DRONACHARYA
Group of Institutions

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

To address the grievances of the students, parents and others, as per All India Council for Technical Education (AICTE) regulations, 2012 under clause 1 of section 23 of the AICTE Act, 1987 regarding the establishment of Mechanism for Grievance Redressal in Technical Institutions, Grievance Redressal Committee (GRC) is formed in the college. The objective of GRC is to develop a harmonious educational environment in the institute.

Composition:

- Chairman – **Director**
- Member Secretary - **Registrar**
- Member - **Department Representative –** Applied Sciences & Humanities
- Member - **Department Representative –** Computer Science and Engineering
- Member - **Department Representative –** Computer Science and Information Technology
- Member - **Department Representative –**Information Technology
- Member - **Department Representative –**CSE (AI&ML)
- Member - **Department Representative –** ECZ
- Member - **Department Representative –** ECE
- Member - **Department Representative –** EEE
- Member - **Department Representative –**Mechanical Engineering
- Member - **Department Representative –** MBA
- Member - **University Nominee**

Scope of the grievances

- Grievances may be related to any of the following matters:
- Academic Matters Issues related to assessment, attendance, marks, and other examination related matters
- Financial Matter - Issues related to charging of fees, scholarships and payments
- Administration Matters Issues related to infrastructure, basic amenities, sanitation, transport or victimization
- Harassment and Ragging by colleague students or teachers etc.

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.

COMMITTEE Members

Member	Designation
Prof. (Dr.) Sangeeta Mangesh	Chairman
Prof. (Dr.) Shailesh Kumar Singh (Registrar)	Member Secretary
Prof. (Dr.) Pawan Kumar Sharma HOD - APS	Member
Dr. Bipin Pandey, HOD - CSE	Member
Dr. Hridesh Gupta HOD – CSIT/IT	Member
Ms. Manu Sharma - IT	Member
Mr. Mukesh Bhardwaj HOD – CSE (AI&ML)	Member
Dr. Sanghamitra V. Arora HOD – ECE/ECZ/EEE	Member
Ms. Alka Parihar- ECZ	Member
Dr. Pallavi Verma - EEE	Member
Dr. Deepak Kumar- ME	Member
Dr. Shiwani Sharma HOD - MBA	Member
University Nominee	Member

Send Your Grievance:

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