



GRIEVANCES REDRESSAL POLICY

Prepared By

Internal Quality Assurance Cell (IQAC)

Ganga Institute of Technology and Management, Kablana (Jhajjar)

Approved by AICTE, Affiliated to M D University Rohtak, recognized under section 2(f) of UGC Act, 1956

Grievances Redressal Policy

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) formed in the Institute. The objective of GRC is to develop a harmonious educational environment in the institute.

Composition and Tenure of the Committee:

- The committee shall comprise of a Convener, Co-convener and other members.
- A senior Faculty (Preferably Head of the Department) of the Institute shall be the convener.
- Members of the committee shall be nominated by the convener for tenure of two years.
- Out of total (including convener), one member shall be female and other one from SC/ST/OBC category.
- A representative from among the students of the Institute to be nominated by the convener as special invitee.

Members of the Committee:

Grievance Redressal Committee		
S. No.	Name	Designation
1	Dr. Vivek Arora	Convener
2	Ms. Dipika	Co-Convener
3	Mr. Parvesh Dahiya	Member
4	Ms. Ritu Kadiyan	Member
5	Mr. Anurag	Member
6	Dr. Rishu Bhatia	Member
7	Mr. Umesh Bhardwaj	Member
8	Mr. Gourav Vashishth	Member
9	Dr. Sombir	Member

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 etc.
- **Financial Matter:** Issues related to charging of fees, scholarships and payments
- **Administration Matters:** Issues related to infrastructure, basic amenities, sanitation, transport etc.
- **Harassment and Ragging** by colleague students or teachers etc.

Grievance receiving mechanisms

- Anyone with a genuine grievance may lodge their complaint to GRC along with necessary documents and proof, if any. The grievance shall be reported by using any of the following modes:
- Application in writing & submit in person by approaching the convener of the Committee. OR
- Online at the website link: <https://forms.gle/dhZraLW6Ye2nycjc6>
- Through e-mail to grievanceredressal@gangainstitute.com
- Writing to “The Convener, Grievance Redressal Committee, Ganga Institute of Technology and Management, Kablana (Jhajjar)

Grievance Redressal mechanism

- After the receipt of the application from the aggrieved, the convener of GRC shall fix the date, time and venue of the meeting after having a discussion with the members.
- The meeting shall be scheduled within five working or earlier days of receipt of the application.
- All relevant papers/proofs shall be circulated as hard / soft copy to all the members on or before the date of the meeting.
- After fixing of the date of the meeting, information must be sent to the applicant to be present in the meeting and convey his or her grievances before the committee.
- The student may be accompanied by his or her parents / local guardian. No other person shall be allowed to the meeting.
- The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules lay down by the institute. The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
- The minutes shall be circulated to all the members of the Grievance Committee for their signatures.

- The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

Appeal

- The applicant shall have the right to file an appeal to the higher authorities within 7 days from the date of the written communication of recommendations of the committee.
- The Director shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant.

Organization wide awareness

Awareness among stakeholders is created by

- Organizing awareness programs.
- Displaying the grievance registration mechanism on website.
- Notice/sign boards.
- Posters at prominent places of the campus.


Prepared by:
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