



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

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

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Annual Report 2020-2021 Grievance Redressal Committee (GRC) Panipat Institute of Engineering & Technology (PIET)

Introduction

The Grievance Redressal Committee (GRC) at Panipat Institute of Engineering & Technology (PIET) is committed to efficiently and fairly addressing and resolving grievances of faculty/staff. This report summarizes the activities, decisions, and outcomes of the GRC for the academic year 2020-2021.

Objectives of the GRC

1. **To Provide a Fair Mechanism:**
Ensure that grievances are addressed in a timely and fair manner.
2. **To Enhance Transparency:**
Maintain transparency in handling grievances and communicating resolutions.
3. **To Improve Institutional Processes:**
Utilize feedback from grievances to improve 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. **Issues in Online Classes**
Date: 14/10/2020
Submitted By: Various faculty members



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Activities and Meetings

1. Meeting on Issues in Online Classes

Date: 15/10/2020

Time: 2:30 PM

Location: Director's Office

Attendees:

- Prof. Dr. Shakti Kumar (Chairperson)
- Dr. Anju Gandhi (Committee Member)
- Dr. Himanshu Jain (Committee Member)
- Mr. Lalit (Committee Member)
- Dr. Nisha (Committee Member)

Agenda:

- Discuss challenges faced by faculty members during online classes under lockdown conditions.

Proceedings:

- **Challenges:** Faculty members encountered significant difficulties in effectively delivering online classes due to the constraints imposed by the lockdown.
- **Resolution:** The GRC discussed these challenges with the honorable management and decided to provide digital writing pads to all faculty members to enhance their online teaching capabilities.

Action Items:

- Distribute digital writing pads to all faculty members.
- Monitor the effectiveness of the digital writing pads in improving online class delivery.

2. Meeting on Functioning and Performance of GRC

○ **Date:** 28/05/2021

○ **Time:** 1:30 PM

○ **Location:** Zoom Platform

○ **Attendees:**

- Dr. (Prof.) Shakti Kumar (Director, Chairperson)
- Dr. (Prof.) Anju Gandhi (Committee Member)
- Dr. Himanshu Jain (Committee Member)
- Mr. Lalit (Committee Member)
- Dr. Nisha (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:**



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- Agreed on new measures for better grievance management and committee performance.

Grievance Redressal Mechanism

1. Grievance Submission:

1. Faculty/staff members can submit their grievances in writing to the Chairperson of the Grievance Redressal Committee (GRC).
2. Faculty/staff members can submit their grievances via email (director@piet.co.in).

2. Grievance Redressal Committee (GRC) Composition:



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Ref. No. : PIET/GR/1996-1
Date : 25/09/2020

OFFICE ORDER

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

S. No	Name	Appointed as	Contact No.	Email ID
1	Prof. (Dr.) Shakti Kumar	Chairperson	9728400808	director@piet.co.in
2	Prof. (Dr.) Anju Gandhi	Member	9354176495	anjugandhi.esa@piet.co.in
3	Dr. Himanshu Jain	Member	8059707849	hjmankhujain.mha@piet.co.in
4	Mr. Lalit	Member	9953112701	lalit.ce@piet.co.in
5	Dr. Nisha	Member	7206718009	nishadahiya.applied@piet.co.in

Grievances of faculty/ staff within the campus may be addressed to the Chairperson GRC, through Email: director@piet.co.in, or they can submit it in writing, to the GRC.
This issues with the approval of the competent authority.

REGISTER

- CC:
- Management/Director for kind information
 - All Deans/HoDs/HoCs
 - All Concerned members
 - All Notice Boards

3. Process:

1. The GRC will acknowledge the receipt of the grievance within 48 hours.
2. The committee will conduct a thorough review of the grievance, involving all relevant parties and gathering necessary information.
3. A resolution will be formulated and communicated within 15 days from the date of receipt of the grievance.

4. Communication of Decision:

The GRC will send its report with recommendations, if any, to the concerned University



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(KUK) if the case(s) relate(s) to the university, with a copy to the aggrieved faculty/staff member.

5. Escalation:

If the faculty/staff member is not satisfied with the decision of the GRC, they may appeal to the affiliating University (Kurukshetra University Kurukshetra) for redressal of their grievance.

6. Institutional Website:

1. PIET prominently displays all relevant information about the Grievance Redressal Committee on its website, ensuring transparency and accessibility.

Implementation and Monitoring

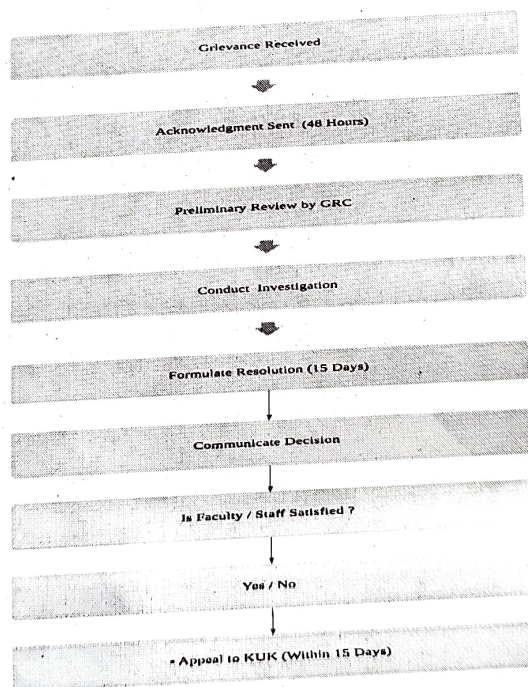
• Policy Awareness:

Regular awareness sessions are conducted generally in student, faculty & staff Induction programs to educate students, faculty, and staff about the grievance redressal mechanisms.

• Documentation and Reporting:

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

Flowchart





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Conclusion

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


Dr. (Prof.) Shakti Kumar
Chairperson, Grievance Redressal Committee
Date: 25/06/2024

DIRECTOR
PANIPAT INSTITUTE OF ENGINEERING TECHNOLOGY
PATTI KALYANA (SAMALKHA)