



Department of Students Welfare
University of Kashmir, Srinagar
(NAAC Accredited Grade A⁺)

No:KU2025/SR/DSW-25

Dated: 16th April, 2025

Most Urgent

The all Heads of Departments / Directors of Satellite Campuses
University of Kashmir

Subject: Submission of Grievances and Redressal Reports for NAAC Peer Team Visit

Dear Sir/Madam,

As you are aware, the NAAC Peer Team will be visiting the University of Kashmir shortly. One of the important parameters of student welfare and institutional assessment is the mechanism for addressing **student grievances and their effective redressal**.

In this regard, the Department is in the process of compiling grievances received from students along with the steps taken for their resolution. This documentation will serve as evidence of the University's commitment to maintaining a responsive and student-friendly environment.

You are requested to share a compiled report of:

1. **Student grievances received in your department/campus (if any), and**
2. **The actions taken to address and resolve these issues.**

The information may please be shared with this office by **April 22, 2025**, so that it can be included in the final documentation prepared for the NAAC Peer Team.

We highly appreciate your cooperation in ensuring the University continues to uphold the highest standards of student support and satisfaction.

With regards,

Sd/
Dean Students' Welfare

Copy to:

1. All members of the Kashmir University Grievance Committee
2. Special Secretary to the HVC for the kind information of Hon'ble Vice Chancellor
3. PS to Registrar for the kind information to the worthy Registrar

Urgent
Student Counsellors
E. Nasser / m. Suforaz
16/4/25



Post Graduate Department of Economics
University of Kashmir, Hazratbal, Srinagar-190006
(NAAC Re-accredited Grade A⁺)

Professor & Head

The grievance redressal committee has received three applications from Batch 2023 and six applications from Batch 2024 pertaining to the time period 2023 to 2025. The grievances received pertain to the following issues:

1. Quality of contractual teachers
2. Non-availability of rest room and adequate washrooms
3. Lack of ample infrastructure like smart board's and AC's
4. Cleanliness issues
5. Classes suffer during exams due to limited number of classrooms
6. Scarcity of books in the library
7. Lack of proper heating during winters
8. Unavailability of hot water in washroom's during winters
9. Blockage of water in washroom's
10. Low quality of classroom infrastructure like uncomfortable benches and chairs

The grievance redressal committee after checking the validity of the grievances forwarded the same to the concerned Head of department for further necessary action.

Signature's of Members of Grievance Redressal Committee:

1. E Mariam
2. Dr. Sajad Ahmad Bhat
3. Mrs. Jamsheda
4. Mrs. Gulshan
5. CR Girls
6. CR Boys

Signature of E Mariam 26/03/2025
Signature of Dr. Sajad Ahmad Bhat
Signature of Mrs. Jamsheda
Signature of Mrs. Gulshan 16-4-25
Signature of CR Girls
Signature of CR Boys



Post Graduate Department of Economics
University of Kashmir, Hazratbal, Srinagar-190006
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Professor & Head

NOTICE

A departmental committee meeting is scheduled to be held on 4th of April to address the student grievances forwarded by the grievance redressal committee on 26th of March, 2025. All members are requested to attend the meeting at 2:30 pm sharp in the office of the undersigned.

E/R
02/04/25

Head of the Department

Copy to:

1. Faculty members
2. Members of grievance redressal committee



Post Graduate Department of Economics
University of Kashmir, Hazratbal, Srinagar-190006
(NAAC Re-accredited Grade A⁺)

Professor & Head

A departmental committee meeting was convened by the Head of the Department on 04.04.2025 in her office. The following were present:

1. Prof. Effat Yasmin	Chairperson
2. Dr. Javaid Iqbal Khan	Member
3. Dr. Md. Sarfaraz Equbal	Member
4. Dr. Ghulam Mustafa	Member
5. Dr. Rahul Kundal	Member
6. Elizabeth Mariam	Member
7. Dr. Sajad Ahmad Bhat	Member
8. Mrs. Jamsheda	Member
9. Mrs. Gulshan Ara	Member

Agenda:

Redressal of the following student grievances:

1. Quality of contractual teachers
2. Non-availability of rest room and adequate washrooms
3. Lack of ample infrastructure like smart board's and AC's
4. Cleanliness issues
5. Classes suffer during exams due to limited number of classrooms
6. Lack of proper heating during winters
7. Unavailability of hot water in washroom's during winters
8. Blockage of water in washroom's

Resolution:

With respect to the first grievance it was unanimously decided that by and large the University has taken care of this issue by appointing new permanent faculty members. Also, the department conducts regular counseling of contractual faculty members to ensure teaching quality.

