to a technical issue, which the IT team resolved promptly after consulting with faculty. The committee recommended that the IT team be more proactive to prevent similar issues in the future.

Item No.3: The issue regarding to Registration fee Reimbursement- BALLB students who participated in the Moot Court competition in Kerala raised concerns about their registration fee reimbursement. Following discussions with the Dean of FOL, the reimbursement has promptly been processed into their accounts, with future reimbursements expected to be handled without unreasonable delay.

Item No.4: Maintenance and Services of ACs in Hostel - To avoid any inconvenience the issue is discussed with the hostel in-charge and instructed to the maintenance team for the same and the appropriate arrangement has been made.

Item No.5: To make available the information to students regarding the fee of reissuing the book and allotted time period; to the students - Discuss with the concerned department and instruct to provide the information to the students regarding the fee of reissuing the book and allotted time period. It has decided to communicate the same to the student in advance so the misperception can be avoided.



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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 15/07/2023
Venue / Platform: Room No.4 Administrative Block, RNB Global University
Meeting No. - 16

Following Faculty members were present:			
S. No.	Name	Designation	Signature
1.	Dr. M R Khatri	Convener	
2.	Dr. Vatsala Gaur	Member	
3.	Dr. Ravi Kishan Soni	Member	
4.	Mr. Dhiraj Sharma	Member	
5.	Mr. Sunny Masand	Member	



Student Grievances Redressal Committee

Session: 2022-23

DOCID: DOC2023061000

(Annual Report of Student Grievances Redressal Committee, RNB Global University)

The Student Grievance Redressal Committee (SGRC) was established at RNB Global University in compliance with the University Grants Commission (Redressal of Grievances of Students) Regulations. Its purpose is to address student grievances regarding academic matters, the Learning Management System (LMS), library services, hostel facilities, and other student-related concerns. The committee convenes regularly to assess grievances and resolve them appropriately, aiming to foster a responsible and responsive attitude among students. To ensure timely resolution of issues, the university has instituted a Student Helpdesk, serving as a formal communication channel. The Student Helpdesk acts as a crucial liaison between students, faculty, and the administration, coordinating student affairs across academic and administrative realms. Students can submit their grievances or concerns via email to student.helpdesk@rnbglobal.edu.in in accordance with university guidelines, facilitating open communication and feedback management.

The composition of the Student Grievances Redressal Committee for the academic year 2022-23 is as follows-

S. No.	Faculty Name	Designation
1.	Mr. Kailash Pareek	Convener
2.	Dr. Deepali Malodiya	Member
3.	Mr. Ashok Karnani	Member



In the year 2022-23, the University had three meetings-

Number of meeting conducted	4
The First meeting was conducted on	26/04/2023
The Second meeting was conducted on	31/03/2023
The Third meeting was conducted on	06/02/2023
The fourth meeting was conducted on	19/11/2022

As per the discussions in the meeting held on said dates, the following measures have been taken

- Discussed with the Library in charge to waive off the charges of Library fine during the holiday
- Students requested to resolve the issue of LMS regarding attendance, content and access of LMS; the same has communicated to IT cell and IT cell resolved the issues of LMS.
- BALLB students' registration fee for the Kerala Moot Court competition has promptly reimbursed after consultation with the Dean of FOL, with future reimbursements is expected to be processed without delay.
- As per the University's norms if the student request for the degree in addition to the date that has recommended by the University, with the genuine reason; then the Degree can awarded to him.
- It has communicated to the IT cell to ensure the University's internet connection on students' devices so student can do their study smoothly.
- Discuss with the hostel in charge to check the maintenance of the hostel on regular basis so the required arrangement can be done accordingly.
- Communicated to the IT cell to resolve the LMS issue of the students immediately; whenever any student raises the concern.

- Discuss with HODs of all department and with consultation of Registrar; ensure that the NOC will be issued to the students so they can submit their project on time.
- Discussed with the concern department to ensure the students' ID card has clear picture of the student.
- Discuss with the concerned department and instruct to provide the information to the students regarding the fee of reissuing the book and allotted time period





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CIRCULAR

Date	24.04.2023	No.	DOC202304240006
Subject	Meeting – Student's Grievances Redressal Committee		

Dear Sir/Madam,

The 15th meeting of the Student's Grievances Redressal Committee of the University is scheduled on Wednesday 26/04/2023 at 11:00 AM in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is based on the concern raised by the students via both online (student helpdesk) and offline avenues; is enclosed herewith.

Agenda:

Item No.1: Grievances related to Library charge

Item No.2: To resolve the Attendance issue on LMS

Item No.3: The issue regarding to Registration fee Reimbursement

Item No.4: Maintenance and Services of ACs in Hostel

Item No.5: Any other agenda if left out will be discussed

Committee members, kindly make it convenient to attend the same.


