

# Minutes of the First Meeting of the Grievance Redressal Committee

**Date:** 01.08.2023

**Time:** 3.30 pm

**Venue:** Hall No.-3

## Attendees:

1. Prof. Satya Narayan Panda, Principal - Chairperson
2. Dr. Lopamudra Behera, Asst. Professor - Member
3. Dr. Prachi Pattanaik, Asst. Professor - Member

## Agenda:

1. Introduction of Committee Members
2. Overview of Committee Objectives
3. Establishment of Procedures

### 1. Introduction of Committee Members:

- The meeting commenced with a brief introduction of all members present. Each member shared their background and experience relevant to the committee's work.

### 2. Overview of Committee Objectives:

- The Chairperson outlined the primary objectives of the Grievance Redressal Committee:
  - To provide a fair and transparent mechanism for addressing grievances.
  - To ensure timely resolution of complaints.
  - To uphold the principles of justice and equity within the organization.

### 3. Establishment of Procedures and Policies:

- The committee discussed and agreed upon the following procedures:
  - **Grievance Submission:** Complaints can be submitted in writing or electronically via a designated email address.
  - **Acknowledgment:** All grievances will be acknowledged within 48 hours of receipt.
  - **Investigation:** A thorough investigation will be conducted for each grievance. The timeline for resolution is set at 30 days.
  - **Resolution Communication:** The outcome of the investigation will be communicated to the complainant in writing.
- The Chairperson opened the floor for any other issues.
  - A suggestion was made to hold monthly meetings to ensure continuous monitoring and timely resolution of grievances.
  - It was agreed that a follow-up meeting would be scheduled in one month's time.

## Conclusion:

- The Chairperson thanked all members for their participation and contributions.
- The meeting was ended at 4.30pm.

 1/8/2023

**Principal**  
**Hindi Teachers' Training Institute,**  
**CUTTACK**