



**University of
Technology**

Serving Education Since 1976

Established by Rajasthan State Legislature Act No. 28 of 2017
Empowered under section 2(f) of UGC Act 1956 to award Degrees, Diplomas and Certificates
Sponsoring Body Deepshikha Kala Sansthan Reg. No. 307 / 76-77

Minutes of the Redressal of Student Grievances Committee

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

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Ph: 0988 776 8098

Deepshikha College of Technical Education
Sector - 3, Varun Path, Mansarovar,
Jaipur, Rajasthan - 302020
Ph: 09351 111 097



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

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.


Convenor





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Minutes of the Redressal of Student Grievances Committee

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

Certified True Copy
Registrar
University of Technology
Vatika, Jaipur

2. Wi-Fi Connectivity Issues in Hostel

Complaint Received By: Hostel Committee

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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.

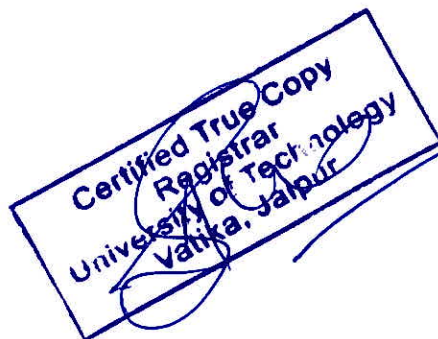
Responsible Department: Infrastructure Committee

Action By: Mr. Yash Yadav- Sports officer

Status: Completed

Meeting end with vote of thanks.


Registrar





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Minutes of the Redressal of Student Grievances Committee

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.

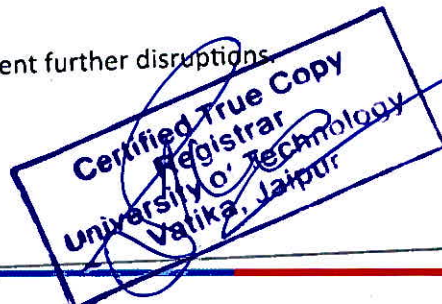
Resolution:

- 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

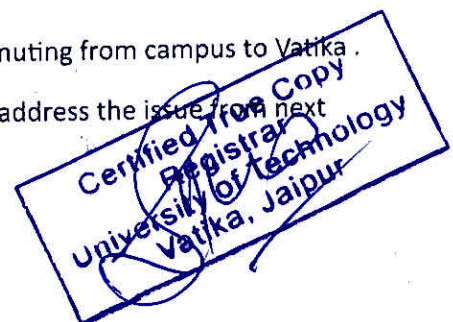
Action By: Dr. Mayank Mathur, Registrar

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 for the 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

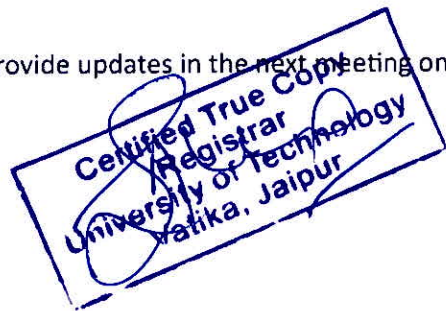
Action By: Mr. Ganesh Choudhary, Head of Transport

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.


A handwritten signature in blue ink, consisting of a large, stylized 'C' with a smaller 'R' inside it, followed by a horizontal line.





Minutes of the Redressal of Student Grievances Committee

Date: 12.09.2020

Convener: Dr. Reema Singh

Members Present:

1. Mr. Nitin jain - *Nitin*
2. Mr. Nilesh Sharma - *Nilesh*
3. Dr. S.S. Yadav - *S.S. Yadav*
4. Dr. Reenu Lulla - *Reenu*

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

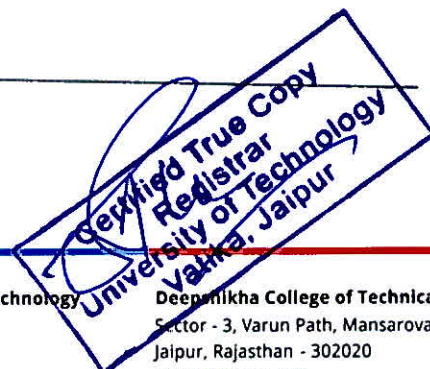
Action By: , Head

Status: Done

2. Shortage of Hostel Accommodation for New Students

Complaint Received By: Hostel Committee

Discussion:



- 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.