Mr. Ashok Karnani

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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Minutes of Meeting of Student Grievance Committee Held On 26/04/2023 at 11:00 AM

The agenda and outcome of the Student Grievance Committee held on 26/04/2023

S.No.	Agenda	Outcome
1	Grievances related to Library charge	Discuss with the Library in charge to convey the information regarding Library fine to the students to remove the ambiguities
2	To resolve the Attendance issue on LMS	Attendance related correction required on LMS, Discuss with the IT cell so the student record of presence can be maintained properly
3	The issue regarding to Registration fee Reimbursement	Reimbursement of Registration fee has to issue to the student with the permission of registrar
4	Maintenance and Services of ACs in Hostel	Inform to the maintenance team and ask them to do the needful
5	To make available the information to students regarding the fee of reissuing the book and allotted time period; to the students	Discuss with the concerned department and instruct to provide the information to the students regarding the fee of reissuing the book and allotted time period

The meeting ended with a vote of thanks to the chair.


Mr. Ashok Karnani



Action Taken Report

Item No.1: Discussion on awarding degree related issue- student has requested through the help desk to provide the Degree. It has decided that if the student request for the degree in addition to the date that has recommended by the University, with the genuine reason; then the Degree can awarded to him as per the University's norms.

Item No.2: To confirm Wi-Fi access in personal devices of students- 03.03.2023 by

student has requested to avail the access of Wi-Fi. The issue is communicated to IT Cell to ensure the University's internet connection on students' devices so student can do their study smoothly problem resolved.

Item No.3: Hostel Maintenance issue- it is confirmed from the student help desk that few students had the maintenance issue for plumbing and carpentry, that is resolved after receiving the complain. Further It is discussed in the meeting that give the instruction to the hostel in charge to check the maintenance of the hostel on regular basis so the appropriate arrangement for the proper maintenance can made to avoid any kind of inconvenience.

Item No.4- Resolve the LMS issue to avail the class notes - Communicated to the IT cell to resolve the LMS issue of the students immediately whenever the concern has raised by any student.

Item No.5- Offering NOC for the project submission - Discuss with HODs of all department and with consultation of Registrar to ensure that the NOC will be Issued to the students so they can submit their project on time.

Item No.6- To ensure the ID card has clear picture of the student - Convey the issue to the concern

department to ensure the students' ID card has clear picture. It was observed that few students' picture is not clear in their respective ID card. So it has suggested to apply for the new one with his latest picture. Till then the temporary card is issued to him to avoid any kind of inconvenience during exams.





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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 26/04/2023
Venue / Platform: Room No.16 Administrative Block, RNB Global University
Meeting No. 15

Following Faculty members were present:			
S. No.	Name	Designation	Signature
1.	Mr Kailash Pareek	Convener	KP Pareek
2.	Dr Deepali Malodiya	Member	Dr Deepali Malodiya
3.	Mr Ashok Karnani	Member	Ashok Karnani



CIRCULAR

Date	27.03.2023	No.	DOC202303270001
Subject	Meeting – Student's Grievances Redressal Committee		

Dear Sir/Madam,

The 14th meeting of the Student's Grievances Redressal Committee of RNB Global University, Bikaner is scheduled on Monday 31/03/2023 at 11:00 A.M. in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is based on the concern raised by the students via both online (student helpdesk) and offline avenues; is enclosed herewith.

Agenda:

Item No. 1: Discussion on awarding degree related issue

Item No.2: To confirm Wi-Fi access in personal devices of students

Item No.3: Hostel Maintenance issue

Item No.4- Ensure the LMS access to the students

Item No.5- Offering NOC for the project submission without any delay

Item No.6: To ensure the ID card has clear picture of the student

Committee members, kindly make it convenient to attend the same.


Mr. Kailash Pareek
(Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC

Minutes of Meeting of Student Grievance Committee Held On 31/03/2023 at 11:00 AM

The agenda and outcome of the Student Grievance Committee held on 31/03/2023

S.No.	Agenda	Outcome
1	Discussion on awarding degree related issue	As per the University's norms if the student request for the degree in addition to the date that has recommended by the University, with the genuine reason; then the Degree can awarded to him.
2	To confirm Wi-Fi access in personal devices of students	It is communicated to the IT cell to ensure the University's internet connection on students' devices so student can do their study smoothly
3	Hostel Maintenance issue	Discuss with the hostel in charge to check the maintenance of the hostel on regular basis so the required arrangement can be done accordingly
4	Resolve the LMS issue to avail the class notes	Communicated to the IT cell to resolve the LMS issue of the students immediately whenever the concern is raised by any student
5	Offering NOC for the project submission	Discuss with HODs of all department and with consultation of Registrar; ensure that the NOC will be Issued to the students so they can submit their project on time
6	To ensure the ID card has clear picture of the student	Convey the issue to the concern department to ensure the students' ID card has clear picture

The meeting ended with a vote of thanks to the chair.


Mr. Kailash Pareek
(Convener)



Action Taken Report

Item No.1: Discussion over the issue of LMS, received from the students – Since it was observed that the issue regarding the downloading of notes faced by the students. Although the concern is resolved immediately with the IT team after updating by the helpdesk. However, to avoid this problem again it is guided to the IT team Do the needful so the students do not get any issue while downloading the notes.

