

BEANT COLLEGE OF ENGINEERING AND TECHNOLOGY, GURDSAPUR

Ref. No. BCET/CC/2020/04

Dated : 08/01/2020

Minutes of the meeting

A meeting of the Grievance Redressal Cell was held on 24/12/2019 in the office of Sh. Arpinder Singh, Chief Counselor at 10 a.m. In the meeting following were present

- | | |
|------------------------|--------------------------|
| 1. Sh. Arpinder Singh | Chief Counselor |
| 2. Dr. Jaswinder Singh | Dean Student Welfare |
| 3. Dr. Naveen Beri | Chief Warden |
| 4. Sh. Anil Sagar | Principal Diploma Wing |
| 5. Sh. Baljinder Singh | Incharge College Website |

In the last meeting complaints were discussed and sent to concerned departments. Following are the replies received from concerned departments and action taken :

1. Complaint : Please improve your suggestion column. How would you solve the problem if your first preference is identify of person, not the problem

Action : Identity of the complainant is required to know the authenticity of the complaint. Sometimes we may get vague complaints. If some person is not ready to disclose his identity it is ok . Moreover identity of the complainant is not disclosed to complainee.

2. Complaint : I called your admission cell in mechanical engineering department, they denied me fully even they don't answer single question of mine and told me direct come to college first and then talk ..., if I am able to come at college then why I called you. So please train your admission cell how to deal students and their parents. If do not want share anything on phone u must delete the directory of phone calls

Action : Complaint sent to Chairman Admission Cell, which in turn sent it to HoD Mechanical Department and comments from concerned persons received. Comments from both the persons are as follows :

It is very surprising to note the content of the said complaint. I hereby submit that I have not received/ attended any such call during my duty at admission helpdesk.

It is very surprising to know the comments. I hereby submit that I had not received any such call during my duty at admission helpdesk

As the complainant did not mention the phone number where he made phone call or he also not mentioned his own phone number or address so authenticity of the complaint could not be made and so this complaint closed due to lack of proper information

3. Complaint : a) All the information regarding Department Laboratory equipment, R & D section, mission or vision is seems to be lied
b) Also improve the quality of Teaching at least their presence (both attendance and their duty time) in lecture room even without students and your behavior regarding student (should be same for all)


Action : This complaint was sent to HoD Chemical department for comments. The comments from HoD chemical department are as follows :
Faculty / staff have been requested to provide more information about labs on website of the college if any and improve the teaching method


4. Complaint : Answer sheet given at the time of Exam should be updated. Why you want to know the student name (as papers are checked within your institute). Is roll no. sufficient for you to discriminate regarding your personal interest or references.

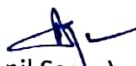
Action : Comments received from Controller Examination are as follows :

Kindly suggest us modifications required in answer sheet and examination section

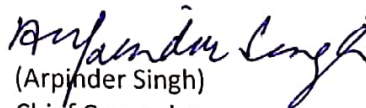
The Grievance Redressal Cell is of the opinion that this point should be brought into the notice of the Director and a new committee may be formed at the college level if required to suggest modification in answer sheets and examination section if any.


(Dr. Jaswinder Singh)
Dean Student Welfare


(Dr. Naveen Beri)
Chief Warden


(Anil Sagar)
Principal Diploma Wing


(Baljinder Singh)
Incharge College Website


(Arpinder Singh)
Chief Counselor

- Copy to : 1. The Director for information please and for necessary action on point 4
2. Incharge College Website to upload it on college website