

Ref:SMS Lucknow/Campus Grievance, 23-24/07

Date: 20/04/2024

Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on Tomorrow 20/04/2024 (Saturday) at 3:15 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited


Mrs. Sujata Sinha


Mr. Abhishek Srivastava

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. Associate Director SMS Lucknow for information
5. CGM SMS Lucknow for information
6. Dean Academics SMS Lucknow for information
7. To all concerned members Campus Grievance Redressal Cell

Campus Grievance Redressal cell

Minutes of meeting held on 20/04/2024

Following points were discussed with all members of Campus Grievance Redressal Cell

1. EduGrievance-Online Redressal software license has renewed.
2. Our team member Mr. Vishal verma left college and one another member is required.
3. Latest coming grievance was disposed by Mr. Abhishek Srivastava.
4. Mrs shruti Chandra suggested about internal announcement for sensitization of girls issues.
5. Mr. Rahul suggested about regular class issues and its solutions of students.
6. Mrs Sujata Sinha discussed about solve all Mess related issues by DSW sir.

Members present in meeting

Dr Amarjeet singh, Mrs Sujata Sinha, Mr. Abhishek Srivastava, Mr. Rahul Singh, Mrs Shurti Chandra were present in the meeting. Mr. Ravi and Mr. Aditya Pratap singh were not present in the meeting due to some reasons. Mr. Ravi and Mr. Aditya Pratap singh were informed separately the minutes of meeting.

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. Associate Director SMS Lucknow for information
5. CGM SMS Lucknow for information
6. Dean Academics SMS Lucknow for information
7. To all concerned members Campus Grievance Redressal Cell


Ref: SMS Lucknow/Campus Grievance, 22-23/06

Date: 09/ 09/2023

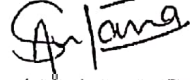
Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on **09/09/2023 (Saturday)** at **3:45 pm** in Electrical Engineering lab at Yamuna Block. Your presence is solicited.


Mrs. Sujata Sinha

Coordinator


Mr. Abhishek Srivastava

Coordinator

CC:-

1. Director SMS Lucknow for information
2. Director General (Tech) SMS Lucknow for information
3. Associate Director SMS Lucknow for information
4. All Concerned

SMS Lucknow
Campus Grievance Redressal Cell

09/09/2023

Minutes of meeting held on 09/09/2023

Following points were discussed with all members of Campus Grievance Redressal Cell

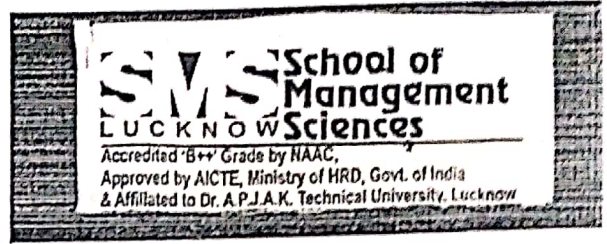
1. All the members were instructed to know their responsibility
2. Types of grievances and their categories discussed as per the website of SMS Lucknow.
3. The students must be made aware about the portal and its utility with link on the website.
4. The students of the new batches must be sensitized about the facilities available in the campus, especially for female students

Members present in meeting

Dr Amarjeet Singh, Mrs Sujata Sinha, Mr. Abhishek Srivastava, Mr. Rahul Singh, Mr Ravi and Ms Shrutí Chandra were present in the meeting. Mr. Aditya Pratap singh, Dr Vishal verma were not present in the meeting due to some reasons. Mr. Aditya Pratap singh, Dr Vishal verma were informed separately the minutes of meeting.

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. Associate Director SMS Lucknow for information
5. CGM SMS Lucknow for information
6. Dean Academics SMS Lucknow for information
7. To all concerned members Campus Grievance Redressal Cell



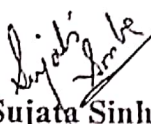
Ref: SMS Lucknow/ Campus Grievance, 22-23/05

Date: 26/ 05/2023

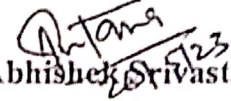
Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on 26/ 05/2023 (Friday) at 3:15 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited.


