VELS INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS)

UNIVERSITY ETHICAL COMMITTEE (NON-RESEARCH)

MINUTES OF THE FIFTH MEETING

Meeting No.: UEC/05/2024-25
Academic Year: 2024–2025

Date

18 November 2024

Time

11.00 A.M.

Venue

MGR Block

Chairperson

Member Secretary

Members Present

The Chairperson welcomed all members to the Fifth Meeting of the University Ethical Committee (Non-Research). The quorum being present, the meeting commenced. The Member Secretary presented the Action Taken Report (ATR) of the previous meeting, highlighting improvements in the Class Committee system, Mentor–Mentee activities, student counselling, and academic monitoring.

Agenda

1. Confirmation of the Minutes of the Fourth Meeting.
2. Review of the Action Taken Report (ATR).
3. Review of the Online Grievance Redressal and Monitoring System.
4. Analysis of student grievances and grievance resolution status.
5. Review of Student Satisfaction Survey results.
6. Evaluation of student support services, counselling, mentoring, and welfare initiatives.
7. Discussion on Equal Opportunity practices, transparency, accountability, and ethical governance.
8. Strategies for strengthening stakeholder engagement and institutional responsiveness.

9. Alignment with **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), and **QS World University Rankings**.
10. Any other matter with the permission of the Chair.

Proceedings of the Meeting

The Chairperson emphasized that an effective grievance redressal mechanism is essential for maintaining transparency, fairness, accountability, and trust among all stakeholders. Members agreed that prompt grievance resolution enhances student satisfaction and contributes significantly to institutional quality.

The Member Secretary presented the report on grievances received through the University's Online Grievance Redressal Portal. The Committee reviewed grievances related to academics, examinations, library services, laboratory facilities, hostel accommodation, transport, infrastructure, student welfare, and administrative services. Members appreciated the timely disposal of most grievances while recommending faster response times for issues requiring interdepartmental coordination.

The Committee reviewed the effectiveness of the Online Grievance Monitoring System and recommended periodic monitoring of pending grievances. Departments were instructed to maintain proper records of grievances received, actions taken, closure reports, and stakeholder feedback to ensure transparency and accountability.

The Student Satisfaction Survey (SSS) conducted during the semester was discussed in detail. Feedback relating to curriculum delivery, teaching-learning practices, academic support, digital learning resources, laboratory facilities, library services, campus infrastructure, sports, extracurricular activities, and student services was analyzed. Members suggested that each department prepare an improvement plan based on the survey findings.

The Committee also reviewed the functioning of counselling services, mentoring activities, career guidance programmes, and psychological support initiatives. Members emphasized the importance of creating a supportive and inclusive campus environment that promotes student well-being, mental health, emotional resilience, and academic success.

The implementation of Equal Opportunity policies, anti-discrimination measures, and inclusive education practices was reviewed. The Committee recommended strengthening awareness programmes on student rights, responsibilities, ethical conduct, diversity, inclusion, and institutional values.

The Chairperson stressed that documentation of grievance records, corrective actions, student satisfaction reports, counselling activities, and welfare initiatives would serve as valuable evidence during institutional assessments under **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), and **QS World University Rankings**.

Members unanimously agreed that transparent governance, timely grievance redressal, and responsive student support services are fundamental to building stakeholder confidence and achieving continuous institutional improvement.

Resolutions Passed

The Committee unanimously resolved to:

1. Strengthen the Online Grievance Redressal and Monitoring System across the University.
2. Ensure timely resolution of all student grievances with proper documentation and follow-up.
3. Conduct Student Satisfaction Surveys periodically and implement corrective measures based on feedback.
4. Enhance counselling services, mentoring programmes, and student welfare initiatives.
5. Promote transparency, accountability, and ethical governance in all administrative and academic processes.
6. Strengthen Equal Opportunity practices and create an inclusive learning environment.
7. Maintain comprehensive records of grievances, resolutions, counselling activities, and student support services.
8. Align grievance management and student support systems with **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), and **QS World University Rankings**.

Action Points

Sl. No.	**Action Item**	**Responsibility**	**Timeline**
1	Monitor and review Online Grievance Portal regularly	Grievance Redressal Cell	Monthly
2	Dispose of grievances within the prescribed timeline	Heads of Departments	Continuous
3	Conduct Student Satisfaction Surveys	IQAC	Every Semester
4	Strengthen counselling and mentoring services	Student Counselling Centre & Faculty Mentors	Continuous

Sl. No.	Action Item	Responsibility	Timeline
5	Implement departmental improvement plans based on student feedback	Heads of Departments	Within one month
6	Submit grievance analysis and student support reports	Member Secretary & IQAC	Quarterly

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Expected Outcomes

The Committee expects the following outcomes:

- Faster and more transparent grievance redressal across the University.
- Improved student satisfaction with academic, administrative, and campus support services.
- Enhanced effectiveness of counselling, mentoring, and student welfare programmes.
- Increased stakeholder confidence through transparent governance and ethical institutional practices.
- Better implementation of Equal Opportunity policies and inclusive education initiatives.
- Strengthened institutional documentation supporting quality assurance and accreditation.
- Improved institutional performance under **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), and **QS World University Rankings**.

Conclusion

The Chairperson appreciated the constructive suggestions offered by all members and emphasized that student satisfaction and ethical governance are key pillars of institutional excellence. Members resolved to strengthen grievance monitoring, enhance student support services, and ensure that all recommendations are implemented effectively across the University.

The meeting concluded with a vote of thanks proposed by the Member Secretary.

Prepared by

Member Secretary

Reviewed and Approved by

Chairperson

Date: 18 November 2024