Item No.2: Grievances regarding changing the Hostel room from Non AC to AC in mid-session – student raises the issue to change the room in mid-session. It has discussed that that according to the hostel policies; while opting hostel room, it has communicated to the students that no one can change the room in the mid-session. Therefore, the student does not face any inconvenience. Any request to change the room in mid-session has not be entertained.

Item No.3: Issuing of fees demand letter on request Issue - The fee demand letter should be issued to the student on request with the permission of registrar as par the University norms.

Item No.4: Discussion on applying Library charge/fine in case of loss of book- It has been realised that the student who has lost the library book and showing the book was misplaced by library. After discussion with the library incharge and observing the records and collecting the evidence it is cleared that the book is misplaced by the student. Since it was resolved with the interaction of student help desk team and library incharge, still in future to avoid this kind of issues it was communicated to the Library incharge to update the book record and students' data.





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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 03/02/2023
Venue / Platform: Room No.16 Administrative Block, RNB Global University
Meeting No. - 14

Following Faculty members were present:			
S. No.	Name	Designation	Signature
1.	Mr Kailash Pareek	Convener	
2.	Dr Deepali Malodiya	Member	
3.	Mr Ashok Karnani	Member	





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Date	03.02.2023	No.	DOC202302030005
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 13th meeting of the Student's Grievances Redressal Committee of RNB Global University, Bikaner is scheduled on Monday 06/02/2023 at 11:00 A.M. in Room No.16 Administrative Block, RNB Global University, Bikaner. On behalf of issues received from both online (student helpdesk) and offline avenues; the brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No.1: Discussion over the issue of LMS, received from the students

Item No.2: Grievances regarding changing the Hostel room from Non AC to AC in mid-session

Item No.3: Issuing of fees demand letter on request

Item No.4: Discussion on applying Library charge/fine in case of loss of book

Item No.5: Any other issue brought for consideration

Committee members, kindly make it convenient to attend the same.

Mr. Kailash Pareek (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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Minutes of Meeting of Student Grievance Committee Held On 06/02/2023 at 11:00 AM

The agenda and outcome of the Student Grievance Committee held on 06/02/2023

S. No.	Agenda	Outcome
1	Discussion over the issue of LMS, received from the students	Discuss with the IT cell and should resolve the issue with immediate effect
2	Grievances regarding changing the Hostel room from Non AC to AC in mid-session	Discuss it with hostel in charge and the relevant information should conveyed to the student
3	Issuing of fees demand letter on request	The fee demand letter should issue to the student on request with the permission of registrar
4	Discussion on applying Library charge/fine in case of loss of book	Discuss the issue with concerned department and do the needful
5	Any other issue brought for consideration	No other issues were there to discuss further

The meeting ended with a vote of thanks to the chair.


Mr. Kailash Pareek
(Convener)





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Attendance

ATTENDANCE SHEET:

Meeting Committee: Student's Grievances Redressal Committee
Date: 03/02/2023
Venue / Platform: Room No.16 Administrative Block, RNB Global University
Meeting No. - 13

Following Faculty members were present:			
S. No.	Name	Designation	Signature
1.	Mr Kailash Pareek	Convener	
2.	Dr Deepali Malodiya	Member	
3.	Mr Ashok Karnani	Member	



Date	11.11.2022	No.	DOC202211110007
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 12th meeting of the Student's Grievances Redressal Committee of RNB Global University, Bikaner, Rajasthan is scheduled on Saturday 19/11/2022 at 11:00 A.M. in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No. 1: Discussion over Action taken report of 11th meeting of student grievances

Item No.2: Discuss the concerns Priya Kumari, alumni of university.

Item No.3: Discuss the concern of Muskaan Rampuria student of MBA.

Item No.4: Any other issue related.

Committee members, kindly make it convenient to attend the same.



Mr. Kailash Pareek (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





Date	19.11.2022	No.	DOC202211190009
Subject	Minutes of Meetings		

MINUTES OF THE REVIEW MEETING ON STUDENT GRIEVANCES HELD IN ROOM NO. 16 ON SATURDAY 19th NOVEMBER 2022 AT 11:00 AM

Following faculty members were present:

S.No.	Faculty Member	Designation
1.	Mr. Kailash Pareek	Convener
2.	Dr. Deepali Malodiya	Member
3.	Mr. Ashok Karnani	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 report of 11th meeting of student grievances
Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 28.07.2022 by Raghav Mohta, Student of BBA VI Semester
He requested to bifurcate the submission of bus or transportation fees semester wise, the issue was shared with the concerned department. The department reverted that as the vendor or external transport agency is charging more per student but university is subsidized the fees as per the student.

Item No. 3: Issue dated 29.08.2022 by Priya Kumari, University Alumni
She has requested for accredited percentage of all the semesters as she requires this for her future study prospects it was shared with examination department. Department resolved the issue by sharing the marksheets with accredited percentage.

Item No. 4: Issue dated 28.09.2022 by Sunil Kumar Gurjar, B.Sc. Agri I Semester
He requested to postpone the sports and event forum interviews; the issue was shared with the forum in charges. The concern department reverted that kindly appear in the interview and panel will select the members for forum.