Mrs. Sujata Sinha

Coordinator


Mr. Abhishek Srivastava

Coordinator

CC:-

1. Director SMS Lucknow for information
2. Director General (Tech) SMS Lucknow for information
3. Associate Director SMS Lucknow for information
4. All Concerned

SMS Lucknow
Campus Grievance Redressal Cell

26/05/2023

Minutes of meeting held on 26/05/2023

Following points were discussed with all members of Campus Grievance Redressal Cell

1. All the members were instructed to know their responsibility.
2. Mrs Sujata Sinha and Mr. Abhishek srivastava mentioned about website grievance cell for log-in solution with separate id password for every grievance members.
3. Mr. Ravi suggested about grievances of every branch with separate section with proper information.
4. Mrs shruti Chandra suggested about fees related grievances.
5. Dr vishal verma suggested late coming and defaulters students related grievances.
6. Mr. rahul singh updated about grievances bus timing and hostel food timing.

Members present in meeting

Mrs Sujata Sinha, Mr. Abhishek Srivastava, Mr. Rahul Singh, Dr Vishal Saxena, Mr. Ravi Mrs Shurti Chandra were present in the meeting. Dr Amarjeet singh, and Mr. Aditya Pratap singh were not present in the meeting due to some reasons. Dr Amarjeet singh, and Mr. Aditya Pratap singh were informed separately the minutes of meeting.

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. Associate Director SMS Lucknow for information
5. CGM SMS Lucknow for information
6. Dean Academics SMS Lucknow for information
7. To all concerned members Campus Grievance Redressal Cell




Ref: SMS Lucknow/ Campus Grievance, 22-23/01

Date: 11/ 01/2023


Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on 11/ 01/2023 (Wednesday) at 3:15 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited.


Mrs. Sujata Sinha

Coordinator


Mr. Abhishek Srivastava

Coordinator

CC:-

1. Director SMS Lucknow for information
2. Director General (Tech) SMS Lucknow for information
3. Associate Director SMS Lucknow for information
4. All Concerned

SMS Lucknow
Campus Grievance Redressal Cell

11/01/2023

Minutes of meeting held on 11/01/2023

Following points were discussed with all members of Campus Grievance Redressal Cell

1. All the members were instructed to know their responsibility
2. **Mrs Sujata Sinha** suggested about guidelines of registration on Campus Grievance Redressal Cell with separate college email id.
3. **Mr. Abhishek Srivastava** suggested about creation of new member id & password.
4. **Dr. Amarjeet Singh** suggested about renewal of licenses of Campus Grievance Redressal Cell.
5. **Mr. Rahul Singh** suggested about sensitization of every students regarding registration on Campus Grievance Redressal Cell
6. **Mr. Aditya Pratap Singh** suggested about student representative from each and every courses for class grievances.
7. **Dr. Vishal Verma** suggested about co-ordination to every course coordinator regarding any grievances

Members present in meeting

Dr. Amarjeet Singh, Mrs. Sujata Sinha, Mr. Abhishek Srivastava, Mr. Rahul Singh, Mr. Aditya Pratap Singh, Dr. Vishal Verma were present in the meeting. Mr. Ravi and Ms. Shruti Chandra were not present in the meeting due to some reasons. Mr. Ravi and Ms. Shruti Chandra were informed separately the minutes of meeting.

Cc to

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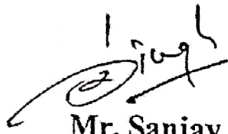
Ref: SMS Lucknow/ Campus Grievance, 21-22/03

Date: 03/ 09/2022

Campus Grievance Redressal cell

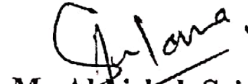
Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on 03/09/2022 (Saturday) at 3:45 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited.



