

 BCIHMCT	QUALITY MANUAL	Doc.No. BCIHMCT/MMI/001
	MINUTES OF THE MEETING (Grievance Redressal)	Issue Date 19.07.2024
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Agenda: General Meeting

Following points were discussed:

1. The Grievance Redressal form was handed over to the Ms. Sonia Asthana, Deputy Coordinator-Administration for ensuring that proper records are maintained with respect to any grievances received from students.
2. All committee members were informed that notices must be displayed at all prominent places in the Institute for creating awareness about the committee/cell and how the students can file their grievances.
3. Students were informed regarding the online system of filing grievances on the Institute's website available at Online Grievance Redressal System - Banarsidas Chandiwala Institute of Hotel Management and Catering Technology | Online Grievance Redressal Software (<http://www.bcihmct.ac.in>).
4. Heads of Departments and the members of the cell were asked to create awareness in their respective classes to encourage the students to bring forward their grievances, and also enable fair and timely resolution of the same.
5. Ms. Riya Yadav and Mr. Amit Kumar (Faculty Coordinators for the batch 2024-2028) were asked to incorporate a special session for spreading awareness amongst the upcoming batch of students regarding the Grievance Redressal of the Institute.

Members attended the meeting

1. Dr. Gagandeep Soni *Gagan*
2. Dr. Rachna Chandan *Rachna*
3. Dr. Manish Malhotra *Manish*
4. Mr. Deepak Chhikara
5. Mr. Nikhil Sharma
6. Ms. Jyotsna *Jyotsna*

*R.K. Bhandari*

R.K. BHANDARI  
Principal