Item No. 5: Issue dated 17.10.2022 by Pulkit Tanwar, Student BBA I Semester
The student resides in hostel and he wants his laptop to be connected with university internet connection, the issues was shared with IT department. The department reverted the student need to meet Mr. Jayanto Das for the same and issue will resolve.





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Item No. 6: Issue dated 11.11.2022 by Muskaan Rampuria, Student MBA IV Semester

Student informed that she got selected in Delloite for her project semester, she also attached the selection letter for the reference she asked if she need to complete any other formality to continue her project semester, the issue was shared with T&P department. The department reverted with a form that need to filled to continue with project semester.


Item No. 7: Issue dated 11.11.2022 by Sanatan Soni, Student of BBA V Semester

She requested to extend the limit of submitting the assignment due to some family concerns. Student Helpdesk reverted to meet Dr. Vatsala Gaur for the same & issue was resolved later.

Item No. 8: Any other issue related

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

Date: 19th Novemeber 2022


MOM Prepared & Compiled by Dr. Deepali Malodiya





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Date	11.11.2022	No.	DOC202211110007
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 12th meeting of the Student's Grievances Redressal Committee of RNB Global University, Bikaner, Rajasthan is scheduled on Wednesday 19/11/2022 at 11:00 A.M. in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No. 1: Discussion over Action taken report of 11th meeting of student grievances

Item No.2: Discuss the concerns Priya Kumari, alumni of university.

Item No.3: Discuss the concern of Muskaan Rampuria student of MBA.

Item No.4: Any other issue related.

Committee members, kindly make it convenient to attend the same.

Mr. Kailash Pareek (Convener)

Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





Date	19.11.2022
Subject	Minutes of Meetings

MINUTES OF THE REVIEW MEETING
SATURDAY 19th NOVEMBER 2022

Following faculty members were present:

S.No.	Faculty Member
1.	Mr. Nilesh Pareek
2.	Dr. Deepali Malhotra
3.	Mr. Ashok Kari

The meeting took place in the presence of the Grievance Committee to discuss:

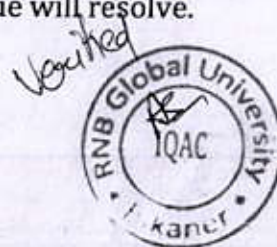
Item No. 1: Discussion over Action taken report of 11th meeting of student grievance committee.
Committee members discussed the action taken on the grievances of previous meeting.

Item No. 2: Issue dated 28.07.2022 by Raghav Mohta, Student of BBA VI Semester
He requested to bifurcate the submission of bus or transportation fees semester wise, the issue was shared with the concerned department. The department reverted that as the vendor of external transport agency is charging more per student but university is subsidizing the fee per the student.

Item No. 3: Issue dated 29.08.2022 by Priya Kumari, University Alumni
She has requested for accredited percentage of all the semesters as she requires this for future study prospects it was shared with examination department. Department resolved the issue by sharing the marksheet with accredited percentage.

Item No. 4: Issue dated 28.09.2022 by Sunil Kumar Gurjar, B.Sc. Agri I Semester
He requested to postpone the sports and event forum interviews; the issue was shared with the forum in charge. The concerned department reverted that kindly appear in the interview panel will select the members for forum.

Item No. 5: Issue dated 17.10.2022 by Pulkit Tanwar, Student BBA I Semester
The student resides in hostel and he wants his laptop to be connected with university internet connection, the issue was shared with IT department. The department reverted that the student needs to meet Mr. Jayanto Das for the same and issue will resolve.





Item No. 6: Issue dated 21.11.2022 by Muskaan Rampuria, Student MBA IV Semester

Student informed that she got selected in Deloitte for her project semester, she also attached the selection letter for the reference she asked if she need to complete any other formality to continue her project semester, the issue was shared with T&P department. The department reverted with a form that need to filled to continue with project semester.

Item No. 7: Issue dated 11.12.2022 by Sanatan Soni, Student of BBA V Semester

She requested to extend the limit of submitting the assignment due to some family concerns. Student Helpdesk reverted to meet Dr. Vatsala Gaur for the same & issue was resolved later.

Item No. 8: Any other issue related

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

Date: 19th Novemeber 2022



MOM Prepared & Compiled by Dr. Deepali Malodiya





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Attendance Sheet

Meeting	Student's Grievances Redressal Committee		
School /Forum/Etc			
Date	19-Dec-22	Meeting No. (in case of regular meetings)	12
Venue	Room No. 16	Time	11:00 AM

S.No.	Name	Signature
1.	Mr. Kailash Pareek	Kailash
2.	Dr. Deepali Malodiya	Deepali
3.	Mr. Ashok Kachani	Ashok
4.		
5.		
6.		
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Attendance Sheet

Meeting	Student's Grievance Redressal Committee		
School /Forum/Etc			
Date	18 June 22	Meeting No.(in case of regular meetings)	11
Venue	Room No. 16	Time	11:00 AM.

