



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

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

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Annual Report 2019-2020

Grievance Redressal Committee (GRC) Panipat Institute of Engineering & Technology (PIET)

Introduction

The Grievance Redressal Committee (GRC) at Panipat Institute of Engineering & Technology (PIET) is dedicated to addressing and resolving grievances of faculty and staff efficiently and fairly. This report summarizes the activities, decisions, and outcomes of the GRC for the academic year 2019-2020.

Objectives of the GRC

1. **To Provide a Fair Mechanism:** Ensure grievances are addressed in a timely and equitable manner.
2. **To Enhance Transparency:** Maintain transparency in handling grievances and communicating resolutions.
3. **To Improve Institutional Processes:** Utilize feedback from grievances to enhance institutional policies and practices.

Types of Grievance to be Addressed as per AICTE Regulations

1. **Service-Related Matters:**

- Refusal to issue or return documents.
- Non-payment of salaries or benefits.
- Termination without notice.
- Non-payment of gratuity.
- Financial loss due to resignation, retirement, or service issues.

Complaints Received

1. **Mess Cleanliness**

- Unclean Mess Area
- Irregular cleaning

Received: 06/01/2020

Submitted by: Various Staff members and students



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Activities and Meetings

1. Meeting on Functioning and Performance of GRC

- **Date:** 09/10/2019
- **Time:** 2:30 PM
- **Location:** Conference Hall, Admin Block, 1st Floor
- **Attendees:**
 - Dr. B.B. Sharma(Dean Student Welfare, Chairperson)
 - Dr. Vinay Khatri (Committee Member)
 - Dr. S.C. Gupta (Committee Member)
 - Dr. Sunil Dhull (Committee Member)
 - Dr. Sanjeev Kumar (Committee Member)
- **Agenda:**
 - Discuss the functioning and performance of the GRC.
- **Proceedings:**
 - Reviewed current operations and performance of the GRC.
 - Discussed strategies for improving grievance handling and committee effectiveness.
- **Decision:**
 - Agreed on new measures for better grievance management and committee performance.

2. Meeting on Issues in Mess Cleanliness

- **Date:** 06/01/2020
- **Time:** 2:30 PM
- **Location:** Conference Hall, Admin block, 1st Floor
- **Attendees:**
 - Dr. B.B. Sharma(Dean Student Welfare, Chairperson)
 - Dr. Vinay Khatri (Committee Member)
 - Dr. S.C. Gupta (Committee Member)
 - Dr. Sunil Dhull (Committee Member)
 - Dr. Sanjeev Kumar (Committee Member)
- **Agenda:**
 - Discuss various issues faced by faculty and students in the mess regarding hygiene of the area and explore possible measures.
- **Proceedings:**
 - Addressed challenges related to hygiene of the mess.
 - Discussed possible solutions, including regular cleaning and checkups.



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o Decision:

- Decided to regularly check the state of mess and to clean the mess after respective eating times.

Grievance Redressal Mechanism

1. Grievance Submission:

- Faculty/staff members can submit their grievances in writing to the Chairperson of the Grievance Redressal Committee (GRC).
- Grievances can also be submitted via email (director@piet.co.in).

2. Grievance Redressal Committee (GRC) Composition:



Panipat Institute of Engineering & Technology

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Ref. No.: PICT / 19117930-A

Date: 28/06/2019

NOTICE

This is for the information of all concerned that the following "Grievance Redressal Committee" is reconstituted to find the exact issues and redress the student grievances.

Grievance Redressal Committee

S.No.	Name	Designation	Email id
1.	Dr. B. B. Sharma, Dean (Student Welfare)	Chairman	dean.sw@piet.co.in
2.	Dr. Vinay Khatri (HoD, ASH)	Member	vinaykhatri.applied@piet.co.in
3.	Dr. S. C. Gupta (Professor & Head, CSE)	Member	sureshgupta.cse@piet.co.in
4.	Dr. Sunil Dhull, (HoD, ME)	Member	sunildhull.mech@piet.co.in
5.	Dr. Sanjeev Kumar (Assoc. Prof., ASH)	Member	drsanjeev.applied@piet.co.in
6.	Dr. Monika Gámhbir (Asth. Prof., BCE)	Member	monika.eces@piet.co.in
7.	Ms. Vaishali Bisht	Student Member	vaishali.2816270@piet.co.in
8.	Mr. Ashish Pahal,	Student Member	apahal27@gmail.com


DIRECTOR

CC:

- All Deans/HoDs/HoOs
- Registrar
- All Concerned members
- All Notice Boards



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3. Process:

- The GRC acknowledges the receipt of grievances within 48 hours.
- Conducts a thorough review involving all relevant parties and gathers necessary information.
- Formulates and communicates a resolution within 15 days from receipt of the grievance.

4. Communication of Decision:

- The GRC sends its report with recommendations, if any, to the concerned University (Kurukshetra University) and provides a copy to the aggrieved faculty/staff member.

5. Escalation:

- If the faculty/staff member is dissatisfied with the GRC's decision, they may appeal to Kurukshetra University for redressal.

6. Institutional Website:

- PIET displays all relevant information about the Grievance Redressal Committee on its website to ensure transparency and accessibility.

Implementation and Monitoring

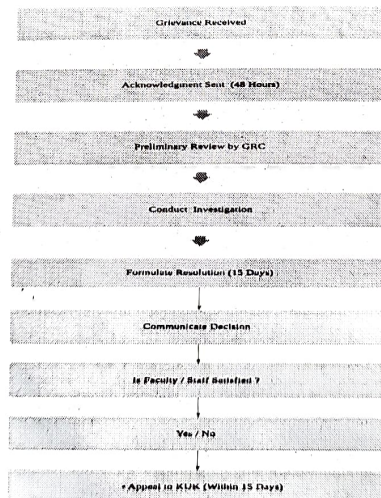
• Policy Awareness:

- Regular awareness sessions are conducted during student, faculty, and staff induction programs to educate stakeholders about the grievance redressal mechanisms.

• Documentation and Reporting:

- All grievances and resolutions are documented and reviewed periodically to enhance the effectiveness of the mechanism.

Flowchart





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Conclusion

The GRC of PIET effectively addressed grievances and implemented changes to improve the academic environment. The committee remains committed to fostering a supportive and equitable institution.

Dr. B. B. Sharma, Dean (Student Welfare)
Chairperson, Grievance Redressal Committee
Date: 29/06/2020