Mr. Sanjay Singh

Coordinator



Mr. Abhishek Srivastava

Coordinator

CC:-

1. Director SMS Lucknow for information
2. Director General (Tech) SMS Lucknow for information
3. Associate Director SMS Lucknow for information
4. All Concerned

**SMS Lucknow
Campus Grievance Redressal Cell**

03/09/2022

Minutes of meeting held on 03/09/2022

Following points were discussed with all members of Campus Grievance Redressal Cell

1. All the members were instructed to know to operate their account with separate password
2. Mr Ravi will look into the grievances related and their solutions of the timely tuition fee submission and new semester registration or delay payment of scholarships from the student's side
3. Mr Rahul Kumar will see the grievances related to the transport and their solutions for the students who avail transport facilities and emergency transport facilities
4. Ms Smita Tripathi will see the internet issues, Moodle access issues for the students and admission related issues and refusal documents such as certificates
5. Mr Asad Raza will see the grievances related to the extracurricular activities for the students and issues related class attendance.
6. Mr Shruti Chandra will see the grievances related to the discrimination by students from SC/ST/Minority/Women/Disabled categories and will also see the grievances from guardian's side also.
7. Mr. Sanjay singh will see the grievances related to non transparent or unfair evaluation process and refusal
8. Mr.Abhishek Srivastava will see the grievances related to victimization and and related AICTE norms and standard.
9. Dr. Vishal Saxena will see the grievances to harassments by students or teachers and related provision of students amenities and quality education as promised or required to be provided

Members present in meeting

Mr.Sanjay Singh, Mr.Abhishek Srivastava, Ms Smita Tripathi, Mr.Rahul Singh Mr. Ravi Dr Vishal Saxena were present in the meeting. Mr Asad Raza and Ms Shruti Chandra were not present in the meeting due to some reasons. Mr Asad Raza and Ms Shruti Chandra were informed separately the minutes of meeting.

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. Associate Director SMS Lucknow for information
5. CGM SMS Lucknow for information
6. Dean Academics SMS Lucknow for information
7. To all concerned members Campus Grievance Redressal Cell

Grievance Detailed Report (2021-22)

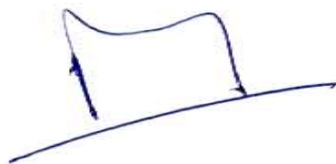
From Date: 31/03/2022

To Date: 05/07/2022

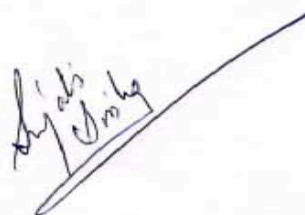
Total Grievances: 03

Firm Code: 423

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Rahul	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	12/04/2022	Remedial and doubt clearing session	Resolved	Rahul Singh
Suraj rai	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	31/03/2022	smart class	Resolved	Rahul Singh
Sheo kumar singh	Staff	Grievance related to college transportation/hostel	05/07/2022	Provide bus facility for evening c;lass for all students	Resolved	Rahul Singh



Satna
ABHISHEKSRIVASTAVA



12/03/2022

Minutes of meeting held on 11/03/2022

Following points were discussed with all members of **Campus Grievance Redressal Cell**

1. All the members were instructed to know to operate their account
2. **Ms Shruti Chandra** (Asth Prof CE) will look into the grievances related and their solutions of the timely tuition fee submission from the student's side.
3. **Mr Rahul Kumar** (Asth Prof ME) will see the grievances related to the transport and their solutions for the students who avail transport facilities.
4. **Ms Smita Tripathi** (Asth Prof. BCA) will see the internet issues, Moodle access issues for the students.
5. **Mr Ravi** (Asth Prof ECE) will see the grievances related to the extracurricular activities for the students and solve the related issues.
6. **Mr Asad Raza** (Asth Prof. Mgmt) will see the grievances related to the Corona Protocols for the students and solve the related issues. Mr Asad Raza will also see the grievances from guardian's side also.