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Verified

QNB Global University
Bikaner





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Item No. 6: Issue dated 18.05.2022 by Aman Thepra, Student BBA IV Semester

Student requested for his enrollment number since he wasn't able to access his LMS as he need to submit the fees. Student Helpdesk with the consulted the admission cell and shared the enrollment number with student.

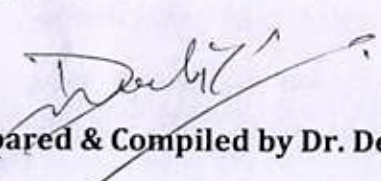
Item No. 7: Issue dated 08.06.2022 by Kanika Gupta, Student BBA IV Semester

She requested in her mail for the hard copies of the marksheets, the request has been shared with the examination department. The department reverted that the marksheets are ready and student can collect the marksheets on any working day from university.

Item No. 8: Any other issue related

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

Date: 18th June 2022


MOM Prepared & Compiled by Dr. Deepali Malodiya





Date	18.06.2022	No.	DOC202206180001
Subject	Minutes of Meetings		

MINUTES OF THE REVIEW MEETING ON STUDENT GRIEVANCES HELD IN ROOM NO. 16 ON SATURDAY 18th JUNE 2022 AT 11:00 AM

Following faculty members were present:

S.No.	Faculty Member	Designation
1.	Mr. Kailash Pareek	Convener
2.	Dr. Deepali Malodiya	Member
3.	Mr. Ashok Karnani	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 report of 10th meeting of student grievances
Committee members discussed the action taken on the grievances of previous meeting

Item No. 2: Issue dated 31.01.2022 by Monika Berar, Student BALLB VII Semester

She requested to open the hostel gate by 06:00 AM or by 06.30 AM as she wanted to go for exercise instead of 07:00 AM. Student helpdesk after receiving the mail discussed it with concern authorities and with the committee and accepted student's request.

Item No. 3: Issue dated 06.02.2022 by Yeshika Soni, University Alumni

She has inquired about the procedure of claiming the caution money, also asked for document if any required for the procedure. According to the procedure, Student Helpdesk shared form of caution money & instructed her to get it signed by the respective departments and submit it to reception desk to initiate the process for caution money. When it is verified the caution money will be sent in the student's account.

Item No. 4: Issue dated 09.03.2022 by Jeet Arora, Student BBA V Semester

Student raised the concern about LMS, as his LMS was not working properly. The Student Helpdesk forwarded the issue to the IT Department and asked to resolve this. The IT department resolved the issue and send the new password to make the account operative.

Item No. 5: Issue dated 22.04.2022 by Neha Raj, Student BALLB V Semester

The student resides in hostel and she raised the issue regarding the damaged lock of the washroom in hostel, she stated that it needs be repaired on immediately since it has been a month. Her issue was shared with maintenance department and the department reverted that it will be repaired today only.





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Date	10.06.2022	No.	DOC202206100005
Subject	Meeting – Student's Grievances Redressal Committee		

CIRCULAR

Dear Sir/Madam,

The 11th meeting of the Student's Grievances Redressal Committee of RNB Global University, Bikaner, Rajasthan is scheduled on Wednesday 18/06/2022 at 11:00 A.M. in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is enclosed herewith.

Agenda:

Item No. 1: Discussion over Action taken report of 10th meeting of student grievances

Item No.2: Discuss the grievances of the students

Item No.3: Any other issue related

Committee members, kindly make it convenient to attend the same.


Mr. Kailash Pareek (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC



Convener also discussed with the committee members regarding any other issues specific to be discussed.

Convener reviews the action taken report for the grievances in the previous meetings.

Convener



Date: 15/11/22

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The previous committee members were Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member).

11th Meeting Date: June 18, 2022

The meeting was attended by all the members of the committee i.e., Mr. Kailash Pareek (Convener), Dr. Deepali Malodiya (Member) & Mr. Ashok Karnani (Member).

In the meeting, the committee discussed about various grievances or issues raised by the students related to procedure of caution money, fixing the damaged lock, etc. The committee examined potential remedies for student complaints and forwarded specific ones to the relevant departments.

Convener reviews the action taken report for the grievances in the previous meetings.

12th Meeting Date: November 19, 2022

The meeting was attended by all the members of the committee i.e., Mr. Kailash Pareek (Convener), Dr. Deepali Malodiya (Member) & Mr. Ashok Karnani (Member).

In the meeting, the committee discussed about various grievances or issues raised by the students related to transportation, interview dates for forum, etc. The committee examined potential remedies for student complaints and forwarded specific ones to the relevant departments.





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Annual Report of Student Grievances Redressal Committee

Session: 2021-22

DOCID 202211150001

(Submitted by: Mr. Deepali Malodiya, Convener Student Redressal Grievances Committee, RNB Global University)

A Committee for the Redress of Student Grievances exists at RNB Global University. The Committee's duties include investigating any complaints or grievances made by students and determining their validity. To preserve a positive educational environment in the institute, the Grievance Redressal Committee's goal is to foster a responsive and accountable attitude among all stakeholders.

