

KU 2024 - FSCT - 5546



Department of Food Science Technology
University of Kashmir, Hazratbal, Srinagar
(NAAC Accredited Grade - A+)

No.F:- (SRGC)FST/KU/24
Dated: 24th May, 2024

Chairman
Sub Steering Committee (Criterion 5)

Respected Sir,


In response to your letter no: DIQA/SSR-C5/KU/24, please find attached the requisite documents related to student Grievances Redressal Committee. Furthermore the data related to alumin association has already been submitted and uploaded to DIQA.

Yours Sincerely

Dr Adil Gani
Dr Adil Gani

Coordinator

Dept. of Food Science
and Technology
University of Kashmir



Department of Food Science Technology
University of Kashmir, Hazratbal, Srinagar
(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/23

Dated: 8th Nov. 2023

NOTICE

Dear Members of the Student Grievance Redressal Committee

This is to inform you that the SGRC has received a grievance from Mr. Furqan Ahmed, a first-year student in the Department of Food Science and Technology. Mr. Ahmed has raised concerns that require our attention and resolution following the SGRC's commitment to addressing student grievances.

Grievance Details:

- Complainant: Mr. Furqan Ahmed
- Department: Food Science and Technology
- Issue: Hostel transfer on health grounds

In light of this, all members of the SGRC, as well as the designated student representatives, are advised to convene for a meeting to discuss and deliberate on this matter. Your participation and insights are crucial in ensuring a fair and effective resolution that upholds the principles of justice and student welfare.


Meeting Details:

- Date: 10th Nov. 2023
- Time: 10:00 am
- Venue: Conference room

Your presence at this meeting is highly appreciated as we work together to address Mr. Ahmed's grievance and uphold the integrity of the SGRC's mandate.

Thank you for your cooperation.

Chairperson


Dept. of Food Science
and Technology
University of Kashmir



Department of Food Science Technology

University of Kashmir, Hazratbal, Srinagar
(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/23
Dated: 13th Nov, 2023

MINUTES OF MEETING

Date and Time: Nov 10th, 2023, 10:00 AM

Venue: Conference Room, Department of Food Science and Technology

Members Present:

- Dr. Adil Gani (Chairperson)
- Dr. Sabeera Muzzaffar (Faculty Representative)
- Dr. Waqas N Baba (Faculty Representative)
- Mr. Rayees Bakshi (Administrative Staff)
- Dr. Idrees Ahmad Wani (Student's Nominee)
- Class Representatives of the active semesters

Agenda:

1. Review of new grievances
2. Discussion on Mr. Furqan Ahmed's request for hostel transfer on health grounds
3. Action plan for resolution

Proceedings:

- The meeting commenced with a review of new grievances. The committee discussed Mr. Furqan Ahmed's request for a hostel transfer.
- The Chairperson outlined the complaint and emphasized the importance of addressing health-related issues promptly.
- The student representatives suggested verifying the medical documentation and availability of rooms in other hostels.

Discussion:

- Dr. Sabeera Muzzaffar proposed reviewing Furqan Ahmed's medical records to understand the health concerns.
- Mr. Rayees Bakshi suggested identifying available rooms in hostels that can better accommodate his health needs.

- Dr. Idrees Ahmad Wani recommended ensuring that the new accommodation meets all necessary health requirements.

Resolution:

- The committee decided to take the following actions:
 1. Verify Furqan Ahmed's medical documentation by June 16, 2024.
 2. Investigate the availability of rooms in other hostels that can accommodate his health needs.
 3. Provide a temporary accommodation solution if an immediate transfer is not possible.
 4. Ensure that Furqan Ahmed is given priority in the next available suitable hostel.

Action Items:

- Chairperson to coordinate with the health services to verify medical documentation.
- Administrative staff to manage the search for suitable hostel accommodations.
- Student Representatives to communicate with Furqan Ahmed regarding the progress and temporary solution.

The meeting adjourned at 11:00 AM.

Chairperson



Dr. Adil Gani

Student Grievance Redressal Committee

Dept. of Education
and Technology
University of Kashmir

FYI:

- *Committee members*
- *Student Representatives*



Department of Food Science Technology
University of Kashmir, Hazratbal, Srinagar
(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/23
Dated: 24th Nov, 2023

NOTIFICATION

Subject: Successful redressal of the Student Grievance Case

Case No.: 01/2023

Complainant: Furqan Ahmed, First-year student, Department of Food Science and Technology

Grievance: Request for hostel transfer on health grounds

Date Filed: 6th Nov., 2023

Details of the Grievance: Furqan Ahmed submitted a grievance stating that although he was allotted a hostel room on time, he is requesting a transfer to another hostel on health grounds. He highlighted the specific health concerns that necessitated the move and requested the committee's assistance in facilitating the transfer.

