



## **PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY**

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

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### **Annual Report 2021-2022 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 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 2021-2022.

#### **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. **Request for Authorization to Mentor Doctoral Candidates**  
**Date:** 13/09/2021  
**Submitted By:** Dr. Shakti Arora, Cyber Security Department



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### Activities and Meetings

#### 1. Meeting on Authorization to Mentor Doctoral Candidates

**Date:** 16/12/2021

**Time:** 2:30 PM

**Location:** Director's Office

**Attendees:**

- Prof. Dr. Shakti Kumar (Chairperson)
- Dr. Anju Gandhi (Committee Member)

**Agenda:**

- Discuss the request for authorization to mentor Ph.D. candidates in Kurukshetra University Kurukshetra's Cyber Security Department.

**Proceedings:**

- **Concerns:** Dr. Shakti Arora expressed the need for authorization to mentor Ph.D. candidates, highlighting his qualifications and commitment to academic mentorship.
- **Decision:** After thorough consideration, the Director's Office sent a letter to Kurukshetra University Kurukshetra (KUK) requesting permission for PIET faculty members to mentor Ph.D. students, recognizing that they possess the necessary credentials.

**Action Items:**

- Await KUK's response regarding the authorization.
- Communicate any updates to Dr. Shakti Arora and the relevant departments.

#### 2. Meeting on Functioning and Performance of GRC

- **Date:** 30/05/2022

- **Time:** 2:30 PM

- **Location:** Conference Hall, Admin Block, 1<sup>st</sup> floor

- **Attendees:**

- Dr. (Prof.) Shakti Kumar (Director, Chairperson)
- Dr. (Prof.) Anju Gandhi (Committee Member)
- Dr. (Prof.) Anil Kumar (Dean Student Welfare KUK, Committee Member)
- Mr. Sandeep Kumar (Asst. Registrar, Dean of Colleges KUK, 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.



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### 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](mailto:director@piet.co.in)).

#### 2. Grievance Redressal Committee (GRC) Composition:

As per AICTE, the composition of the GRC shall be as follows:

1. Chairperson: Director of PIET.
2. Member: One Senior Professor of the affiliating University.
3. Member: One official from the University or State Directorate of Technical Education (DTE) (nominated by DTE/University Vice Chancellor).
4. Member: One Senior Faculty (not below Associate Professor).



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Ref. No. : PIET/21/2207371

Date : 21/08/2021

### OFFICE ORDER

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

#### Grievance Redressal Committee (2021-2022)

S. No.	Name	Department	Designation	Contact No.
1	Prof. (Dr.) Shakti Kumar <a href="mailto:director@piet.co.in">director@piet.co.in</a>	Director	Chairperson	9728400808
2	Prof. (Dr.) Anju Gandhi, <a href="mailto:anjugandhi.esc@piet.co.in">anjugandhi.esc@piet.co.in</a>	CSE	Member	9354176495
3	Prof. (Dr.) Anil Kumar Dean Student Welfare, Kurukshetra University, Kurukshetra.	University Nominee	Member	9416191876
4	Mr. Sandeep Kumar, Asst. Registrar, Doan of Colleges, Kurukshetra University, Kurukshetra.	University Nominee	Member	9896568884

Grievances of faculty/ staff within the campus may be addressed to the Chairperson GRC, through Email: [director@piet.co.in](mailto:director@piet.co.in), or they can submit it in writing, to the GRC.

In case faculty/ staff are not satisfied with the decision of the Grievance Redressal Committee, they may appeal to either of the University Nominee, Kurukshetra University, Kurukshetra.

This issues with the approval of the competent authority.

REGISTRAR

CC:

- Management/Director for kind information
- All Deans/HoDs/HoOs
- 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 (KUK) if the case(s) relate(s) to the university, with a copy to the aggrieved faculty/staff member.



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## 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

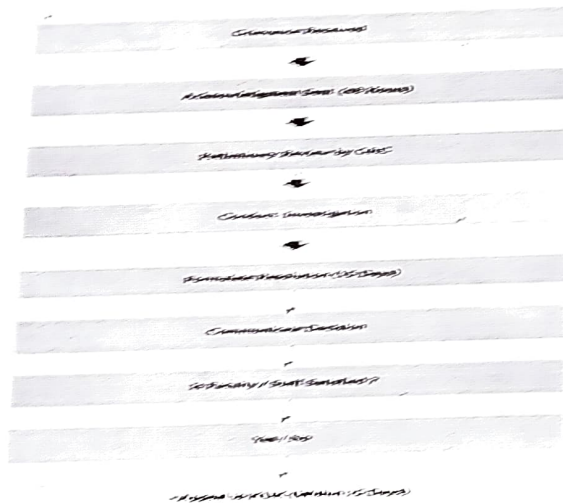
### • Policy Awareness:

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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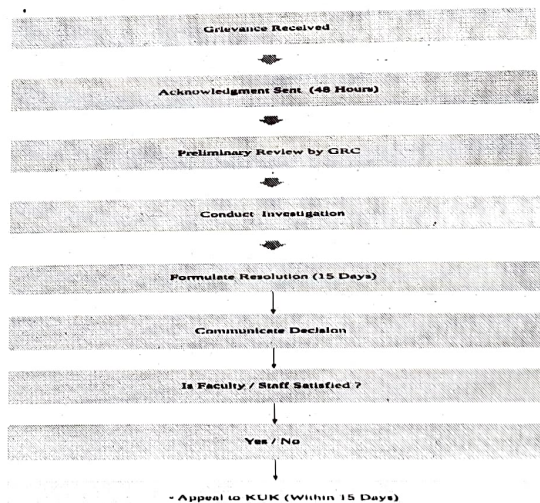
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### Conclusion

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: 27/06/2022

DIRECTOR  
PANIPAT INSTITUTE OF ENGINEERING TECHNOLOGY  
PATTI KALYANA (SAMALKHA)