



Office of the Chairperson of Students Grievance Redressal Committee

UNIVERSITY OF SCIENCE AND TECHNOLOGY, MEGHALAYA

(Established under Act No. 6 of 2008 enacted by the State Legislative Assembly Meghalaya and incorporated under section 22 & 2 (f) of the UGC Act 1956) Website: www.ustm.ac.in

Minutes of Meeting of Student Grievance Redressal Committee

Held on 30.4.2021, ✓

Time: 4:00pm

Venue: Online mode via zoom platform

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 30.4.2021 under the Chairmanship of Dr B. K. Das, Director, Administration, USTM. The meeting was called to discuss the settlement of the grievance related to request of conducting repeat examination of a few papers of End Semester held in March.2021.

Members present in the meeting-

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration	Chairperson ✓
2.	Dr. D. K. Sharma	Professor, Department of Zoology	Member
3.	Dr. K. K. Kakati	Professor, PQH School of Education	Member
4.	Dr. Palme Borthakur	Assistant Professor, Department of Earth Science	Member
5.	Dr. Nurujjaman Laskar	Controller Examination	
6.	Ms. Polly Borgohain	Director, University Classes	Member

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.


SGC: 2021:04:01

Agenda Notes: Grievance received from a few students regarding conducting repeat examination of a few papers of End Semester held in March.2021 as they failed to attend some papers due to internet issue in their places.

Resolution: After a wide discussion of the grievance with the concerned academic authority of the university, members present in the online meeting (via zoom platform) have taken the decision to hand over the matter to the Examination Branch. Accordingly, Examination Branch of the university have decided to conduct a Special Back paper examination for those students who failed to appear earlier. End semester examination held in the month of March,2021. Examination Branch will upload dates shortly.

Action taken: Resolution taken in the meeting SGC: 2020:09:01 came into action as the grievance was resolved by conducting increased number of online classes, uploading video lectures, NET classes via LMS, Googlemeet, Zoom and Facebook live update platforms during entire pandemic period.

The meeting ended with the vote of thanks by the Chairperson of the Student Grievance Redressal Committee (SGC).



(Chairperson)



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Minutes of Meeting of Student Grievance Redressal Committee

Held on 15.9.2021

Time: 4:00pm

Venue: Online mode via zoom platform

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 15.9.2021 under the Chairmanship of Dr B. K. Das, Director, Administration, USTM. The meeting was called to discuss the action taken of the grievance related to request of conducting repeat examination of a few papers of End Semester held in March.2021.

Members present in the meeting-

Sl. No.	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration	Chairperson
2.	Dr. D. K. Sharma	Professor, Department of Zoology	Member
3.	Dr. K. K. Kakati	Professor, PQH School of Education	Member
4.	Dr. Palme Borthakur	Assistant Professor, Department of Earth Science	Member
5.	Dr. Nurujjaman Laskar	Controller Examination	
6.	Ms. Polly Borgohain	Director, University Classes	Member

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.

SGC: 2021:09:01

Agenda Notes: To discuss the resolution taken for the grievance received from a few students regarding conducting repeat examination of a few papers of End Semester held in March.2021 as they failed to attend some papers due to internet issue in their places.

Action taken: Resolution taken in the meeting SGC: 2021:04:01 came into action as the grievance was resolved by conducting Special Back Paper Examination in August and September, 2021.

The meeting ended with the vote of thanks by the Chairperson of the Student Grievance Redressal Committee (SGC).

(Chairperson)

Registrar
University of Science & Technology,
Meghalaya



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UNIVERSITY OF SCIENCE & TECHNOLOGY MEGHALAYA
(Accredited 'A' Grade by NAAC)

Minutes of Meeting of Student Grievance Redressal Committee

Date: 25/04/2022

Time: 11:30PM

Venue: Conference Hall

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 25/04/2022 under the Chairmanship of Dr. B.K. Das, Director, Administration/DSW, USTM. The meeting was called to discuss the grievance received from few girl students about the defective of Sanitary Pad Vending Machine

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration/DSW	Chairperson
2.	Mrs. Anju Hazarika	Registrar	Member
3.	Ms. Polly Borgohain	Director, University Classes	Member
4.	Mr. Shamim Goney	Dy. Registrar	Member
5.	Dr. Palme Borthakur	Assistant Professor	Member
6.	Ms Fahmida S. Borah	Assistant Professor	Member
7.	Ms. Rishiparna Choudhury	Assistant Director Students Welfare	Convener

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.
SGC: 2022:04:25

Agenda Notes: On behalf of block-I, few girl students has submitted an application related to the Sanitary Pad Vending Machine not working properly.

Discussion:

1. Convener put forward the matter in front of the Chairperson and all members of the committee.
2. Chairperson put forward the matter to the estate officer for repairing the machine.
3. Dy. Registrar added that the contact person to be called to do servicing to all the vending machine within the campus.

Resolution:

1. Resolved that the matter to be forwarded to estate officer for the necessary action.
2. Resolved that the contact person of vending machines to be called to do servicing to all the vending machine within the campus.

Action taken: Resolution taken in the meeting SGC 2022:03:24 came into action as the grievance was resolved by installing a new water motor pump and looking after the hygiene.

The meeting ended with thanks by the Chairperson and vote of thanks by Assistant Director Students Welfare of the Student Grievance Redressal Committee (SGC).


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(Chairperson)

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Registrar
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Minutes of Meeting of Student Grievance Redressal Committee

Date: 24/03/2022

Time: 11:30AM

Venue: Conference Hall

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 24/03/2022 under the Chairmanship of Dr. B.K. Das, Director, Administration/DSW, USTM. The meeting was called to discuss the grievance received from few hostelers from Kasturba Girls' Hostel about regular problems regarding water and hygiene.

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration/DSW	Chairperson
2.	Mrs. Anju Hazarika	Registrar	Member
3.	Ms. Polly Borgohain	Director, University Classes	Member
4.	Mr. Shamim Goney	Dy. Registrar	Member
5.	Dr. Palme Borthakur	Assistant Professor	Member
6.	Ms Fahmida S. Borah	Assistant Professor	Member
7.	Ms. Rishiparna Choudhury	Assistant Director Students Welfare	Member Convener

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.
SGC: 2022:03:24

Agenda Notes: To discuss the grievance received on 23/03/2022 from few students regarding water facilities and hygiene at the hostel

Discussion:

1. It was opined by the members that an investigation to be done at the hostel.
2. The hostel caretaker to be call discussing all the major points about hostel water facility and hygiene.

Resolution:

1. Resolved that an urgent investigation will be done at the hostel about the hygiene and also cleaning the bathrooms twice daily.
2. Resolved that Spraying of disinfectant is made mandatory in all the hostels from time to time.
3. Resolved after a detail discussion to install a new water motor pump as it is found there is a problem with the old one.

Action-taken: Resolution taken in the meeting SGC: 2022:02:27 came into action as the grievance was resolved by increasing the number of yoga classes per department from the coming even semester and improving the Wifi facility within the campus.

The meeting ended with thanks by the Chairperson and vote of thanks by Assistant Director Students Welfare of the Student Grievance Redressal Committee(SGC).

Registrar
University of Science & Technology,
Meghalaya

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Minutes of Meeting of Student Grievance Redressal Committee

Date: 27/02/2022

Time: 10:30AM

Venue: Conference Hall

A meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was convened on 27/02/2022 under the Chairmanship of Dr. B.K. Das, Director, Administration/DSW, USTM. The following internal committee members attended the meeting-

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration/DSW	Chairperson
2.	Mrs. Anju Hazarika	Registrar	Member
3.	Ms. Polly Borgohain	Director, University Classes	Member
4.	Mr. Shamim Goney	Dy. Registrar	Member
5.	Dr. Palme Borthakur	Assistant Professor	Member
6.	Ms Fahmida S. Borah	Assistant Professor	Member
7.	Ms. Rishiparna Choudhury	Assistant Director Students Welfare	Member Convener

The Chairperson welcomes all the members to the meeting and briefly explain about the process of receiving the suggestions from the students through suggestion box. The suggestions posted by the students were discussed:

SGC: 2022:02:27

Agenda Notes: To discuss the grievance received from few students regarding Wifi improvement and for scheduling yoga classes more frequently.

