



**Shobhit  
University**

EDUCATION EMPOWERS

Established by Government of U.P. Act No. 12 of 2012, Registered U.P. Act No. 12 of 2012, Act No. 12 of 2012

# Kunwar Shekhar Vijendra Ayurved Medical College & Research Center

(A CONSTITUENT COLLEGE OF THE UNIVERSITY)

(Approved by NCISM, Ministry of AYUSH (Ayurveda, Yoga & Naturopathy, Unani, Siddha & Homoeopathy) Govt. of India)

Adarsh Institutional Area, Babu Vijendra Marg, Gangoh, Distt. Saharanpur, 247341 (U.P.) India  
M - 7830810052, 9536065260, 01331-234100 | E Mail - principal.ksvamc@shobhituniversity.ac.in | Web - www.sug.ac.in

Ref. No: -KSVAMC/NT/17/2024

Date: 22.07.2024

## Grievance Redressal Cell

This is to notify that Grievance Redressal Cell is constituted in KSVAMC & RC Gangoh.  
The Members of committee are:

S. No.	Name	Designation
1.	Dr. Seema Jaglan	Asso. Professor
2.	Dr. Smriti Kaul	Asst. Professor
3.	Dr. Nitin Goel	Asst. Professor

  
**Dr. Vikas Kumar Sharma**  
**Principal**





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Ref. No: -KSVAMC/NT/57/2025

Date: 17.01.2025

## Grievance Redressal Cell

This is to notify that Grievance Redressal Cell is reconstituted in KSVAMC & RC Gangoh.  
The Members of committee are:

S. No.	Name	Designation
1.	Dr.SeemaJaglan	Asso. Professor
2.	Dr. SmritiKaul	Asst. Professor
3.	Dr. Nitin Goel	Asst. Professor
4.	Dr. Minali Gakhar	Asst. Professor
5.	Dr. Aishwary Rose	Asst. Professor

**Dr. Vikas Kumar Sharma**  
Principal



Expenditure Reimbursement Committee/Cell

Action Taken Report (ATR)

Date of Expenditure Letter: 23/10/2024

Subject: Non-accounting of projector in Classrooms  
Action Taken: Repairing of projector is done on  
Sat. 26/10/2024.

Expenditure is done. Amount: Rs. 10/2024.

Prepared by:

Name - Dr. Smriti Kaul

Designation - Assistant Professor

Date - 25/10/2024

Action Taken Report (ATR)

Date of reference letter: 05/12/2024  
Issue: Regarding marks in examinations.

Action Taken: Re-evaluation of answer sheet is done on 06th December, 2024.  
Outcome: Issue resolved. (06/12/24)

Prepared by:

Name - Dr. Smriti Kaul  
Designation - Assistant Professor  
Date - 20/12/2024

Action Taken Report (ATR)

Date of reference letter: 23/12/24

Issue: Regarding insufficient seating arrangements in the classroom 4.

Action Taken: Additional chairs and desks are provided to accommodate all students in classroom no. 4.  
Outcome: Issue resolved. (19/01/25) 19/01/25

Prepared by:

Name - Dr. Smriti Kaul  
Designation - Assistant Professor  
Date - 19/01/2025




Date / /

# GRIEVANCE REDRESSAL CELL MEETING REPORT

1. Date : 24-01-2024  
Time : 1:00pm - 3:00pm  
Venue :

Chairperson : Prof. Dr. Vikas Sharma

Attendees :

- Dr. Anvitt Kaul 
- Dr. Nithin Goel 
- Dr. Seema Jagan 

Agenda :- Discussion on the preparation of Standard Operating Procedures (SOP) for grievance redressal. Setting timelines and responsibilities for SOP completion.

## Meeting Highlights

SOP preparation of Standard Discussion Objectives : To standardize and streamline grievance handling to ensure timely resolution and maintain transparency.

Structure :- It was agreed that the SOP should include the following sections :-

- Introduction: Purpose and scope of the grievance redressal process.
- Grievance Submission: Clear guidelines on how grievances can be submitted.
- Process flow: Step-by-step outline of grievance receipt, acknowledgment, review, investigation and resolution.
- Timelines: Defined timelines for each step to ensure efficiency.
- Escalation Matrix: Clear roles and responsibilities for escalation in case of unresolved grievances.
- Documentation & Record Keeping: Methods to maintain a grievance log for reference and auditing.
- Feedback & Improvement: Mechanisms to gather feedback from complainants for continuous process improvement.
- Input Sought: Members shared their inputs and suggestions for the draft SOP.