By providing both support and challenges, the RNB Global University Student Helpdesk aims to forge a connection that fosters students' intellectual and personal development. Support is given by helping children, whereas challenge is given by holding students accountable for their actions, helping them to improve their problem-solving abilities, and promoting their overall development.

In the year 2022, the committee had one meetings. In these meetings the committee received grievances from the students through the student helpdesk.





Action Taken Report

**11th Student Grievances Meeting
18th June 2022**

Item No.	Agenda	Action Taken
1	University Alumni inquired about the procedure of claiming the caution money.	Alumni was informed with the procedure and the committee also checked the issue was resolved.
2	Issues raised by the students regarding different concerns	It was ensured that issues raised by the students related to LMS and other are resolved and noted.





Annual Report of Student Grievances Redressal Committee

Session: 2020-21

DOCID 202110110004

(Submitted by: Mr. Deepali Malodiya, Convener Student Redressal Grievances Committee, RNB Global University)

RNB Global University, has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints or grievances by any student, and judge its merit. The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

The Student Helpdesk at RNB Global University seeks to create a link that supports students' intellectual and personal development by offering both assistance and challenges. Support is provided by providing assistance to children, whereas challenge is provided by keeping pupils accountable for their activities, assisting them in developing their problem-solving skills, and supporting their general growth.

In the year 2020, the committee had two meetings. In these meetings the committee received grievances from the students through the student helpdesk.



The previous committee members were Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member).

7th Meeting Date: February 22, 2020

The meeting was attended by all the members of the committee i.e., Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member) in Room Number 15.

The committee's main focus during meetings has always been on finding solutions to student complaints in a variety of areas, such as complaints about problems with financial transactions, the functionality of LMS or emails, links for online classes, complaints about exams, etc.

The committee discusses potential remedies for student complaints or refers specific ones to the relevant departments.

Another few concerns initiated by the students related to the permissions for On Duty permission for attending the meetings or get-togethers as a trainee while doing internship.

8th Meeting Date: March 14, 2020

The meeting was attended by all the members of the committee i.e., Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member) in Room Number 16.



Campus opened after the pandemic so students prominently raised the issue was ensuring safety measures in the university campus though the University management initially issued the guidelines related to that. So, committee decided to reissue the notice to the students about following the safety measures.

Convener reviews the action taken report for the grievances in the previous meetings.


Convener

Date: 11.10.21









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Date	08.10.2021	No.	DOC202110080001
Subject	Meetings- Students' Grievance Redressal Committee		

CIRCULAR

Dear Sir/Madam,

It is to inform you that the 10th meeting of the Students' Grievance Redressal Committee of RNB Global University, Bikaner, Rajasthan is scheduled on Monday 11/10/2021 at 2:30 p.m. at online platform - Google meet, the link will be shared separately. The brief agenda of the meeting is as under:

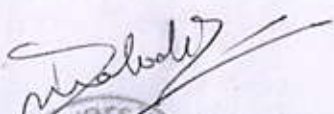
Item No. 1: Discussion over Action taken on the report of 9th meeting of student grievances

Item No. 2: The Committee name to be revised.

Item No. 3: Safety measures after covid.

Item No. 4: Any other issue related

Committee members, kindly make it convenient to attend the same.


Dr. Deepali Malodia (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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ATTENDANCE SHEET

Meeting of Students Redressal Grievances committee
Date : - 11.10.2021
Venue :- Google Meet
Meeting No. - 10

Following members were present:

S.No.	Name	Signature
1	Dr. Deepali Malodia	P
2.	Ms. Suparna Sharma	P
3.	Mr. Avinash Sharma	P


Dr. Deepali Malodia
Convener





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.

Avinash

Mr. Avinash Sharma
MOM Prepared & Compiled by



Dr. Deepali Malodia
Dr. Deepali Malodia
Convener





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Action Taken Report
10th Student Grievances Meeting
11th November 2021

Item No.	Agenda	Action Taken
1	Name of the committee was revised	Informed to all the committee members
2	Issues raised by the students regarding different concerns	It was ensured that issues raised by the students like refilling sanitizer bottles and other are resolved and noted.



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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





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Date	15.03.2021	No.	DOC202103150001
Subject	Meetings – Students Affairs/Welfare Cell		

CIRCULAR

Dear Sir/Madam,

It is to inform that the 9th meeting of the Students Affairs/Welfare Cell of RNB Global University, Bikaner, Rajasthan is scheduled on Thursday 18/03/2021 at 4:00 p.m. at online platform-Google meet, the link will be shared separately. The brief-agenda of the meeting is as under.

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

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

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

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

Committee members, kindly make it convenient to attend the same.


Mr. Sanjay Diddee (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC



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

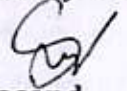
Since he was not receiving online class links, his request has been further processed and sent to exam cell for further processing and later after acknowledgement his request was accepted and it was resolved afterwards.

