

TECNIA INSTITUTE OF ADVANCED STUDIES

(A Unit of Health & Education Society, Delhi)
Affiliated to Guru Gobind Singh Indraprastha University, Delhi
Recognized Under Sec. 2(f) of UGC Act 1956,
Approved by AICTE, Ministry of Education, Govt. of India
Institutional Area, Madhuban Chowk, Rohini, New Delhi, 110085, India

CRITERION 5

Curricular Aspects

5.1 STUDENT SUPPORT

Metric 5.1.4

SSR-DVV Clarification





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Criteria 5

Student Support & Progression

Key Indicator: 5.1 Student Support

5.1.4: The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

Minutes of Meeting & Report of Grievances from the concerned committee

S. No.	Particulars	Page No.
1a.	Minutes of Meeting of Student Grievance Redressal Committee	3
1b.	Minutes of Meeting of Anti-Ragging Committee	5
1c.	Minutes of Meeting of Internal Complaint Committee	7
1d.	Minutes of Meeting of SC ST Committee	9
2.	Report of grievances from the concerned committee	10-11

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Reason: Certified Copy
Location: New Delhi
Date: 21-Nov-2024
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1a. Minutes of Meeting of Student Grievance Redressal Committee



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INSTITUTIONAL AREA MADHUBAN CHOWK, ROHINI, DELHI 110085
Tel: 91-11-27555121-24, E-Mail : director@tecnia.in, Website: www.tiaspp.tecnia.in



Ref. No: TIAS/Dir.Off./2023-24/03

Date: 21.08.2023

Minutes of Meeting (MoM) Student Grievance Redressal Committee (SGRC)

Date: August 21, 2023

Time: 11:00 AM

Venue: Conference Hall

Chairperson: Dr. Monisha

Attendees:

S.No	Name	Designation	Department
1	Dr. Monisha	I/c Student Welfare	Dept. of Management
2	Dr. H. L. Nagaraja	Psychologist	Counselor
3	Dr. M. N. Jha	Dean Academics	Dept. of JMC
4	Dr. Preeti Jindal	Nodal Officer	Dept. of Mgt. Sciences
5	Mr. Hemant Nagpal	Admin Officer	Admin
6	Mrs. Chesta Agarwal	Member	Dept. of ICT
7	Mrs. Sania	Member Secretary	Dept. of ICT

Special Invitees:

1. Mr. Rajesh Kumar, Caretaker
2. Mr. Chanderkant, Electrician

Agenda

1. Review of agendas of previous meeting
2. Grievances:
 - Leakage of Water Cooler
 - Improper working of AC

Minutes

1. Review of agendas of previous meeting

In the SGRC meeting, the members reviewed the agendas of the previous meeting, focusing on progress of issues. A key case discussed was a complaint about frequent disruptions in Wi-Fi connectivity on campus. The committee proposed upgrading the network infrastructure and increasing the number of access points to ensure consistent internet access. The issue was resolved satisfactorily.

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2. Grievances:

Grievance 1: Water cooler leakage on the 3rd floor.

Complainant: Arnab Sharma, BBA, 1st Year.

Details: A student of BBA reported that the water cooler located on the 3rd floor is leaking, causing water to accumulate on the floor, which poses inconvenience to students. The issue requires immediate attention.

Action Taken: The committee acknowledged the complaint and directed Admin Officer to inspect and resolve the issue at the earliest. A follow-up will be conducted to ensure the problem is rectified promptly.

Grievance 2: Air Conditioner not functioning properly in Room No. 1409.

Complainant: Nikita Rana, MBA, 1st Year.

Details: A student of MBA reported that the Air Conditioner in Room No. 1409, 4th Floor, PG Building is not working efficiently, resulting in inadequate cooling and discomfort during classes.

Action Taken: The grievance was acknowledged, and the maintenance team was immediately informed to inspect and repair the air conditioner. A timeline for resolution was requested, and a follow-up will be conducted to confirm the completion of the repair work.

At the end, the Chairperson thanked all members for their active participation and emphasized the importance of timely implementation of the discussed action points.


