

## ONLINE GRIEVANCE REDRESSAL MECHANISM

### GRIEVANCE REDRESSAL COMMITTEE (GRC) MECHANISM AND COMPOSITION:

The Institute has a Grievance Redressal Committee in the campus in compliance with AICTE Regulations 2012, F. No. 37-3/Lega112012, dated 25.05.2012, with an objective of preventing unfair practices and to provide a mechanism to students, parents and others, for redressal of their grievances. Any aggrieved student, parent and others can approach the Grievance Redressal Committee by filing an online complaint by visiting web link:

**[www.grdedu.in/grevsnce.php](http://www.grdedu.in/grevsnce.php)**

The link has been created for reporting grievances and for seeking redressal. Matter can be escalated to the Ombudsman of external committee in case complainant seeking redressal is not satisfied with the decision of the internal grievance redressal committee. There are various Grievance Redressal Committee functioning in the institute like:

- Students Grievance Committee
- Grievance Redressal Committee (Staff)

The Grievance Redressal Committee meets immediately on the receipt of a complaint and at least once a month even if there is no formal complaint lodged. The composition of Grievance Redressal Committee is as follows:

## INTERNAL ENQUIRY PROCESS

- The Committee shall immediately proceed with the enquiry and communicate the same to the complainant and person against whom complaint is made.
- The Committee shall prepare and handover the statement of allegation to the person against whom complaint is made and give him an opportunity to submit a written explanation if he so desires within 7 days of receipt of the same.
- The complainant shall be provided with a copy of the written explanation submitted by the person against whom complaint is made.
- If the complainant or the person against whom complaint is made desires any witness/es to be called, they shall communicate in writing to the Committee the names of witness/es whom they propose to call.
- If the complainant desires to tender any documents by way of evidence before the Committee, she shall supply original copies of such documents. Similarly, if the person against whom complaint is made desires to tender any documents in evidence before the Committee he shall supply original copies of such documents. Both shall affix their signature on the respective documents to certify these to be original copies.
- The Committee shall call upon all witnesses mentioned by both the parties.
- The Committee shall provide every reasonable opportunity to the complainant and to the person against whom complaint is made, for putting forward and defending their respective case.
- The Committee shall complete the "Enquiry" in the shortest possible time, not exceeding 3 (three) months from the date on which the complaint is made and communicate its findings and its recommendations for action to the Head GRC. The report of the Committee shall be treated as an enquiry report on the basis of which an erring person can be awarded appropriate punishment straightaway.
- The Head GRC will direct appropriate action in accordance with the recommendation proposed by the Committee within one month of the receipt of the report from the Committee.
- The disciplinary action will be commensurate with the nature and impact of the sexual harassment.

## Establishment of Grievance Redressal Committee in the Institution and/or Appointment of OMBUDSMAN by the University.

As per AICTE regulations (Clause 3 of the AICTE regulations, 2012), A Grievance Redressal Committee is formed in the College in order to address the grievances of the students and parents.

### STUDENTS GRIEVANCE COMMITTEE

Sl	Name	Designation	Contact No.
1	Dr. Poonam Negi	Professor, Applied	9412972046
2	Dr. Vandana Singh	Professor, Applied	9389922567
3	Mrs. Tanu Dhyani	Asst. Professor, CSE	7302190904
4	Dr. Karunakar Diwakar Jha	Professor, MBA	9762007100
5	Dr. Monika Rani	Professor, CSE	9389922567
6	Mr. B.K. Yadav	Asst. Professor, CSE	9756072994
7	Dr. Santosh Singh	Professor, MBA	9193541630

#### Duties and Responsibilities:

- To take corrective & effective measures to address students and parents Grievances.
- To enhance learning and development of students with specific focus on students problems.
- To form and provide a mechanism to supervise activities of Students grievances.
- To provide right direction and counsel whenever required and guide them from improvement

#### Grievance Redressal Committee (Staff)

Staff having any specific grievance concerned with their academic activity can address his/her problem to the Director in writing. Genuine grievances of the staff are considered and remedial measures will be taken by the concerned departments/authorities

Sl	Name	Designation	Contact No.	Email ID
1	Mr. Pankaj Chaturvedi	Dean GRD IMT	8909022979	dean@grdedu.in
2	Mr. Kamal Kant Rana	Registrar GRD IMT	7055900777	registrar@grdedu.in

#### Duties and Responsibilities:

- To collect all grievance reports from the staff.
- To consolidate all the report and send the report to the Higher Authorities for perusal.
- To take feedback to the staff concerned/solution for their grievances.
- Online grievance appeal is available on the institute's website.