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




Mr. Sanjay Diddee
Convener





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ATTENDANCE SHEET

Meeting of Students' Affairs/Welfare Cell		
Date : - 18.03.2021		
Venue : - Google Meet		
Meeting No. - 09		
Following members were present:		
S. No.	Name	Signature
1	Mr. Sanjay Diddee	P
2.	Dr. Vikas Sharma	P
3.	Dr. Nobel Kurian	P
4	Mr. Ashok Prem	P
5	Mr. Sunny Masand	P


Mr. Sanjay Diddee
Convener





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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





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Date	12.03.2020	No.	DOC202003120002
Subject	Meetings-Students' Affairs/Welfare Cell		

CIRCULAR

Dear Sir/Madam,


It is to inform that the 8th meeting of the Students Affairs/Welfare Cell of RNB Global University, Bikaner, Rajasthan is scheduled on Thursday 14/03/2020 at 4:00 p.m. in Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is as under.

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

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

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

Committee members, kindly make it convenient to attend the same.


Mr. Sanjay Diddee (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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 Didee	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 Didee
Convener



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ATTENDANCE SHEET

Meeting of Students' Affairs/Welfare Cell
Date : - 14.03.2020
Venue :- Room No. 16
Meeting No. - 08

Following members were present:

S.No.	Name	Signature
1	Mr. Sanjay Diddee	
2.	Dr. Vikas Sharma	
3.	Dr. Nobel Kurian	
4	Mr. Ashok Prem	
5	Mr. Sunny Masand	

Mr. Sanjay Diddee
Convener





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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.





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Date	21.02.2020	No.	DOC202002210028
Subject	Meetings- Students' Affairs/ Welfare Cell		

CIRCULAR

Dear Sir/Madam,

It is to inform that the 7th meeting of the Students Affairs/Welfare Cell of RNB Global University, Bikaner, Rajasthan is scheduled on Thursday 22/02/2020 at 4:00 p.m. in Room No.15 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is as under:


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

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

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

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

Committee members, kindly make it convenient to attend the same.


Mr. Sanjay Diddee (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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

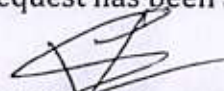
Student forgot her university Email and LMS password and asked the IT Department to change it. Hence it was changed by IT department and issue was resolved.

Item No. 3: Issue dated 05.01.2020 by Devendra Kamera, 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





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ATTENDANCE SHEET

Meeting of Students' Affairs/ Welfare Cell
Date : - 22.02.2020
Venue :- Room No. 15
Meeting No. - 07

Following members were present:

S. No.	Name	Signature
1	Mr. Sanjay Diddee	
2.	Dr. Vikas Sharma	
3.	Dr. Nobel Kurian	
4	Mr. Ashok Prem	
5	Mr. Sunny Masand	

Mr. Sanjay Diddee
Convener





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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





Annual Report of Student Affair & Welfare Cell

Session: 2019-20

DOCID 201912190009

**(Submitted by: Mr. Sanjay Didee, Convener Student Affair & Welfare Cell,
RNB Global University)**

A committee for the redress of student grievances is at RNB Global University. The Committee's duties include investigating student complaints and determining their legitimacy. To preserve a positive educational environment in the institute, the Student Affair & Welfare Cell's goal is to foster a responsive and accountable attitude among all stakeholders.

Student Helpdesk at RNB Global University is an official medium to communicate at the University defined under Student Affair Cell. The Student's Helpdesk is the important connection between students, faculty and the administration. It is a platform responsible to manage complete student related affairs and provide synchronization between the Academics, Administration and other Forums at the University.



In the year 2019, the committee was reconstituted and had two meetings. In these meetings the committee received grievances from the students through the student helpdesk.

The previous committee members were Dr. Kiran Pareek (Convener), Mr. Sanjay Diddee (Co-Convener), Mr. Mayank Aggarwal (Member), Mr. Sunil Bharadwaj (Member), Dr. Manish Pandit (Member) & Dr. Amit Upadhvav.

5th Meeting Date: October 22, 2019

The meeting was attended by all the members of the committee i.e. Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member) in Room Number 16.

In the meeting, first agenda was ensuring the smooth working of email id's and LMS of the first-year students and imparting training related to LMS to these students so that they won't face any difficulty while working on it.

One of pass out students, requested for the soft copy of marksheets. The committee decided to consider the request though it has been circulated to them earlier.

6th Meeting Date: December 19, 2019

The meeting was attended by all the members of the committee i.e., Mr. Sanjay Diddee (Convener), Dr. Vikas Sharma (Member), Dr. Noble Kurian (Member), Mr. Ashok Prem (Member) & Mr. Sunny Masand (Member) in Room Number 16.



During the meeting few concerns were discuss that how to solve the grievances related to the NOC certificated as few students requested them for the purpose of internships.

Another issue discussed in the meeting sharing the complete procedure of paying fees online and downloading the challans as few do faced problem though it has always been clarified in Orientation program initially.

Convener reviews the action taken report for the grievances in the previous meetings.