Initial Review: The SGRC received the grievance on 6th Nov., 2023, and scheduled a meeting to address the issue on Nov 10th, 2023 with a follow up date: 16th Nov, 2023

Action Taken:

- Furqan Ahmed's medical records verified the need for a health-based transfer.
- Hostel administration found a suitable room in another hostel.
- Furqan Ahmed was informed and transferred to the new hostel on Nov. 20th, 2023.

Outcome: Furqan Ahmed expressed his gratitude for the prompt resolution of his grievance. He moved into the new hostel room on 20th Nov. 2023, and was satisfied with the accommodation provided.

Case Status: Resolved

Closure Date: 20th, 2023

FYI:

- Student Grievance Redressal Committee Members
- Complainant (Mr. Furqan Ahmad)

Chairperson

Dr. Adil Gani

Stamp: Department of Food Science and Technology, University of Kashmir, Hazratbal, Srinagar. Date: 24/11/2023.



Department of Food Science Technology

University of Kashmir, Hazratbal, Srinagar

(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/23

Dated: 07th August-2023

NOTICE

In accordance with the university's commitment to ensuring a supportive and transparent academic environment, we are pleased to inform all students about the establishment of the *Student Grievance Redressal Committee (SGRC)*. The SGRC is dedicated to addressing and resolving any grievances or complaints that students may have during their time at the Department of Food Science and Technology, University of Kashmir.

Composition of the SGRC:

- **Chairperson:** Dr. Adil Gani, Co-ordinator Department of Food Science and Technology
- **Faculty Representatives:** Dr. Sabeera Muzzaffar and Dr. Waqas N Baba
- **Student Representatives:** Class Representative of the active semesters of the Department
- **Administrative Staff:** Mr. Rayees Bakshi
- **External Member:** Dr Manzoor Ahmad Mir, Department of Bloresources

Objectives of the SGRC:

- To provide a formal platform for students to voice their concerns.
- To ensure prompt and fair resolution of grievances.
- To enhance the overall student experience by maintaining a positive and conducive academic environment.

Types of Grievances Addressed:

- Academic issues (e.g., grading, evaluation, course content)
- Administrative issues (e.g., hostel facilities, library services)
- Campus infrastructure and maintenance
- Harassment and discrimination
- Any other concerns affecting the student experience

Contact Information:

- Email: waqasbaba7@gmail.com
- Office Hours: Monday to Friday, 9:00 AM - 5:00 PM
- Office Location: Room 001, Advanced Food Science Research Facility, Processing Plant II.

Review and Resolution: The SGRC will review and address the grievance within 14 working days. If further information is required, the student will be notified.

Communication: The decision or action taken regarding the grievance will be communicated to the student through email and a formal letter.

All students are encouraged to utilize this committee to ensure their concerns are addressed in a timely and effective manner. The university is committed to supporting its students and enhancing their academic and personal experiences on campus.

For any further inquiries or assistance, please contact the SGRC at the provided email or visit the office during working hours.

Coordinator


Dr Adil Gani

Dept. of Pedagogical
and Technology
University of Kashmir

FYI:

- *Students and Faculty*
- *Office*

The Chairperson

Student Grievance Redressal committee

Dept. of Food Science and Technology

Subject: Hostel accommodation Assistance

Sir,
Respectfully, I request that I hail from district Anantnag and commuting from my home town to Campus is an extremely challenging affair. Although I have already secured a rental accommodation that is shared, I am not able to bear the expenses. To the sad state of affairs, the accommodation being shared is seriously affecting my studies.

Therefore, I request that I may kindly be assisted in managing to secure hostel accommodation. This would not only help me financially but also ensure I am able to devote time to my studies.

Honkanga

Yours faithfully,
Mr. Abrar ul Haq
2nd sem, M.Sc. PT.
Abrar

Date: 05/24



Department of Food Science Technology

University of Kashmir, Hazratbal, Srinagar

(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/24

Dated: 14th May 2024

NOTICE

This is to inform all members of the Student Grievance Redressal Committee (SGRC) and student representatives that a new grievance has been received from Mr. Abrar Ul Haq, a student in the Department of Food Science and Technology. Mr. Haq has requested assistance with hostel accommodation due to financial constraints, as he cannot afford rental accommodation and commuting from Anantnag district is challenging. His current shared rental accommodation is adversely affecting his studies.

Meeting Details:

- Date: 27th Nov. 2023
- Time: 02:00 pm
- Venue: Conference room

Your presence at this meeting is highly appreciated as we work together to address Mr. Ahmed's grievance and uphold the integrity of the SGRC's mandate.

Thank you for your cooperation.


Chairperson


Dr. Adil Gani

Chairperson
Dept. of Food Science
and Technology
University of Kashmir

FYI:

- Student Grievance Redressal Committee Members
- Complainant (Mr. Abrar ul Haq)



Department of Food Science Technology
University of Kashmir, Hazratbal, Srinagar
(NAAC Accredited Grade – A+)

No.F:-(SRGC)FST/KU/24

Dated: 23rd May, 2024

NOTICE

This is to inform all members of the Student Grievance Redressal Committee (SGRC) and student representatives that a new grievance has been received from Mr. Abrar Ul Haq, a student in the Department of Food Science and Technology. Mr. Haq has requested assistance with hostel accommodation due to financial constraints, as he cannot afford rental accommodation and commuting from Anantnag district is challenging. His current shared rental accommodation is adversely affecting his studies.

Meeting Details:

- Date: 27th May 2024
- Time: 02:00 pm
- Venue: Conference room

Your presence at this meeting is highly appreciated as we work together to address Mr. Ahmed's grievance and uphold the integrity of the SGRC's mandate.

Thank you for your cooperation.

Chairperson


Dr. Adil Gani

Dept. of Food Science
University of Kashmir

FYI:

- Student Grievance Redressal Committee Members
- Complainant (Mr. Abrar ul Haq)

MINUTES OF MEETING

Date: [27th May 2024]

Time: [2:00 pm]

Venue: Advanced Food Science Research Facility, Processing Plant II

Members Present:

- Dr. Adil Gani (Chairperson)
- Dr. Sabeera Muzzaffar (Faculty Representative)
- Dr. Waqas N Baba (Faculty Representative)
- Mr. Rayees Bakshi (Administrative Staff)
- Dr. Manzoor Ahmad Mir (External Member)
- Class Representatives of the active semesters

Agenda:

1. Review of Abrar UI Haq's grievance for hostel accommodation due to financial constraints.

Proceedings:

- The meeting commenced with a review of the grievance submitted by Mr. Abrar UI Haq.
- Dr. Adil Gani outlined the details of the grievance, highlighting Mr. Haq's financial difficulties and the impact of his current living conditions on his studies.
- Dr. Sabeera emphasized the importance of providing support to students facing financial hardships to ensure their academic success.
- Dr. Waqas N Baba suggested reviewing available hostel accommodations and prioritizing students with similar financial challenges.
- Student representatives supported the need for immediate assistance and proposed a temporary accommodation solution until a permanent room becomes available.

Resolution:

- The committee decided to take the following actions:
 1. Verify Mr. Abrar UI Haq's financial situation and current living conditions by [Insert Date].
 2. Investigate available hostel accommodations and identify a suitable room for Mr. Haq.
 3. Provide temporary accommodation if an immediate hostel room is not available.

4. Prioritize Mr. Haq for the next available hostel room to ensure his academic progress is not hindered.

Action Items:

- Chairperson to coordinate with the financial aid office to verify Mr. Haq's financial situation.
- Administrative staff to manage the search for available hostel accommodations.
- Student Representatives to communicate with Mr. Haq regarding the progress and temporary solutions.

The meeting adjourned at [3:00 pm].

Follow-Up:

- Verification of Mr. Haq's financial situation confirmed his need for assistance.
- Dr Sabeera Muzaffar will discuss the issue as a special case with the Hostel Warden and Mr. Haq will be moved to a permanent hostel room as soon as one becomes available.

Outcome: Mr. Abrar Ul Haq was informed about the plan to move him to a permanent hostel room soon. He expressed gratitude for the committee's support.

Case Status: In progress

Chairperson


Dr. Adil Gani

FYI:

- *Student Grievance Redressal Committee Members*
- *Complainant (Mr. Abrar ul Haq)*