



Action taken Report on Grievance Redressal Cell

The Grievance Redressal Cell in KMS College of IT and Management is constituted for the students. The objectives of the Students Grievance Committee are as below:

Objective:

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Grievance Redressal shall work for the redressal of the problems reported by the students of KMS studies with the following objectives.

1. Sustaining the honourability of the college by ensuring an amicable atmosphere in the campus by promoting cordial students-student relationships and students-teachers relationships.
2. Emboldening the students to express their grievances/ problems freely and frankly without any fear of being victimized.
3. Utmost preference for grievance redressal and implementation of their suggestions for improving the Academics / Administration in the college.
4. Advising students of the college to respect the rights and dignity of fellow students and show utmost restraint and patience whenever any occasion of rift arises.
5. Arising all the students to refrain from inciting students against other students, teachers and college administration.

A meeting was convened today, 14th Sept at K.M.S. College of IT and Management to address a pressing issue requiring immediate attention. The meeting involved the active participation of all faculty members and the Grievances Redressal Committee members, aiming to maintain a secure and conducive learning environment for our students.

Resolution of Student Academic Grievance - Assessment Timeliness on 14 th Sept. 2023	The committee agreed to implement a more streamlined process for assessment and grading. Faculty members were encouraged to adhere to established timelines for providing feedback on assignments and exams. Additionally, the college will explore the possibility of investing in assessment automation tools to expedite the grading process.
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Special Note: The Chairperson lauded the approach maintained by the committed quorum that there were no cases of sexual harassment and ragging were found.




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KMS College of IT & Mgmt.
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A meeting was convened today, 13th Sept. 2022 at K.M.S. College of IT and Management to address a pressing issue requiring immediate attention. The meeting involved the active participation of all faculty members and the Grievances Redressal Committee members, aiming to maintain a secure and conducive learning environment for our students.

Urgent Meeting Regarding a Student's Abusive Behaviour towards Another Student on 13 th Sept, 2022	While the primary focus is on the abusive behaviour incident, the floor will remain open for any additional concerns or suggestions related to maintaining a safe and respectful college environment. Both the students were counselled and felt sorry in writing.
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6. A meeting was convened today, 13th Sept. 2022 at K.M.S. College of IT and Management to address a pressing issue requiring immediate attention. The meeting involved the active participation of all faculty members and the Grievances Redressal Committee members, aiming to maintain a secure and conducive learning environment for our students.

<p>Non-academic Matter: Complaint was given by Mr Pankajpreet Singh BCA 1st year student against Mr Harman Singh BCA 2nd Year student on 13 Sept 2022</p>	<p>The grievance committee investigated the matter on 13th Sept 2022 in detail and both the students were called for investigation. Further, the collaborative efforts of all faculty members and members of the Grievances Redressal Committee underscored the institution's dedication to ensuring the well-being and safety of all students. The resolution strategies devised during the meeting will be implemented, and continued vigilance will be maintained to prevent future conflicts. Both the students then felt sorry for their misbehaviour and submitted written apology to the grievance committee</p>
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A meeting was convened today, 20th August 2020 at K.M.S. College of IT and Management to address a pressing issue requiring immediate attention. The meeting involved the active participation of all faculty members and the Grievances Redressal Committee members, aiming to maintain a secure and conducive learning environment for our students.

Academic Challenges in Online Classes on 20 th August 2020	The active participation and commitment of our faculty members and the dedication of our Principal, Dr. Shabnam Kaur, in addressing these academic concerns are highly commendable. We remain committed to enhancing the academic experience of our students and ensuring a supportive and effective learning environment.
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An urgent meeting was convened today, 26th November 2019 at K.M.S. College of IT and Management to address a pressing issue requiring immediate attention. The meeting involved the active participation of all faculty members and the Grievances Redressal Committee members, aiming to maintain a secure and conducive learning environment for our students.

Grievance	Action Taken
No major Grievance found. Grievances Related to Indoor Games on November 26, 2019	The Grievance Resolution Meeting on November 26, 2019, exemplified our institution's commitment to promptly and effectively address student concerns. By tackling outstanding grievances related to indoor game selection and implementing measures to enhance the online learning experience, we continue to strive for a learning environment that is inclusive, responsive, and supportive.

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