Convener

Date: 19.12.19





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Date	16.12.2019	No.	DOC201912160014
Subject	Meetings –Students' Affairs/Welfare Cell		

CIRCULAR

Dear Sir/Madam,


The 6th meeting of the Students Affairs/Welfare Cell of RNB Global University, Bikaner, Rajasthan is scheduled on Thursday 19/12/2019 at 3:45 p.m. Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is as under:

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

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

Item No. 3: Issue dated 12.12.2019 by Kanika Gupta

Committee members, kindly make it convenient to attend the same.


Mr. Sanjay Diddee (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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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.

Ashok Prem

Mr. Ashok Prem
MOM Prepared & Compiled by



Sanjay
Mr. Sanjay Diddee
Convener





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ATTENDANCE SHEET

Meeting of Students' Affairs/Welfare Cell
Date :- 19.12.2019
Venue :- Room No. 16
Meeting No. - 06

Following members were present:

S.No.	Name	Signature
1	Mr. Sanjay Diddee	
2.	Dr. Vikas Sharma	
3.	Dr. Nobel Kurian	
4	Mr. Ashok Prem	
5	Mr. Sunny Masand	

Mr. Sanjay Diddee
Convener





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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





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Date	20.10.2019	No.	DOC201910200001
Subject	Meetings- Students' Affairs/Welfare Cell		

CIRCULAR

Dear Sir/Madam,

It is to inform that the 5th meeting of the Students Affairs/Welfare Cell of RNB Global University, Bikaner, Rajasthan is scheduled on Thursday 22/10/2019 at 4:00 p.m. at Room No.16 Administrative Block, RNB Global University, Bikaner. The brief-agenda of the meeting is as under:


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

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

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

Item No. 4: Issue dated 19.10.2019 by Abhilasha Chokhani

Committee members, kindly make it convenient to attend the same.


Mr. Sanjay Diddee (Convener)



Copy to:

1. All members of the committee
2. Registrar
3. All Deans
4. All Faculty members
5. IQAC





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

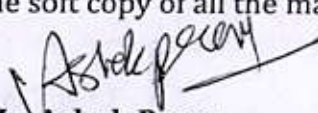
As he was a hosteller, he booked his tickets to hometown on Saturday but there were some classes which were shifted, he wanted a solution to this situation. As he did not want to miss his attendance, he got response from the help-desk solving his problem with appropriate solution and the matter was resolved 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





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ATTENDANCE SHEET

Meeting of Students' Affairs/Welfare
Date :- 22.10.2019
Venue :- Room No. 16
Meeting No. - 05

Following members were present:

S.No.	Name	Signature
1	Mr. Sanjay Diddee	
2.	Dr. Vikas Sharma	
3.	Dr. Nobel Kurian	
4	Mr. Ashok Prem	
5	Mr. Sunny Masand	

Mr. Sanjay Diddee
Convener





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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





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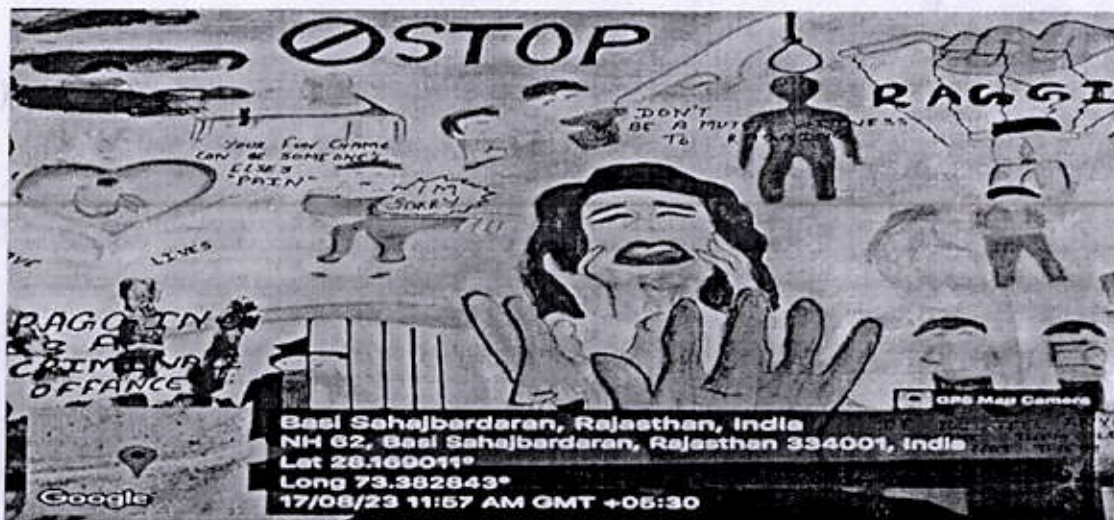
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- Poster making activities had been done in the University to generate the awareness and responsiveness among the students regarding the consequences of ragging and the anti-ragging measures.



- Runner Up Poster



Winner's Poster

- It is also recommended that counselling by the class mentors and regular monitoring by the senior faculties will be arranged in upcoming session to create ragging free campus.

Convener

(Dr. Rakesh Bhargava)

Date:

