



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T.Road, Pattikalyana, Samalkha, Panipat (Haryana)-132103

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:- info@piet.co.in, Web. – www.piet.co.in

Students Grievance Redressal committee (SGRC) Mechanism (PIET)

Objective: To provide opportunities for the redressal of grievances of students already enrolled or seeking admission to PIET, in compliance with the All India Council for Technical Education (AICTE) regulations.

Regulation Reference: All India Council for Technical Education (Redressal of Grievance of Students) Regulation, 2019 (F.No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019).

Mechanism:

1. Formation of SGRC

- Chairperson: Principal of the College.
- Members:
 - Three senior members of the teaching faculty nominated by the Principal. At least one member should be female and one from SC/ST/OBC category.
 - A representative from among students of the College, nominated by the Principal based on academic merit, excellence in sports, or performance in co-curricular activities (Special Invitee).



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Ref. No. : PIET/23/2267-1
Date : 13/07/2023

OFFICE ORDER

This is for the information of all concerned that with immediate effect the "Student Grievance Redressal Committee" is reconstituted as follows:

Student Grievance Redressal Committee (2023-2024)

Name	Designation	Appointed as:	Contact No	Email ID
Prof. (Dr.) Jasbir Singh Saini	Director	Chairperson	9416351300	director@piet.co.in
Dr. Vinay Khatri	HoD, ASH	Member	9416232127	hod.ash@piet.co.in
Dr. Himanshu Jain	Professor, DMS	Member	8059707849	himanshujain.mba@piet.co.in
Mr. Navneet Verma	Asst. Prof., CSE	Member	9813803887	navneet.cse@piet.co.in
Ms. Gauri Sharma	Student, B.Tech CSE (3rd Semester)	Student, Member	9548716158	

Grievances of students related to academics and personal grievances of students within campus may be addressed to the Chairperson (SGRC), through Email: director@piet.co.in, or through the Online Grievance Redressal Mechanism, (Link: <http://bit.ly/2kxgkxw>).

If the aggrieved student(s) are not satisfied with the decision of SGRC, they may approach the Ombudsperson (Dean of Student Welfare, Kurukshetra University, Kurukshetra).

This issues with the approval of the competent authority.


DIRECTOR

- CC:
- Management, for kind information
 - All Deans/HoDs/HoOs/Registrar
 - All Concerned members
 - All Notice Boards

2. Term of Members

- The term for members and the special invitee is two years.



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3. Quorum

- The quorum for the meeting, excluding the special invitee, shall be three members, including the Chairperson.

4. Types of Grievances

- **Academic:** Issues related to teaching, learning, evaluation, attendance, etc.
- **Administrative:** Issues related to administrative services, facilities, or policies.
- **Disciplinary:** Complaints regarding disciplinary actions or misconduct.
- **Financial:** Issues related to fees, scholarships, financial aid, etc.
- **Harassment and Discrimination:** Complaints regarding any form of harassment or discrimination based on gender, caste, race, religion, etc.
- **Hostel and Infrastructure:** Issues related to hostel accommodation, food, maintenance, and other infrastructure.
- **Other:** Any other grievances that do not fall into the above categories but affect the student's experience.

5. Submission of Grievance

- **Process:**
 - Grievances can be submitted through an online portal or in writing addressed to the Chairperson of SGRC.
 - Acknowledgment of receipt of the grievance should be sent within 2 working days.

6. Preliminary Scrutiny

- **Objective:** Determine if the grievance falls within the SGRC's purview.
- **Outcome:** If not, redirect the grievance to the appropriate body and inform the student within 5 working days.

7. Investigation

- **Procedure:**
 - SGRC conducts an investigation by interviewing the complainant and other relevant parties.
 - Reviewing relevant documents and evidence.
- **Timeline:** Complete the investigation within 15 working days.



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8. Hearing Process:

- **Scheduling:**
 - If necessary, a hearing will be scheduled within 10 working days after the investigation.
- **Conduct:**
 - The hearing will allow both parties to present their cases, following the principles of natural justice.

9. Decision Communication:

- **Reporting:**
 - The SGRC will submit its report with recommendations to the institution and send a copy to the aggrieved student within 15 days of receiving the complaint.

10. Appeal Process:

- **Right to Appeal:**
 - Students dissatisfied with the SGRC's decision may appeal to the Ombudsperson within 15 days of receiving the decision.

11. Ombudsperson Role

- **Appointment:** Each affiliating University appoints an Ombudsperson.
- **Eligibility:** Retired District Judge, retired Vice Chancellor, or Professor (with specific experience criteria).
- **Term:** Three years or until the age of 70, whichever is earlier?
- **Function:** Hears appeals and makes efforts to resolve grievances within 30 days.
- **Process:** Passes orders and provides copies to both the institution and the student.

12. Transparency and Accessibility:

- **Website Information:**
 - PIET will prominently display all relevant information about the SGRC and the Ombudsperson on its website.
- **Implementation and Monitoring:**
 - **Policy Awareness:**
 - Regular awareness sessions will be held to inform students, faculty, and staff about the grievance redressal mechanism.
 - **Documentation and Reporting:**



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- All grievances and their resolutions will be documented and periodically reviewed to ensure the effectiveness of the mechanism.

Flowchart of Mechanism of (SGRC)