Discussion:

1. After detail discussion between the members it is decided to instruct the yoga mentors, Anamika Boro and Priyanka Baishya to increase the number of yoga classes per department.
2. Meeting also instructed to improve the Wifi facility within the campus.

Resolution:

1. Resolved that Anamika Baro and Priyanka Baishya, yoga instructors to increase the number of yoga classes per department from the coming Even semester.
2. Resolved that the university campus Wifi facility to be improve.

Action taken: Resolution taken in the meeting SGC: 2022:01:17 came into action as the grievance was resolved by monitoring the hostel, talking with the hostel catering service regarding improvements in the service failing which their catering service to be withdrawn.

The meeting ended with thanks by the Chairperson and vote of thanks by Assistant Director Students Welfare of the Student Grievance Redressal Committee(SGC).

(Chairperson)

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Minutes of Meeting of Student Grievance Redressal Committee

Date: 17/01/2022

Time: 11AM

Venue: Director Administration Office

The meeting of Student Grievance Redressal Committee(SGC) of University of Science & Technology, Meghalaya was held on 17/01/2022 under the Chairmanship of Dr. B.K.Das, Director, Administration/DSW, USTM. The meeting was called to discuss the grievance received from few hostelers from Girls' Hostel about quality, hygiene and untimely serving of food at the hostel.

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration/DSW	Chairperson
2.	Mrs. Anju Hazarika	Registrar	Member
3.	Dr. Palme Borthakur	Assistant Professor	Member
4.	Ms Fahmida S. Borah	Assistant Professor	Member
5.	Ms. Rishiparna Choudhury	Assistant Director Students Welfare	Convener

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.
 SGC: 2022:01:17

Agenda Notes: To discuss the grievance received on 16/01/2022 from few students regarding food being served at the hostel

Discussion: 1. It was opined by the members that an urgent investigation to be done at the hostel.

2. The hostel catering service to be called discussing all the major points about hostel complaints.


3. Meeting instructed to give reminder to the person who is running the hostel for improvements, failing which services can be withdrawn for the benefit of the students.

Resolution: 1. Resolved that an urgent investigation will be done at the hostel and the Assistant DSW is assigned to do the needful.

2. Resolved that the hostel catering service will be called for improvements of the quality of food failing which services can be withdrawn.

Action taken: Resolution taken in the meeting SGC: 2022:01:17 came into action as the grievance was resolved with immediate effect.

The meeting ended with thanks by the Chairperson and vote of thanks by Assistant Director Students Welfare of the Student Grievance Redressal Committee(SGC).



 (Chairperson)





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Minutes of Meeting of Student Grievance Redressal Committee

Held on 27.11.2021

Time: 12:00pm

Venue: DSW office

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 27.11.2021 under the Chairmanship of Dr B. K. Das, Director, Administration, USTM. The meeting was called to discuss the grievance received from Darisha Marwein, a hosteler of Wisdom Cottage hostel and a student of 1st Semester, Mathematics department on her medical complications.

Members present in the meeting-

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration	Chairperson
2.	Dr. Palme Borthakur	Assistant Professor	Nodal Officer
3.	Mrs. Anju Hazarika	Registrar	
4.	Mr. Shamim Guney	Deputy Registrar, Administration	
5.	Dr. Madhusmita Borthakur	Assistant Professor	Member
6.	Ms. Fahmida S. Borah	Assistant Professor	Member

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.

SGC: 2021:11:02

Agenda Notes: To discuss the resolution taken for the grievance received from Darisha Marwein, a hosteler of Wisdom Cottage hostel and a student of 1st Semester, Mathematics department on her medical complications. The student has problems in taking solid food and travelling from hostel to university campus as she has severe vomiting problem.