With respect to the second and third grievance, it was decided that the grievance has no valid base as adequate number of washrooms and a spacious rest room is present in the department.

With respect to fourth grievance, it was decided that the issues has been take care of by appointing an additional sweeper.



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Professor & Head

With respect to fifth grievance, it was decided that it should be ensured that classroom teaching should go on in a seamless manner. Further given the new infrastructure created in this effect it is expected that such problems will not persist.

With respect to sixth grievance, it was decided that the issues has been take care of ensuring proper and regular servicing by AC's.

With respect to seventh and eighth grievance, it was decided that the issues has been take care of by renovating existing washrooms and creating an additional washroom block for female students and scholars

Signatures of Members of Departmental Committee

1. Prof. Effat Yasmin
2. Dr. Javaid Iqbal Khan
3. Dr. Md. Sarfaraz Equbal
4. Dr. Ghulam Mustafa
5. Dr. Rahul Kundal
6. Elizabeth Mariam
7. Dr. Sajad Ahmad Bhat

Chairperson

Member

Member

Member

Member

Member

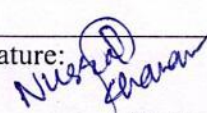
Member

3/2/21
[Signatures of members]

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	Aymen Riyaz				
2	Roll No:	08				
3	Department / Semester:	Economics, 4 th				
4	Mobile No. (optional):	700610 2210				
5	Email ID:	aymen.riyaz@gmail.com				
6	Permanent Address:	Mallaleagh, Seiragav.				
Grievance (Describe your academic / evaluation Grievance)						
① Faculty was not having permanent employees as a result of which teachers get changed after every sem. which actually affected my studies.						
Whether the grievance is resolved?		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%; text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td style="text-align: center;">NO</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> </table>	YES	<input checked="" type="checkbox"/>	NO	<input checked="" type="checkbox"/>
YES	<input checked="" type="checkbox"/>					
NO	<input checked="" type="checkbox"/>					
Grievant's Signature:		Date: 24/03/24				
(Person who made the decision being grieved)						
Name: Aymen Riyaz		Date received:				
Department: Economics		Mobile No. 700610 2210				
Email Id: aymen.riyaz@gmail.com						
Response to the Grievance: My grievance is resolved, department has appointed permanent employees after 10 years.						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	NUSRA1 LATIEF				
2	Roll No:	23073118073				
3	Department / Semester:	Economics : 4th sem.				
4	Mobile No. (optional):	9541877822				
5	Email ID:	Nusratlatief07@gmail.com				
6	Permanent Address:	BONIYAR BARAMULLA.				
Grievance (Describe your academic / evaluation Grievance) During one previous due semester's, we suffered (especially girls) because ^{due to} unavailability (less space) for of Resting room. as well washroom. As, we were sharing our washroom with department faculty also. But, in the ^{new} semester the matter has been sorted.						
Whether the grievance is resolved?		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%; text-align: center;">✓</td> </tr> <tr> <td>NO</td> <td></td> </tr> </table>	YES	✓	NO	
YES	✓					
NO						
Grievant's Signature: 		Date:				
(Person who made the decision being grieved)						
Name:						
Department:		Date received:				
Email Id:		Mobile No.				
Response to the Grievance: The issue was when facing related to the washroom's & Resting room has been sorted. The queries were mostly related to the department infrastructure. Now it has been reverted ^{renewed} generated.						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	Shaukat - Ah - Bhat				
2	Roll No:	024				
3	Department / Semester:	4th Semester				
4	Mobile No. (optional):	Shaukatbhat1212@gmail.com				
5	Email ID:	Shaukatbhat1212@gmail.com				
6	Permanent Address:	Lolab Valley Kupwara.				
Grievance (Describe your academic / evaluation Grievance) <p>The infrastructure was not ample in our 1st Semester, such as Smart boards, AC, etc.</p>						
Whether the grievance is resolved?		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="padding: 2px;">YES</td> <td style="text-align: center; width: 30px;">✓</td> </tr> <tr> <td style="padding: 2px;">NO</td> <td></td> </tr> </table>	YES	✓	NO	
YES	✓					
NO						
Grievant's Signature:		Date:				
 (Person who made the decision being grieved)						
Name:						
Department:		Date received:				
Email Id:		Mobile No.				
Response to the Grievance:						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	Jhuda				
2	Roll No:					
3	Department / Semester:	PG Ist Sem				
4	Mobile No. (optional):	6006125168				
5	Email ID:	shahhuda2006@gmail.com				
6	Permanent Address:	13 - Cherry Garden, Gogji Bagh, Srinagar				
Grievance (Describe your academic / evaluation Grievance) None						
Whether the grievance is resolved? <table border="1" style="float: right; margin-top: 10px;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%;">—</td> </tr> <tr> <td>NO</td> <td>—</td> </tr> </table>			YES	—	NO	—
YES	—					
NO	—					
Grievant's Signature:		Date: 20-03-2025				
(Person who made the decision being grieved)						
Name:						
Department:		Date received:				
Email Id:		Mobile No.				
Response to the Grievance:						
Action Taken: Date: Outcome:	Action Taken: Date: Outcome:	Action Taken: Date: Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

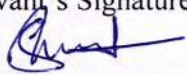
Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)											
1	Name:	Tawfeeqa Hamid									
2	Roll No:	23073110003									
3	Department / Semester:	2nd									
4	Mobile No. (optional):	9103583477									
5	Email ID:	tawfeeqahamid7@gmail.com									
6	Permanent Address:	DH Para Kulgan.									
Grievance. (Describe your academic / evaluation Grievance)											
<p>→ during exams our classes suffered greatly. → cleanliness issues that were resolved. → smart boards were not available. → test room was small in size.</p>											
Whether the grievance is resolved?		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">YES</td> <td style="width: 50%;"></td> </tr> <tr> <td style="text-align: center;">NO</td> <td></td> </tr> </table>	YES		NO						
YES											
NO											
Grievant's Signature:		Date: 19/08/25									
Tawfeeqa Hamid (Person who made the decision being grieved)											
Name:		Tawfeeqa Hamid									
Department:		Economics									
Email Id:		Tawfeeqahamid7@gmail.com									
		Mobile No.									
Response to the Grievance:											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Action Taken:</td> <td style="width: 33%;">Action Taken:</td> <td style="width: 33%;">Action Taken:</td> </tr> <tr> <td>Date:</td> <td>Date:</td> <td>Date:</td> </tr> <tr> <td>Outcome:</td> <td>Outcome:</td> <td>Outcome:</td> </tr> </table>			Action Taken:	Action Taken:	Action Taken:	Date:	Date:	Date:	Outcome:	Outcome:	Outcome:
Action Taken:	Action Taken:	Action Taken:									
Date:	Date:	Date:									
Outcome:	Outcome:	Outcome:									
Administrative Officer's Decision											
Name and Title of the Administrative Officer (or Designee):											
Decision (and rationale)											
Signature of Administrative Officer:		Date:									


Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name: <u>NAJMA - AKRAM</u>					
2	Roll No: <u>15</u>					
3	Department / Semester: <u>2nd Semester, Economics</u>					
4	Mobile No. (optional): <u>6006476705</u>					
5	Email ID:					
6	Permanent Address: <u>Kulgam, Derasar</u>					
Grievance (Describe your academic / evaluation Grievance)						
<ul style="list-style-type: none"> • During exams our classes weren't hold, but there is improvement in that. • There was no cleaning. • No Smart board available, No rest room. 						
Whether the grievance is resolved? <table border="1" style="float: right; margin-top: 10px;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%; text-align: center;">✓</td> </tr> <tr> <td>NO</td> <td></td> </tr> </table>			YES	✓	NO	
YES	✓					
NO						
Grievant's Signature: <u>Nja</u>		Date: <u>19-03-25</u>				
<i>(Person who made the decision being grieved)</i>						
Name: <u>Najma - Akram</u>						
Department: <u>Economics</u>		Date received:				
Email Id: <u>Syedaijaz123456789@gmail.com</u>		Mobile No.				
Response to the Grievance:						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