Ms. Sania

Member Secretary

Student Grievance Redressal Committee

Student Grievance Redressal Committee

Tecnia Institute of Advanced Studies

Madhuban Chowk, Rohini, Delhi -85



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1b. Minutes of Meeting of Anti-Ragging Committee



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Tel: 91-11-27555121-24, E-Mail : directortias@tecnia.in, Website: www.tiaspg.tecnia.in



Ref.No. : TIAS/ARC/2023-24/82

Date: 21st September, 2023

Anti-Ragging Committee Minutes of Meeting

A meeting of Anti-Ragging Committee was held on 21.09.2023 at 11:00 AM at the Conference Room, PG Building, TIAS. Following members were present in the meeting-

S.No.	Name of the Committee Member	Designation	Committee Member
1	Dr. Ajay Kumar	Director	Ex-Officio
2	Dr. Monisha	In/c Student Welfare, HoD BBA (1st Shift)	Chair
3	Dr. M.N. Jha	Dean- Academics	Faculty
4	Dr. Pooja Sharma	HOD MBA	Faculty
5	Dr. Archana Dixit	HoD BBA (2nd Shift)	Faculty
6	Dr. Gopal Thakur	HoD, BA(JMC)	Faculty
7	Dr. Sandeep Kumar	IQAC, Coordinator	Faculty
8	Dr. Nivedita	Head, T & P Cell	Faculty
9	Mr. Mayank Arora	Admission In-charge	Faculty
11	Mr. Hemant Nagpal	Admin Officer	Non-Teaching
12	Dr. Bharat Jha	Local Media Rep.	Member
13	Mr. P.R. Sharma	Rep. of Public & Civil Admin.	Member
14	Ms. Isha Sharma	Student Counselor	Member Secretary

Meeting Agenda:

1. To review of the progress and performance of the Anti-Ragging Committee till date.
2. Planning of anti-ragging measures for the upcoming session in compliance with UGC/AICTE/GGSIP University Regulations on "Curbing the Menace of Ragging in Higher Education Institutions" for the session 2023-24.
3. Review of schedule of Anti Ragging Squad
4. Any other items with the Chair's approval.

Minutes of Meeting:

The Director/Chairman of the committee discussed the following points in the meeting:

- 1: The committee reviewed the progress and performance of the Anti-Ragging Committee till date. Members acknowledged the successful implementation of awareness programs, workshops, and preventive measures.
- 2: Planning of workshop on anti-ragging measures for the current session:
 - It has been decided in the meeting to conduct workshop on Anti-Ragging awareness program in the Institute to spread awareness of the importance of a ragging free campus.
 - It has been decided to display posters in all the departments to create awareness about ragging.
- 3: Review of schedule of Anti Ragging Squad:
 - Schedule of Anti Ragging Squad was reviewed by the committee members. All the members were satisfied with the formation of squad having range of members specially senior students of every department along with faculty members from both PG Block and UG Block.
- 4: Measures for regular interaction and counseling with the students.
 - Members requested to have presence of posters/displays to curb ragging & display of names of members at more locations.

Signature

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- All the committee members were instructed to interact with the students on regular basis and inform them about the ill effect of ragging.
- No complaint was observed and received from students

The Chairman of the committee commended the efforts of the committee members and urged them to remain vigilant when the new session begins. He encouraged them to report any issues to the Director's office, assuring that any problems would be addressed promptly. Finally, the Chairman expressed his appreciation for the committee's role in maintaining a ragging-free campus. The meeting concluded with a vote of thanks to the Chair.

Isha Sharma
Member Secretary
Anti-Ragging Committee

Anti-Ragging Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi -85

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1c. Minutes of Meeting of Internal Complaint Committee



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Ref. No. : TIAS/ICC/2023-24/28

Date: 30.08.2023

Internal Complaint Committee (ICC) Minutes of Meeting

A meeting of **Internal Complaint Committee (ICC)** was held on 30th August, 2023 at 11:00 AM at the Conference Room, PG Building, TIAS. Following members were present in the meeting:

S.No.	Name	Designation	Department
1.	Dr. Monisha	Chair- I/c Student Welfare	Faculty-Dept. of Mgt.
2	Dr. Pooja Sharma	Member Secretary	Faculty-Dept. of Mgt.
3	Dr. Sandeep Kumar	Member	IQAC, Coordinator
4	Ms. Preeti Batra	Member	PRO
5	Dr. Shaheen Bano	Member	Faculty-Dept. of JMC
6	Dr. Bharat Jha	Representative- NGO & Media (Indraprastha Shiksha - Evam Khel Vikash Sangathan, Geeta Prakashan News)	Representative- NGO

Members not present

S.No	Name	Designation	Department
1	Dr. Nivedita	Member	Head, T&P Cell
2	Ms. Chesta Agarwal	Member	Faculty-Dept. of ICT

Agenda

1. Review of activities executed/planned for the academic year 2023-24.
2. Initiatives to spread awareness among students about the ICC and its role.
3. Grievance Received: Verbal Abuse Complaint

Minutes of Meeting:

Dr. Monisha opened the meeting with a warm welcome to all attendees and provided an overview of the agenda, emphasizing the importance of the topics to be discussed.