Resolution: 1. The student named Darisha Marwein will be shifted to university campus hostel with immediate effect.

2. The hostel warden is instructed to provide the student easily digestible food and liquid diet in her all meals.

3. The student declared in her application that she is residing in the university hostel with all her medical complications at her own risk and with her parent's consent has been considered and kept in records. *University will not be held responsible for any untoward incident under her medical ground as per her declaration.* Resolution taken in the meeting SGC: 2021:11:02 came into action as the grievance was resolved with immediate effect.

The meeting ended with the vote of thanks by the Nodal Officer of DSW.

(Chairperson)

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Minutes of Meeting of Student Grievance Redressal Committee

Held on 27.11.2021

Time: 12:00pm

Venue: DSW office

The meeting of Student Grievance Redressal Committee (SGC) of University of Science & Technology, Meghalaya was held on 27.11.2021 under the Chairmanship of Dr B. K. Das, Director, Administration and DSW, USTM. The meeting was called to discuss the grievance related to filling a complaint against Paboni Rabha, a hosteler of Astha Hostel for her unethical activities.

Members present in the meeting-

Sl No	Members Name	Designation	Designation in the committee
1.	Dr B. K. Das	Director, Administration	Chairperson
2.	Dr. Palme Borthakur	Assistant Professor	Nodal Officer
3.	Mrs. Anju Hazarika	Registrar	
4.	Mr. Shamim Guney	Deputy Registrar, Administration	
5.	Dr. Madhusmita Borthakur	Assistant Professor	Member
6.	Ms. Fahmida S. Borah	Assistant Professor	Member

Chairperson welcomes all the members to the meeting and initiated discussion as per agenda item.

SGC: 2021:11:01

Agenda Notes: To discuss the resolution taken for the grievance received from Rina Rabha a student of M.Sc.in Zoology 3rd semester and a hosteler of Astha Hostel. Rina Rabha filed a complaint against Paboni Rabha, 3rd semester, Department of Education and a hosteler of Astha Hostel that Paboni Rabha verbally abused Rina Rabha and harassed her by opening a fake FaceBook account in her name and uploaded offensive and fake information. Rina Rabha submitted all required evidences against Paboni Rabha and prayed to redress her grievance.

Resolution: 1. After going through all evidences and discussion it is decided by the committee to suspend Paboni Rabha from Astha Hostel with immediate effect.

2. Parents of Paboni Rabha will be called for a meeting with the committee.

3. Paboni Rabha will be given Counselling Sessions by university counsellors for her reformation as suggested by the committee.

Action taken: Resolution taken in the meeting SGC: 2021:11:01 came into action as the grievance was resolved with immediate effect.

The meeting ended with the vote of thanks by the Nodal Officer of DSW.


(Chairperson)

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OFFICE OF THE REGISTRAR
UNIVERSITY OF SCIENCE AND TECHNOLOGY MEGHALAYA
(Accredited 'A' Grade by NAAC)

Ref no: USTM/REG/ARC/Cir-2021/09(A)

Date: 15/07/2021

Minutes of Meeting of Anti Ragging Committee

Time: 12:00noon

Venue: Conference Hall, Block A

The Anti Ragging committee meeting is held on 15/07/2021 at 12 noon in the Conference Hall, Block A. **No Cases of Ragging** is reported and therefore the Chairperson congratulated the committee members and requested to keep a strong monitoring for future aids.

The following points are discussed in the meeting:

1. To regulate ragging issues among the hostel Students, staff is appointed to visit hostels every week.
2. If any incident of ragging occurs it is the duty of the senior students to bring it to the notice of higher officials.

The following are the members present:

Sl no.	Members Present	Designation in the committee
1.	Dr. A.H. Barbhuiyan	Chairperson
2.	Mr. Shamim Goney	Convenor
3.	Ms. Mehjabin Rahman	Member
4.	Dr. Nazeer Hussain	Member
5.	Mr. Rizaul Karim Ahmed	Member
6.	Mr. Aftab Khan	Member


Registrar


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University of Science & Technology,
Meghalaya