### Timelines & Responsibilities

The following timeline was set for SOP preparation:

Draft Preparation:

Review by committee:

Finalization & Approval:

Responsibilities for drafting, reviewing and finalizing the SOP were assigned to specific members.

Date / /

First draft of SOP will be prepared by Dr. Smriti Kaul and circulated among the members by Dr. Nisha Gopal.

A flow-up meeting will be held on 14<sup>th</sup> August to review the draft.

Efforts will be made to incorporate digital tools for grievance tracking and resolution.

### Conclusion

The meeting concluded with an emphasis on the importance of creating a comprehensive and actionable SOP to enhance the effectiveness of the grievance redressal process.

Prepared by : Dr.

Name - Dr. Smriti Kaul.

Designation - Assistant Professor.

Date - 29-07-2024

2.

## FOLLOW-UP MEETING REPORT

Date : 14<sup>th</sup> August 2024

Time : 2:00pm to 2:15pm

Venue :

Chairperson : Prof. Dr. Vikas Sharma

Attendees :- Dr. Seema Jaglan - SeemaDr. Nithya Goel - NithyaDr. Smriti Kaul - Smriti  
14/08/24

## Key Highlights :-

Overview :- The draft SOP was presented covering grievance reporting, resolution and monitoring procedures.

Feedback :- Members suggested improvements to clarify roles, timelines and escalation processes.

- Additional input focused on enhancing accessibility for grievance submission.

Decision :- Agreed on incorporating suggested revisions.

- Assigned responsibilities for updates.

Action Items :- Revised SOP to be circulated by 20<sup>th</sup> August 2024.

- Next meeting scheduled for 1/10/24.

Prepared by :- Dr. Smriti Kaul (Asst. Professor)

14-08-2024.



9.8

# REPORT

Date : 01<sup>st</sup> October 2024

Time : 2:00pm to 2:30pm

Venue :

Chairperson : Prof. Dr. Vikas Sharma

Attendees : Dr. Geeta Jayla - Dr.

Dr. Nitish Goel - M.A.

Dr. Smriti Kaul - Prof.  
02/10/24

## Key Points Discussed :

1. Issue : Students of 2<sup>nd</sup> year BAMS reported the projector in their class has been non-functional for 2 weeks, disrupting classes.

2. Action Plan :- Immediate repair/replacement to be completed by 05<sup>th</sup> October 2024

- Temporary projector to be arranged by today (01-10-24)

- Maintenance schedule to be implemented for all classrooms equipment.

3. Decisions :- The technical team was assigned to resolve the issue promptly.

Preventive measures to avoid recurrence were discussed.

Next Steps :- Follow up on progress in the next meeting.

Prepared by :- Dr. Smriti Kaul (Asst. Prof.)

01-10-2024

04.

**REPORT**

Date: 11-12-2024

Time: 2:00pm to 2:30pm

Venue:

Chairperson: Dr. Vikas Sharma

Attendees:-

Dr. Srusa Jagtap - ~~Sign~~Dr. Nitish Goel - ~~Sign~~Dr. Smriti Kaul - ~~Sign~~

11/12/24

**Complaint Details:-**

- A student reported a discrepancy in their marks awarded in the term examination held on October 2024. The student claimed the marks on the result sheet did not match their expected performance or their answer script evaluation.

**Action Plan:-** The answer script will be re-evaluated by an independent faculty member.

- Examination cell to verify the tabulation records for any errors.

**Decisions:-** Re-evaluation to be completed by 20-12-2024.

- Student will be informed of the outcome by 22-12-2024.

Prepared by:-

Dr. Smriti Kaul (Asst. Professor)

11-12-2024

05

# REPORT

Date : 18-01-2025

Time : 2:30pm to 3:30pm

Venue :

Chairperson : Prof. Dr. Vikas Sharma.

Attendees :

Dr. Seema Jaglan - Secy

Dr. Smriti Kaul - Asst. Insp.

Dr. Nitin Goel - Member

Dr. Minali Gakhal - Member

Dr. Aiswarya Rose - Chairperson

Key Points Discussed :-

Complaint : Students reported insufficient seating in 2<sup>nd</sup> professional BAMS classroom, causing inconvenience during lectures.

Action Plan : Immediate addition of chairs and desks to accommodate all students.

Assessment of all classrooms to identify similar issues.

Decisions : Additional Seating to be arranged by 19-01-2025.

A Maintenance Schedule will be implemented to ensure proper classroom facilities.

Prepared by :

Dr. Aiswarya Rose (Assistant professor)

18-01-2025