Members present in meeting

Ms Shruti Chandra , Mr Rahul Kumar , Ms Smita Tripathi, Mr. Asad Raza were present in the meeting . Dr Amarjeet Singh and Dr S N Jarholia (Coordinators) were also present in the meetings.


Dr Amarjeet Singh
Coordinator

Campus Grievance Redressal Cell

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. CGM for information
5. Dean Academics for information
6. To all the members Campus Grievance Redressal Cell

Ref: SMS Lucknow/ Campus Grievance,21-22/02

Date: 11/ 03/2022

Campus Grievance Redressal cell

Notice

It is hereby informed to all the members of Campus Grievance Redressal cell that you need to attend a meeting on 11/03/2022 (Friday) at 4:00 pm in Electrical Engineering lab at Yamuna Block. Your presence is solicited.

S.N. Jarholiya
11/03/22
Dr. S N Jarholiya

Principal (Diploma in Engg.) & Coordinator

Amarjeet Singh
11/03/2022
Dr. Amarjeet Singh

HOD (EE) & Coordinator

CC:-

1. Director SMS Lucknow
2. Director General (Technical) SMS Lucknow
3. All Concerned

SMS Lucknow
Campus Grievance Redressal Cell 19/01/2021

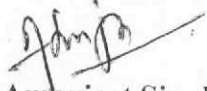
Minutes of meeting held on 18/01/2021

Following points were discussed with all members of Campus Grievance Redressal Cell

1. All the members were instructed to know to operate their account
2. Mr K.G Sinha will look into the grievances related and their solutions of the timely tuition fee submission from the student's side.
3. Mr Rahul Kumar will see the grievances related to the transport and their solutions for the students who avail transport facilities.
4. Ms Smita Tripathi will see the internet issues, Moodle access issues for the students.
5. Mr Ashutosh Srivastava will see the grievances related to the extracurricular activities for the students and solve the related issues.
6. Mr Pankaj Gupta will see the grievances related to the Corona Protocols for the students and solve the related issues. Mr Pankaj Gupta will also see the grievances from guardian's side also.
7. It was also discussed to renew the software license on 25 Feb 2021 as the license will be expired on 24 Feb 2021.

Members present in meeting

Mr. K. G Sinha, Mr Rahul Kumar , Ms Smita Tripathi, Mr.Ashutosh Srivastava , Mr. Pankaj Gupta were present. Ms Diksha Shukla was not present due to some reasons.


Dr Amarjeet Singh
Coordinator

Cc to

1. CEO for kind information
2. Director SMS Lucknow for information
3. Director General (Tech) SMS Lucknow for information
4. CGM for information
5. Dean Academics for information
6. To all the members Campus Grievance Redressal Cell

SMS/BH/2020-21/04

Dated: 12/01/2021

Minuets of Meeting

The meeting of hostel committee was held on 12/01/2021 (Tuesday) at 4:00 PM in CSE lab (III floor Yamuna block) the following members were present-

Hostel committee members

- Dr. Hemant Kumar Singh
- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Warden Boys Hostel

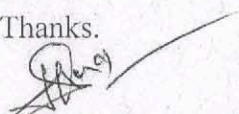
Student committee members

- Navneet Singh B.Com. III year
- Aman Verma Diploma III Year
- Gaurang Kapoor BBA III Year

The discussion was as follows-

- The committee decided for regular weekly random visit at night by hostel committee members and a faculty from any branch.
- The first visit is proposed on 13/01/2021(Wednesday) by Mr. Rahul Singh & Mr. Manish Singh.
- The detailed discussion on mess menu was done with student committee and students requested for the following changes in the menu-
 - Replacement of potato of any one time on Tuesday by seasonal veg.
 - Two bread pakora at place of one
 - Improvement in kofta and rice .
 - Improvement quantity of saag.
 - Plates cleanliness
 - Kheer quality