1: Review of activities conducted/planned for the academic year 2023-24:

- The committee reviewed the events conducted as well as planned activities.

Executed Activity:

- i. Poster Making on Girl Child: The activity was successfully conducted on 25th August, 2023 with the aim to understand the challenges faced by the girl child cultivates empathy and to analyze complex issues related to gender inequality.

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Planned Activities:

- i. Gender Sensitization Workshop: In order to develop a deeper understanding of gender-related issues and to critically analyze gender stereotypes.
- ii. Competition on the Role of Media in Women Empowerment: With the objective of Gender Equality and Women's Empowerment within the community and redefining gender roles by allowing them to pursue their goals more freely.
- iii. Activity on Women's Rights and Empowerment with the view to provide the students a deeper understanding of the challenges women face in professional environments, including biases, stereotypes, and systemic barriers.
- iv. Awareness regarding Women Health and Reproductive Rights in order to expand consciousness amongst young girls on Hygiene.
- v. Seminar on Women Mental Health for providing knowledge about various mental health disorders, such as anxiety, depression, and stress-related condition to girls.

The members discussed the planned activities, focusing on their execution and potential outcomes. Key implications were analyzed to ensure alignment with objectives and address anticipated challenges

2: Initiatives to spread awareness among students about the ICC and its role.

- The committee suggested increasing awareness among students about the processes for reporting sexual harassment and promoting a safer environment.
- Members were concerned regarding less display of messages concerned with women in the Institute. They emphasized to have posters & displays of members of ICC at various locations in the campus.

3: Grievance Received: Verbal Abuse Complaint

Issue Reported: Mr. Bharat, a BBA 2nd-year student, lodged a complaint concerning an issue of verbal abuse among students occurring in February 2024. The abusive behavior included derogatory remarks, insults, and threats, impacting both academic and social interactions.

Impact: The incident created a distressing atmosphere, leading to emotional distress, reduced academic engagement, and a heightened sense of insecurity on campus.

Actions Taken: The committee initiated an investigation, interviewing involved parties and collecting evidence to address the allegations of verbal abuse.

Support Services: ICC coordinated with the counselor to offer support services and provide resources for affected students to manage emotional distress effectively.

4: Closing Remarks: The chairperson thanked the members for their valuable contributions and insights. The meeting was adjourned at 11:45 am.


Dr. Pooja Sharma

Member Secretary

Internal Complaint Committee

Nodal Officer, ICC

Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi -85

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1d. Minutes of Meeting of of SC ST Committee



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Tel: 91-11-27555121-24, E-Mail : director@tiaa@tecnia.in, Website: www.tiaapp.tecnia.in



Ref. No: TIAS/Dir.Off./2023-24/ 09

Date: 22.08.2023

SC/ST Committee Minutes of Meeting

A meeting of SC/ST committee was held on 22nd August, 2023 at 11:00 AM in Conference Room. Following members attended the meeting:

1. Ms. Meenakshi Azad, Faculty - Dept. of Mgt. Sc. – Chairperson *Meenakshi Azad*
2. Dr. Monisha, Faculty, Dept. of Mgt. Sc. – Member *Monisha*
3. Dr. Sandeep Kumar, Faculty - Dept. of Mgt. Sc. – Member *Sandeep Kumar*
4. Dr. Rubeena Bano, Faculty - Dept. of Mgt. Sc. – Member *Rubeena*
5. Ms. Sania, Faculty, Dept. of ICT – Member *Sania*
6. Mr. Amit Sharma, Faculty - Dept. of JMC – Member *Amit Sharma*

Members not present in the meeting:

1. Dr. Pushpa Rani, Member, Faculty - Dept. of Mgt. Sc.
2. Mr. Ketan Kumar Kataria, Member, Faculty - Dept. of JMC

Following meeting agenda were taken up in the meeting:

Agenda:

1. Welcome and Opening Remarks by the Chairperson.
2. Review of Previous Meeting Minutes.
3. Grievance Redressal Mechanism

Minutes of the Meeting:

1. Opening Remarks:

The Chairperson, Ms. Meenakshi Azad, welcomed all members and emphasized the importance of the committee in promoting equity and welfare for SC/ST communities within the institution.

