

Minutes of the Complaint Resolution Meeting

Date: 23.04.2024

Venue: Seminar Hall, Department of Law

Convener: Dr. Rohit Saraswat

Members Present:

1. Dr. Kamal Kishor Jangid
2. Dr. Reenu Lulla
3. Dr. Vandana Singh Thakur
4. Mr. Rajesh Jatoliya

Agenda: Annual Meeting on Discussion of Received Complaints and Their Resolution

Complaints Resolved:

1. Fee Slips Not Generated During Online Submission

Complaint Received By: Accounts Department / IT Department

Discussion:

- A technical issue in the online fee submission portal caused the problem.
- The IT support team was promptly informed to address the glitch.

Resolution:

- Fee slips for all affected students have been manually generated and distributed.
- The online portal has been reviewed and updated to prevent future occurrences of this issue.

Responsible Department: IT Support and Accounts Department

Action By: Mr. Daleep Kumar, Accounts Officer

Status: Resolved

2. Revaluation Result Not Declared

Complaint Received By: Examination Department

Discussion:

- Delays in revaluation were due to pending verifications by the examination department.

Resolution:

- The revaluation results have been successfully declared within the committed time frame of 5 working days.

Responsible Department: Examination Department

Action By: Dr. Kamal Kishor Jangid, COE

Status: Resolved

3. Misbehavior by Senior

Complaint Received By: Dean, School of Agriculture

Discussion:

- The incident was addressed by the Disciplinary Committee, which collected statements and launched an investigation.

Resolution:

- The investigation has been concluded, and the senior student involved has been suspended from university premises based on the Disciplinary Committee's findings.

Responsible Department: Disciplinary Committee

Action By: Proctor

Status: Resolved

Next Steps:

- The IT Support and Examination departments have been requested to monitor their systems to prevent similar issues in the future.
- The Disciplinary Committee will ensure continued vigilance in maintaining campus discipline.

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Minutes of the Complaint Resolution Meeting

Date: 21.06.2021

Venue: Seminar Hall, Department of Law

Convener: Dr. Reema Singh

Members Present:

1. Dr. S.S.Yadav
2. Dr. Reenu Lulla
3. Mr. Sitaram Mali
4. Mr. Shivpal Singh

Agenda: Annual Meeting on Discussion of Received Complaints and Their Resolution

1. Shortage of Water Supply in the boy's Hostel

Complaint Received By: Hostel Committee

Discussion:

- Students residing in the boys hostel reported recurring water shortages, particularly during peak hours.
- The issue was traced to irregularities in the water tank filling schedules.

Resolution:

- A revised water supply schedule has been implemented to ensure uninterrupted availability of water in the hostel.
- Water tanks will now be inspected regularly to prevent further disruptions.

Responsible Department: Hostel Administration

Action By: Mr. Sitaram Yadav, Hostel Warden

Status: Resolved

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2. Installation of CCTV Cameras in Campus Parking Areas

Complaint Received By: Security Department

Discussion:

- Complaints were raised about the absence of surveillance in the campus parking areas, leading to concerns about vehicle safety.
- The Security Department assessed the feasibility of installing additional cameras.

Resolution:

- CCTV cameras will be installed in all campus parking areas within the next 10 days.
- Monitoring of the cameras will be handled by the campus security team.

Responsible Department: Security Department

Action By: Mr. Dinesh Choudhary, Head of Security

Status: In Progress

3. Delay in Issuance of Student ID Cards

Complaint Received By: Registrar Office

Discussion:

- Several students reported delays in receiving their student ID cards, which affected their access to campus facilities.
- The delay was caused by a shortage of printing supplies.

Resolution:

- Additional resources have been allocated, and the printing process has been expedited.
- All pending ID cards were issued within the next 7 working days. A streamlined process will be put in place to prevent future delays.

Responsible Department: Administrative Office

Action By: Dr. Mayank Mathur, Registrar

Status: Completed

4. Introduction of Campus Shuttle Services

Discussion:

- Students have expressed concerns over the difficulty in commuting from campus to Vatika.
- The proposal to introduce a shuttle service was discussed to address the issue from next academic session.

Resolution:

- A feasibility study is underway to evaluate the routes and schedules for the campus shuttle service.
- Once finalized, the service will be introduced to assist students.

Responsible Department: Transport Committee

Action By: Mr. Ganesh Choudhary, Head of Transport

Status: Under Review

Next Steps:

- The Hostel Administration and Security Department will follow up on their respective actions to ensure smooth resolution.
- The Administrative Office and Transport Committee will provide updates in the next meeting on the status of ID cards and shuttle services.


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Minutes of the Complaint Resolution Meeting

Date: 16.05.2023

Venue: Seminar Hall, Department of Law

Convener: Dr. Rohit Saraswat

Members Present:

1. Dr. Kamal Kishor Jangid
2. Dr. Reenu Lulla
3. Dr. Vandana Singh Thakur
4. Mr. Rajesh Jatoliya

Agenda: Annual Meeting on Discussion of Received Complaints and Their Resolution

Complaints Resolved:

1. Library Timings Extension Request

Complaint Received By: Proctor

Discussion:

- Students requested the extension of library hours, particularly during the exam period.
- The library committee was consulted to review feasibility and staffing.