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

Detailed Report

From Date : 01-01-2021

To Date : 02-02-2021

Total Grievances : 5

Firm Code : 423

Grievant Name	Grievance Category	Grievance Type	Date Of Posting	Subject	Grievance Status	Attended by
rishabh dubey	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	01-02-2021	Quality education	Disposed	PANKAJ GUPTA
NITESH KUMAR YADAV	Student	Grievance regarding non-transparent or unfair evaluation process	02-02-2021	exams have not gone good so far	Disposed	RAHUL SINGH
rishabh dubey	Student	Non-payment or Delay in payment of scholarships	02-02-2021	Dear Sir scholarship has not been transferred in my account	Disposed	ASHUTOSH SRIVASTAVA
NITESH KUMAR YADAV	Student	grievance regarding college transportation / Hostel	02-02-2021	due to fog we are not able to come to college on time kindly suggest any solution	Disposed	KRISHNA GOPAL SINHA
rishabh dubey	Student	Grievance related to Attendance	02-02-2021	due to low connectivity of internet i was not able to attend classes hence attendance is poor	Disposed	DIKSHA SHUKLA

Adm/83

Ref: SMS/BH/2020-21/06

Circular

Following members has been assigned the responsibility for random visit of hostel week wise.

Week/Team	Name of officials for visit
Week-1 / Team-1	Mr. Surendra Srivastava (General Manager) Mr. Asad Usmani Mr. Ajay Singh Yadav
Week-2/ Team-2	Prof. Dharmendra Singh (Dean Academics) Dr. Anurag Srivastava Mr. Praveen Singh
Week-3/ Team-3	Dr. Jagdish Singh(CGM) Dr. Urooj Shameem Mr. Satyajeet Asthana
Week-4/ Team-4	Prof. Manoj Malhotra Director Prof. B.R. Singh DG(Technical)

The above schedule should be considered effective from effective from 15 Feb. 2021


Hostel Chairman

Ref: Hostel/2020-21/06

Date: 01/10, 2020

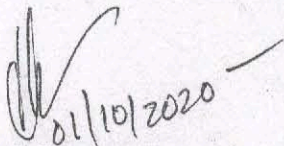
Minuets of Meeting

The meeting of hostel committee was held on 01/10/2020 at 1:00 PM in hostel chairman office. The following members were present-

- Dr. Hemant Kumar Singh
- Warden boys hostel
- Mr. Vikram Singh
- Mr. Ajay Singh Yadav
- Mr. Alok Singh
- Mr. Rahul Singh

The discussion of the meeting is as follows-

- The committee has decided the random visit at night by senior officers. Committee needs to be formed.
- Quality of food in mess needs to be checked randomly by the members.
- COVID-19 norms implementation needs to be checked properly.


01/10/2020

Hostel Chairman
Dr. Dharmendra Singh
Professor & Dean-Engineering

CC:

- Concerned members

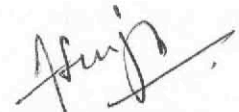
SMS Lucknow
Campus Grievances Redressal Cell
Minutes of the meeting held on 13//09/2020

Following points were discussed with all members of Campus Grievances Redressal Cell

1. All the members of Campus Grievances Redressal Cell were instructed to know to operate their account.
2. Mr K.G.Sinha (Asth Prof ME Dept) will look into the grievance related to the solution of the timely tuition fee submission from the students side.
3. Mr Rahul Kumar (Asth Prof ME Dept) will look the grievances related to the transport and its solution for the students who avail transport facilities.
4. Ms. Smita Tripathi (Asth Prof, BCA) will look internet issues, Moodle access issues for the students .
5. Mr Ashutosh Srivastava (Asth Prof EE Dept) will look into the issues related to extracurricular activities for the students and its timely solutions.
6. Mr Pankaj Gupta (Asth Prof EE Dept) will see the issues related to the protocol related to COVID-19. Mr Gupta will also resolve issues raised from parent's/Guardians side if any.
7. Ms Diksha Shukla (Asth Prof, Mgmt) will look the matter related to the issues related to health of the students during class hrs if any and its timely solution.

