

B-27, Knowledge Park – III, Greater Noida, Uttar Pradesh – 201308

Approved by: All India Council for Technical Education (AICTE), New Delhi

Affiliated to: Dr. A. P. J. Abdul Kalam Technical University (AKTU), Lucknow

Grievance Redressal Policy

Background

The Grievance Redressal Cell has been established in the college to redress any grievances by the staff or students expeditiously.

Composition:

- i Chairman – Director
- ii Secretary – Dean Student Welfare
- iii. Member - Registrar
- iv. Member - Head of Department (Applied Sciences & Humanities)
- v. Member - Head of Department (Computer Science and Engineering)
- vi. Member - Head of Department (Computer Science and Information Technology)
- vii. Member - Head of Department (Information Technology)
- viii. Member - Head of Department (CSE (AI&ML))
- ix. Member - Head of Department (Electronics and Computer Engineering)
- x. Member - Head of Department (ECE/EEE)
- xi. Member - Head of Department (Mechanical Engineering)
- xii. Member - Head of Department (MBA)

Procedure For Redressal of Grievances:

Students: - In case of students, the student may project his/her grievance to the class counselor. In case it cannot be resolved by him/her then the same is projected to HOD. The Head of Department after verifying the facts try to redress the grievance within a reasonable time. If the student/staff is not satisfied with the verdict or solution provided by the HOD, then the same should be placed before the Grievance Redressal Committee.

Staff: The staff can project their grievances to the HOD who endeavors to resolve it. If it cannot be resolved, then the matter is projected to the Grievance Redressal Committee who resolves the issue.

Follow up and monitoring

Grievance Redressal Cell shall coordinate and monitor to ensure redressal of grievance within the stipulated time.

Note: 1. The responsibility of convening the meetings at laid down frequency will be that of the Respective Chairman. **2.** The 'Secretary' will be responsible to record and write the minutes and follow up the decisions taken in consultation with the Chairman.

Send Your Grievance:

<https://gnindia.dronacharya.info/Grievance.aspx>