2. Review of Previous Minutes:

The minutes of the previous meeting were discussed and reviewed in detail. Key action points were addressed, and updates on progress were shared by the members. The minutes were approved unanimously after minor clarifications.

3. Grievance Redressal Mechanism:

It was discussed in the meeting that efforts should be made to increase student awareness regarding reservation policies for SC/ST students. The committee emphasized the importance of ensuring all students are well-informed about their rights and opportunities.

4. No Grievance Received:

No grievance was received during the reporting period, indicating a potentially improved environment for SC/ST students and staff. The committee acknowledged this but emphasized the need to continue promoting the grievance redressal mechanism to ensure everyone feels encouraged to voice their concerns if needed.

5. Closing Remarks:

The Chairperson, Ms. Meenakshi Azad, thanked the members for their active participation and emphasized the importance of implementing the discussed action points. The meeting adjourned at 11:30 am.

Meenakshi Azad
Meenakshi Azad

Chairperson
SC/ST Committee

SC-ST Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi - 85

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2. Report of grievances from the concerned committee

Dated: 22.08.2023

To

Admin Officer
Tecnia Institute of Advanced Studies
Rohini, Sector-14, Delhi-110085

Subject: Air Conditioner and Water Cooler not working properly

Dear Mam,

This is in regard to the request made by MBA & BBA students, regarding improper working of AC of Room 1409, 4th Floor, PG Building and regarding leakage of water cooler on 3rd floor, PG Building. It is leaking, causing water to accumulate on the floor, which poses inconvenience to students. It is not working efficiently, resulting in inadequate cooling and discomfort during classes.

In the meeting of ICC held on 21st August, 2023 Mr.Chanderkant, Electrician, was suggested to look into the matter regarding AC working of AC of Room 1409, 4th Floor, PG Building and Mr. Rajesh, Caretaker, was instructed to take immediate action regarding leakage of water cooler on 3rd floor, PG Building

It is hereby requested to you to look into the matter and take the follow up to ensure the completion of repair work.

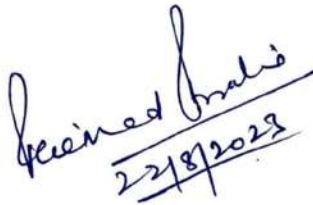
Quick intervention would be appreciated.

Thanking you in anticipation.

Yours Sincerely,



Ms. Sania
Member Secretary
Student Grievance Redressal Committee
Tecnia Institute of Advanced Studies
Madhuban Chowk, Rohini, Delhi -85


22/8/2023

cc.: Mr.Chanderkant, Electrician
Mr. Rajech, Caretaker



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Report on Resolution of Grievances

To
Ms. Sania
Member Secretary
Student Grievance Redressal Committee
Tecnia Institute of Advanced Studies
Rohini, Sector-14, Delhi-110085

Subject: Status Update on Reported Issues – Air Conditioner and Water Cooler

Date: 2nd September, 2023

Reference: Grievance resolution report submitted for meeting of ICC held on 21st August 2023 and request received on 22nd August, 2023 thereof.

Purpose: Update on the resolution of grievances raised by MBA and BBA students regarding the improper functioning of the air conditioner in Room 1409 (4th Floor, PG Building) and the major leakage issue in the water cooler on the 3rd Floor (PG Building).

Actions Taken:

1. Air Conditioner in Room 1409:

- o The AC unit has been repaired and is now fully operational.
- o The cooling efficiency has been restored, ensuring a comfortable learning environment for students.

2. Water Cooler on 3rd Floor (PG Building):

- o The water cooler had a major leakage issue, which was beyond simple repair.
- o To address this, the existing unit has been replaced with a new water cooler.
- o The new cooler is functioning properly, providing clean and efficient cooling water without any leakage or associated hazards.

Remarks:

Both issues have been resolved as per the directives provided in the ICC meeting. Follow-ups have been conducted to ensure the functionality and safety of the newly installed and repaired equipment. Please feel free to contact the undersigned for any further updates or concerns.


Admin. Officer
Tecnia Institute of Advanced Studies

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