Members Presents in the meeting:

Dr Amarjeet Singh, Mr K.G Sinha, Mr Ashutosh Srivastava, Ms Smita Srivastava, Mr Pankaj Gupta, Mr Rahul Kumar, Ms. Diksha Shukla.



Dr Amarjeet Singh

Coordinator

Campus Grievances Redressal Cell

Cc to

1. CEO for his kind information
2. Director SMS Lucknow for information
3. Director General Technical for information
4. CGM for information
5. Dean Academic for information
6. To all the members of Campus Grievances Redressal Cell

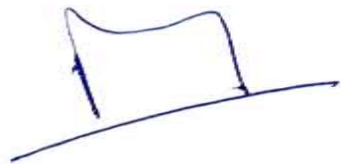
Grievance Detailed Report (2020-21)

From Date: 01/01/2020
Firm Code: 423

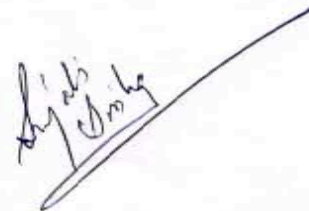
To Date: 30/06/2020

Total Grievances:03

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Praveen Pathak	Student	Grievance related to Charging of fees	01/06/2020	Partial payment permission	Resolved	Gaurav Kumar Ojha
Priyanshu kumar singh	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	27/06/2020	About video lecture on important topics and presentations	Resolved	Pankaj Gupta
Prasoon mishra	Student	Grievance related to provision of student amenities and quality education as promised or required to be provided	27/06/2020	Regarding not able to submit assignments on time	Resolved	Pankaj Gupta




ABHISHEK SRIVASTAVA



Grievance Detailed Report (2019-20)

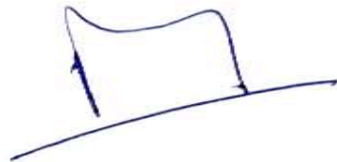
From Date: 01/07/2019

To Date: 31/12/2019

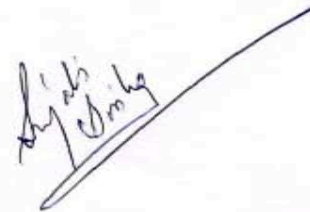
Total Grievances: 02

Firm Code: 423

Grievant Name	Grievance category	Grievance Type	Date of Posting	Subject	Grievance Status	Attended by
Abhinav	Student	Normal	16/11/2019	Guest lecture and Industrial visit	Resolved	Pankaj Gupta
Bharat Raj Singh	Faculty	Normal	24/09/2019	AKTU issued video regarding attendance	Resolved	Ashutosh Srivastava



Satana
ABHISHEKSRIVASTAVA



Dated: 15/01/2019

Minuets of Meeting

The meeting of hostel committee was held on 15/01/2021 (Monday) at 4:00 PM in the following members were present-


Hostel committee members

- Dr. Hemant Kumar Singh
- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Warden Boys Hostel

The discussion was as follows-

- The committee decided for regular visit of mess food quality and random hostel room visit of committee members during the institute time.
- Cleanliness and hygiene should be maintained by the staff worker.
- Student should be advised to switch of room light while moving for class.
- Lunch schedule of the mess should be strictly followed by the students.

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

CC-

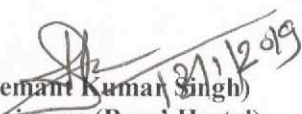
- Chairman (boy's hostel)

Dated: 13/01/202019

Notice

All the members of hostel committee are hereby informed that a meeting is scheduled on 15/01/2019(Monday) at 4:00 PM in office of hostel chairman to discuss the strategies for smooth functioning in hostel & mess of the boy's hostel. Members are requested to reach on said venue on time.

Thanks.


(Dr. Hemant Kumar Singh)
Co-Chairman (Boys' Hostel)

Members:

- Mr. Rahul Singh
- Mr. Alok Singh
- Dr. Ajay Singh Yadav
- Mr. Vikram Singh
- Warden Boys Hostel

CC-

- Chairman (boy's hostel)