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Students Grievance Redressal committee (SGRC) Mechanism (PIET)

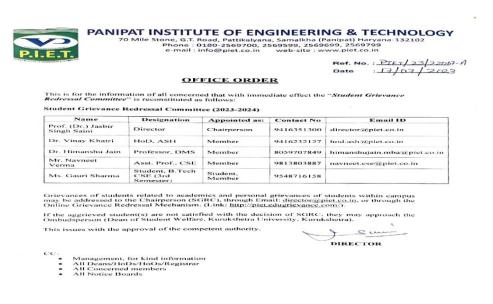
Objective: To provide opportunities for the redressal of grievances of students already enrolled or seeking admission to PIET, in compliance with the All India Council for Technical Education (AICTE) regulations.

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).



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)

