

Annexure – 18.5 (II)

Ghousia institute of Technology for women

Hosur Road, Bangalore

NOTICE

Ref.No/ GIW/Gr/2025-26/ 301

Date: 3/10/2025

The following members of the Grievances -Redressal Committee attended the meeting held on **6th October, 2025** in the Principal's Chamber at 10:50 am:

Sl. No.	Faculty/ Staff members & designation	Position
1	Dr. H. M Parveez Ahmed Professor, Department of Chemistry	Convener
2	Dr. Muneer Basha H Professir, Department of Mathematics	Member
4	Mrs. Ruksana Begum Asst. Professor, Department of CS&E	Member
6	Mrs. Ayesha Sultana Asst. Professor, Department of CS&E	Member
Student Members		
8	Madeeha Firdose khanum, 1 st sem, CS&E	Member
9	Noor anjum, 1 st sem, CS&E	Member
10	Sara Suleman Shaikh, 1 st sem, CS&E	Member
11	Harini R, 3 rd Semester, CS&E	Member
12	Mehara Afsha, 3 rd semester, CS&E	Member
13	Naziya Khanum Jagirdar, 3 rd semester, CS&E	Member
14	Dhanushree, 5 th semester, CS&E	Member
14	Ruchitha P, 5 th semester, CS&E	Member
16	Afiya zuha, 5 th semester, CS&E	Member
17	Farheen Firdous, 5 th semester, CS&E	Member
18	Tasmiya Fathima K A, 5 th semester, CS&E	Member
19	Almas Anjum, 5 th semester, CS&E	Member
20	Soubhagya, 5 th semester, CS&E	Member
21	Varshini VH, 5 th semester, IS&E	Member
22	Sidra Kaleem, 5 th semester, CS&E	Member

Copy to :All Concerned Members

Principal
PRINCIPAL

Minutes of the Meeting - Grievances and Redressal Committee

Date: 6th Octo, 2025

Time: 10.50 am

Venue: Principal office

Agenda:

Discussion and redressal of student grievances

Attendees:

Sl. No.	Faculty/ Staff members & designation	Position
1	Dr. H. M Parveez Ahmed Professor, Department of Chemistry	Convener
2	Dr. Muneer Basha H Prof., Department of Mathematics	Member
4	Mrs. Ruksana Begum Asst. Professor, Department of CS&E	Member
6	Mrs Ayesha Sultana Asst. Professor, Department of CS&E	Member
Student Members		
8	Madeeha Firdose khanum, 1 st sem, CS&E	Member
9	Noor Anjum, 1 st sem, CS&E	Member
10	Sara Suleman Shaikh, 1 st sem, CS&E	Member
11	Harini R, 3 rd Semester, CS&E	Member
12	Mehara Afsha, 3 rd semester, CS&E	Member
13	Naziya Khanum Jagirdar, 3 rd , semester, CS&E	Member
14	Dhanushree, 5 th semester, CS&E	Member
14	Ruchitha P, 5 th semester, CS&E	Member
16	Afiya Zuha , 5 th semester, CS&E	Member
17	Farheen Firdous, 5 th semester, CS&E	Member
18	Tasmiya Fathima K A, 5 th semester, CS&E	Member
19	Almas Anjum, 5 th semester, CS&E	Member
20	Soubhagya, 5 th semester, CS&E	Member
21	Varshini VH, 5 th semester, IS&E	Member
22	Sidra Kaleem, 5 th semester, CS&E	Member

Key Points Discussed:

- Students raised concerns about the cleanliness and maintenance of hostel facilities.
- Some students reported difficulties with the online course registration process.
- A request was made to increase the frequency of library hours.
- Ms. Afiya Zuha suggested procuring General Knowledge books for the library.

Action Taken:

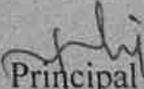
Hostel facilities: Maintenance team will conduct a thorough check and address cleanliness issues

Drinking water facility: RO water facility is arranged in areas with high student density to ensure access to clean drinking water.

Online course registration: IT team will resolve technical issues and provide support for smoother registration.

Library hours: Library hours will be extended to accommodate more students and the Principal instructed the librarian to proceed with the procurement of General knowledge books

Convenor


Principal
PRINCIPAL

Ghousia Institute of Technology for Women
Hosur Road, Bangalore-560029



GHOUSIA INSTITUTE OF TECHNOLOGY FOR WOMEN

Near Dairy Circle, Hosur Road, Bengaluru-560029, KARNATAKA

Affiliated to VTU., Belagavi, Recognized by Government of Karnataka & A.I.C.T.E., New Delhi

GITW/19-Aug-24/Ref.No:

MEMO

The following staff members and students are appointed as members for Student's Grievance Cell - GITW for the academic Year 2024-25 with effective from Aug-2024. The role and responsibilities of members of this cell is attached for reference. It is expected that the Grievance Cell acts as an effective forum for addressing and resolving student concerns in a fair, transparent, and timely manner.

S.N	Name	Designation	Mobile No	Email
1	Mrs. Ayesha Sultana	Convener, Assistant Professor & Chief Warden	9986068075	ayesha.sultana05@gmail.com
2	Mrs. Farha Mubeen	Staff Member, Assistant Professor	8095389912	farha.mbn@gmail.com
3	Mrs. Ruksana Banu	Staff Member, Assistant Professor	9035604068	ruksi.a16@gmail.com
4	Mrs. Naziya Farhat	Staff Member, Assistant Professor	9538142733	nazyafarhathch@gmail.com
5	Mrs. Shabana Begum	Staff Member, Assistant Professor	9980457526	begumshabana693@gmail.com
6	Ms. Afiya Zuha	Student Member	7892144479	afiyazuha9379@gmail.com
7	Ms. Dhanushree R	Student Member	9663202898	dhanushreedhanu833@gmail.com
8	Ms. Farheen Firdous	Student Member	8431851704	farheenfirdous2020@gmail.com
9	Ms. Ruchita P	Student Member	8073165321	ruchitha4737@gmail.com
10	Ms. Tasmiya Fathima K A	Student Member	8050730099	tasmiyaazeez1@gmail.com

Cc: To the above faculty members and students.

PRINCIPAL
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6. Reporting and Documentation

- Maintain proper documentation of all grievances received and the actions taken.
- Prepare periodic reports on the number and types of grievances addressed, pending issues, and resolutions achieved.
- Present findings and recommendations to higher authorities, if required.

7. Preventive Measures

- Identify recurring grievances and suggest preventive measures to the administration.
- Advise on policy changes or new initiatives that could reduce grievances and improve the student experience.

8. Review and Follow-Up

- Review the outcomes of grievance resolutions to ensure their effective implementation.
- Follow up with concerned parties to ensure the grievance has been satisfactorily resolved.

9. Compliance with Legal and Ethical Standards

- Adhere to the legal, ethical, and institutional standards in grievance redressal.
- Respect the privacy, rights, and dignity of all individuals involved in the grievance process.

10. Continuous Improvement

- Seek feedback from students and other stakeholders to continuously improve the grievance redressal process.
- Implement best practices and benchmark the grievance redressal mechanism against standards in other institutions.

These responsibilities help ensure that the Grievance Cell acts as an effective forum for addressing and resolving student concerns in a fair, transparent, and timely manner.