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

UNIVERSITY ETHICAL COMMITTEE (NON-RESEARCH)

MINUTES OF THE FIFTH MEETING

Meeting No.: UEC/05/2025-26
Academic Year: 2025–2026

Date

19 November 2025

Time

11.00 A.M.

Venue

Ratan Tata 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 and informed the Committee that Class Committee Meetings had been conducted successfully, mentoring records had been updated, remedial coaching programmes had been organized, and student feedback analysis had been completed across various Schools and Departments.

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 System and grievance resolution status.
4. Evaluation of Student Satisfaction Survey and stakeholder feedback.
5. Review of Student Support Services, Counselling, and Welfare initiatives.
6. Discussion on Institutional Transparency, Accountability, and Ethical Governance.
7. Review of grievance monitoring, response timelines, and corrective actions.
8. Strategies to strengthen stakeholder engagement and service quality.

9. Alignment with **NAAC**, **NIRF**, **IQAC**, National Education Policy (NEP 2020), 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 a vital component of ethical governance and institutional transparency. Members agreed that a responsive and fair grievance management system enhances stakeholder confidence, promotes accountability, and contributes to continuous institutional improvement.

The Committee reviewed the functioning of the Online Grievance Redressal System. The Member Secretary presented a consolidated report on grievances received from students, faculty members, administrative staff, and other stakeholders during the semester. The Committee observed that grievances related to academics, examinations, hostel facilities, transport, library services, IT support, infrastructure, student welfare, and administrative services had been addressed within the prescribed timelines. Members appreciated the efforts of the concerned departments in ensuring prompt resolution and effective follow-up.

The Committee reviewed the Student Satisfaction Survey (SSS) and other feedback mechanisms implemented through the University's digital platforms. Feedback relating to curriculum delivery, teaching quality, laboratory facilities, library resources, mentoring, placement support, digital learning, campus infrastructure, and student services was analyzed. Members recommended that departments prepare action plans to address areas requiring improvement and communicate the corrective measures taken to stakeholders.

The Committee discussed the effectiveness of Student Support Services, including academic counselling, mentoring, career guidance, psychological counselling, financial assistance, scholarships, hostel support, health services, and assistance for differently abled students. Members appreciated the University's student-centric approach and recommended strengthening awareness regarding the availability of these services.

The Committee also reviewed institutional practices related to transparency, accountability, and ethical governance. Members emphasized that grievance handling should remain impartial, confidential, timely, and evidence-based. Departments were advised to maintain complete records of grievance registration, investigation, resolution, appeals, and corrective actions to ensure transparency and compliance with institutional policies.

The Committee discussed the importance of stakeholder engagement and recommended conducting periodic awareness programmes regarding the grievance redressal process, student rights and responsibilities, ethical conduct, and institutional support mechanisms. It was further suggested that periodic satisfaction surveys be conducted to measure stakeholder perceptions and identify opportunities for service enhancement.

The Chairperson highlighted that an effective grievance redressal system, stakeholder satisfaction, transparent governance, and student support services contribute significantly to institutional excellence under **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), National Education Policy (NEP 2020), and **QS World University Rankings**. Members emphasized maintaining systematic documentation of grievances, feedback, action taken reports, satisfaction surveys, and service improvement initiatives for accreditation and quality assurance.

Resolutions Passed

The Committee unanimously resolved to:

1. Strengthen the Online Grievance Redressal System for timely, transparent, and effective grievance resolution.
2. Conduct periodic Student Satisfaction Surveys and stakeholder feedback analysis.
3. Enhance Student Support Services, counselling, mentoring, and welfare initiatives.
4. Ensure transparency, confidentiality, accountability, and fairness in grievance handling processes.
5. Strengthen communication regarding grievance procedures and available support services.
6. Monitor grievance resolution timelines and implement corrective and preventive actions wherever required.
7. Maintain comprehensive documentation of grievances, feedback, satisfaction surveys, and Action Taken Reports.
8. Align grievance management and stakeholder engagement initiatives with **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), National Education Policy (NEP 2020), and **QS World University Rankings**.

Action Points

Sl. No.	**Action Item**	**Responsibility**	**Timeline**
1	Review Online Grievance Redressal Portal and monitor pending cases	Grievance Redressal Cell	Monthly
2	Conduct Student Satisfaction Survey and stakeholder feedback analysis	IQAC	Every Semester
3	Strengthen counselling, mentoring, and student	Student Affairs &	Continuous

Sl. No.	Action Item	Responsibility	Timeline
	support services	Counselling Centre	
4	Organize awareness programmes on grievance procedures and institutional ethics	Grievance Redressal Cell & IQAC	Every Semester
5	Maintain grievance records, Action Taken Reports, and service improvement documentation	Member Secretary	Continuous
6	Submit consolidated grievance analysis and compliance reports	Grievance Redressal Cell	Quarterly

Expected Outcomes

The Committee expects the following outcomes:

- Improved efficiency and transparency in grievance redressal.
- Enhanced stakeholder confidence through timely and fair resolution of grievances.
- Increased student satisfaction with academic, administrative, and support services.
- Strengthened counselling, mentoring, and student welfare initiatives.
- Better institutional governance through systematic monitoring and evidence-based decision-making.
- Improved documentation supporting accreditation, quality assurance, and statutory compliance.
- Enhanced institutional performance under **NAAC**, **NIRF**, **IQAC**, Student Satisfaction Survey (SSS), National Education Policy (NEP 2020), and **QS World University Rankings**.

Conclusion

The Chairperson appreciated the valuable suggestions provided by the members and emphasized that transparency, accountability, and responsiveness are the cornerstones of ethical institutional governance. The Committee resolved to continuously strengthen grievance management systems, stakeholder engagement, and student support services to ensure a fair, inclusive, and student-centric academic environment.

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

Prepared by

Member Secretary

Reviewed and Approved by

Chairperson

Date: 19 November 2025