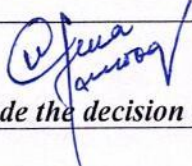
Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	Salman Farooq Naykoo				
2	Roll No:	23073118065				
3	Department / Semester:	Economics / 1st-2nd Semester				
4	Mobile No. (optional):	9622 834334				
5	Email ID:	-				
6	Permanent Address:	Khisham Ssigufwasa Anantnag				
Grievance (Describe your academic / evaluation Grievance) In the 1st Semester, there was scarcity of books in the department library, which on later was solved by the authorities						
Whether the grievance is resolved?		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%; text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td>NO</td> <td></td> </tr> </table>	YES	<input checked="" type="checkbox"/>	NO	
YES	<input checked="" type="checkbox"/>					
NO						
Grievant's Signature:		Date:				
 (Person who made the decision being grieved)						
Name:						
Department:		Date received:				
Email Id:		Mobile No.				
Response to the Grievance:						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)						
1	Name:	Munab - U - Mohammad				
2	Roll No:	23073118048				
3	Department / Semester:	Deptt. of Economics / 2 nd Sem				
4	Mobile No. (optional):	6005134247				
5	Email ID:	munab7866@gmail.com				
6	Permanent Address:	Pari Porai, Masam, Budgam (193401)				
Grievance (Describe your academic / evaluation Grievance) AC was not functioning well and it is still not working well as in winters it's not working properly.						
Whether the grievance is resolved? <table border="1" style="float: right; margin-top: 10px;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%;"></td> </tr> <tr> <td>NO</td> <td>✓</td> </tr> </table>			YES		NO	✓
YES						
NO	✓					
Grievant's Signature:		Date:				
 (Person who made the decision being grieved)						
Name:						
Department:		Date received:				
Email Id:		Mobile No.				
Response to the Grievance:						
Action Taken:	Action Taken:	Action Taken:				
Date:	Date:	Date:				
Outcome:	Outcome:	Outcome:				
Administrative Officer's Decision						
Name and Title of the Administrative Officer (or Designee):						
Decision (and rationale)						
Signature of Administrative Officer:		Date:				

Students' Academic / Evaluation Grievance Form

Grievant (Student Filing Grievance)					
1	Name: <u>UFERA FAROOQ</u>				
2	Roll No: <u>✓ 23073118014</u>				
3	Department / Semester: <u>Economics / Second</u>				
4	Mobile No. (optional): <u>7889384760</u>				
5	Email ID: <u>uferaa123@gmail.com</u>				
6	Permanent Address: <u>Channa Mohalla Chakabai.</u>				
Grievance (Describe your academic / evaluation Grievance) <u>1. Girls washroom problem was there because of the blockage of water in the washroom.</u> <u>2. Girls room was very small in which we cannot assemble all for any activity e.g. Praying.</u>					
Whether the grievance is resolved? <table border="1" style="float: right; margin-top: 10px;"> <tr> <td style="width: 50px; text-align: center;">YES</td> <td style="width: 50px; text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td style="text-align: center;">NO</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>		YES	<input checked="" type="checkbox"/>	NO	<input type="checkbox"/>
YES	<input checked="" type="checkbox"/>				
NO	<input type="checkbox"/>				
Grievant's Signature: <u></u> Date: (Person who made the decision being grieved)					
Name:					
Department:	Date received:				
Email Id:	Mobile No.				
Response to the Grievance:					
Action Taken:	Action Taken:	Action Taken:			
Date:	Date:	Date:			
Outcome:	Outcome:	Outcome:			
Administrative Officer's Decision					
Name and Title of the Administrative Officer (or Designee):					
Decision (and rationale)					
Signature of Administrative Officer:		Date:			