Resolution:

- Library hours will be extended by 2 hours during exam time, from 4:30 PM to 6:30 PM, starting next semester.

Responsible Department: Library Committee

Action By: Ms. Sonia Gour, Mr. Kishan Choudhary

Status: In Progress

2. Wi-Fi Connectivity Issues in Hostel

Complaint Received By: Hostel Committee

Discussion:

- Hostel students reported issues with Wi-Fi connectivity, particularly during peak hours.
- The IT department's assessment revealed a need for additional bandwidth.

Resolution:

- A new router and bandwidth upgrade will be implemented within two weeks to improve connectivity.

Responsible Department: IT Department

Action By: Mr. Radha kishan Meena, IT Officer

Status: In Progress

3. Maintenance of Sports Facilities

Complaint Received By: Sports Committee

Discussion:

- Complaints were received regarding the lack of maintenance of the sports facilities.
- The infrastructure committee has been informed, and a detailed inspection is scheduled.

Resolution:

- Necessary repairs and upgrades to the sports grounds and equipment will be completed within the next 30 days.

Responsible Department: Infrastructure Committee

Action By: Mr. Yash Yadav- Sports officer

Status: Completed

Meeting end with vote of thanks.


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Minutes of the Complaint Resolution Meeting

Date: 12.09.2020

Convener: Dr. Reema Singh

Members Present:

1. Mr. Nitin Jain
2. Mr. Nilesh Sharma
3. Dr. S.S. Yadav
4. Dr. Reenu Lulla

Agenda: Annual Meeting on Discussion of Received Complaints and Their Resolution

1. Maintenance Issues in the Science Labs

Complaint Received By: Faculty and Students of Science Departments

Discussion:

- Faculty members and students raised concerns about maintenance of equipment in the science labs, particularly in the chemistry and physics labs.
- Lab maintenance was found to be irregular, and certain instruments had not been repaired or replaced for months.

Resolution:

- A dedicated maintenance team has been assigned to the labs, and all faulty equipment was repaired or replaced.
- Regular inspections and maintenance schedules will be implemented to avoid such delays in the future.

Responsible Department: School of Basic and applied Science

Action By: , Head

Status: Done

2. Shortage of Hostel Accommodation for New Students

Complaint Received By: Hostel Committee

Discussion:

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- The rapid increase in admissions led to a shortage of accommodation in the boys' and girls' hostels. Several students were placed on a waiting list, causing dissatisfaction.
- The hostel committee reviewed the current capacity and expansion options.

Resolution:

- Expansion of the boys' hostels has been approved and construction will commence soon.

Responsible Department: Hostel Administration and Campus Infrastructure

Action By: Mr. Sitaram Yadav, Hostel Warden

Status: In Progress

3. Delay in Semester Exam Schedule Announcement

Complaint Received By: Examination Department

Discussion:

- Students reported that the exam schedule was not announced on time due to covid -19, causing inconvenience in planning for exam preparation.
- The delay was due to covid challenges in finalizing the schedule.

Resolution:

- The examination department will ensure timely release of exam schedules by streamlining communication between departments.
- Future exam schedules will be posted at least three weeks before the exams.

Responsible Department: Examination Department

Action By: Mr. Pankaj Gadia, COE

Status: Resolved

4. Lack of Extracurricular Activities

Complaint Received By: Student Council

Discussion:

- Students raised concerns about the lack of extracurricular activities, such as cultural events and sports, which were expected to be a regular part of campus life.
- Dean Academics acknowledged the need for more structured activities outside academics.

Resolution:

- A schedule of extracurricular activities, including sports events, cultural festivals, and workshops, will be introduced starting from the next semester.

- Clubs and societies will be encouraged to plan and organize events to enhance student engagement.

Responsible Department: Dean Academics

Action By: Mr. Nitin Jain

Status: In Progress

5. COVID-19 Safety Measures and Campus Precautions

Complaint Received By: Health and Safety Committee

Discussion:

- Concerns were raised about the lack of some COVID-19 precautions in hostels, classrooms, and common areas.
- Students and staff expressed the need for more hygiene protocols, including sanitization and social distancing measures.

Resolution:

- Regular sanitization of classrooms, hostels, and other facilities was carried out on regular basis.
- Hand sanitizers were installed at all building entrances, and thermal scanning will be mandatory for anyone entering the campus.
- Social distancing was enforced in classrooms and hostels, with staggered schedules and seating arrangements to minimize crowding.

Responsible Department: Dean Academics

Action By: Dr. Reema Singh

Status: In Progress

Next Steps:

- The Health and Safety Committee will ensure the implementation of COVID-19 protocols and submit regular updates.
- The Laboratory Maintenance team and Hostel Committee will provide status reports on repairs and expansion plans in the next meeting.
- The Student Affairs Committee will finalize the extracurricular activity calendar and present it in the next session.


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