

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:

- 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)

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 Karyakarte	Chairman
Prof. (Dr.) Ritu Soryan	Member Secretary
Prof. Dr. Shailesh Singh	Member
Prof. (Dr.) Pawan Kumar Sharma	Member
Dr. Bipin Pandey	Member
Dr. Lily Gupta	Member
Mr. Manoj Kumar Yadav	Member
Dr. Sanghamitra V. Arora	Member
Dr. Pallavi Verma	Member
University Nominee	Member

Send Your Grievance:

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