



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

70, Milestone, G.T. Road, Pattikalyana, Samalkha, Panipat (Haryana)-
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STUDENT GRIEVANCE REDRESSAL COMMITTEE

Annual Report 2019-2020

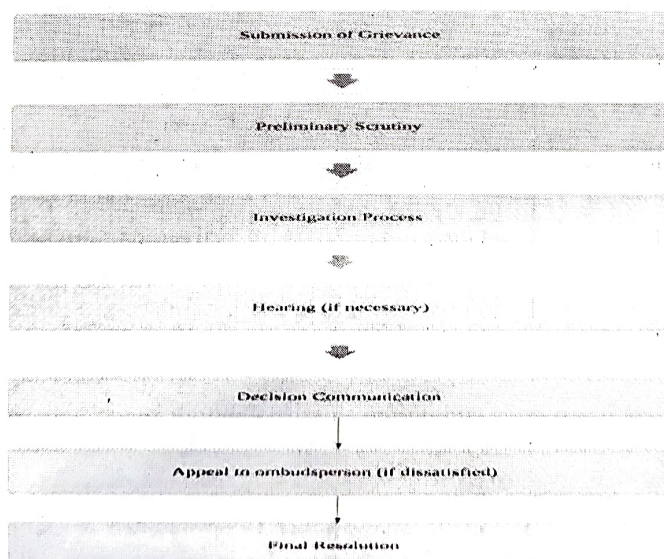
1. Introduction

The **Student Grievance Redressal Committee (SGRC)** aims to address and resolve issues or complaints raised by students at Panipat Institute of Engineering & Technology (PIET). The key objectives of the committee include:

- **Fair Hearing:** Providing a fair and impartial platform for students to voice grievances related to academic, administrative, or personal issues.
- **Resolution of Disputes:** Seeking to resolve conflicts between students and faculty, staff, or the institution equitably.
- **Policy Review and Improvement:** Assessing institutional policies and recommending improvements based on recurring issues or feedback.
- **Support and Guidance:** Offering guidance to students during the grievance process to ensure they understand their rights and the steps involved.
- **Transparency and Accountability:** Ensuring that the process is transparent and that all parties are held accountable.
- **Preserve Academic Integrity:** Addressing grievances in a way that maintains the integrity of the academic environment.
- **Confidentiality:** Maintaining confidentiality to protect the privacy of all parties involved.

By focusing on these objectives, the SGRC helps maintain a supportive learning environment at PIET.

Flowchart of Mechanism of (SGRC)





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2. Committee Members

- Prof. (Dr.) Shakti Kumar – Director, Chairperson
- Dr. Vinay Khatri – HoD, ASH, Member
- Dr. Dinesh Verma – HoD, DCA, Member
- Dr. Himanshu Jain – Professor, DMS, Member
- Ms. Shubhangi Sharma – B.Tech, CSE, Member

3. Grievances Received

- Total Grievances: 2
- Type of Grievance: Administrative
- Mode of Submission: Written complaints

4. Grievances Resolved

- Total Resolved: 2
- Pending Grievances: 0

5. Details of Grievances Received and Their Status

- **Grievance 1: Fogging in Hostel Areas Due to Insects**
To: The Director, SGRC, PIET
Subject: Fogging in Hostel Areas Due to Insects

Details:

Students residing in the hostel complained about the increase in insects, particularly mosquitoes, leading to discomfort and potential health hazards. They requested regular fogging services around the hostel premises to mitigate the insect issue.

Complainants:

- Ritu Raj – 2813495 – PIET Hostel
 - Rahul – 2813342 – PIET Hostel
 - Anil Yadav – 2816661 – PIET Hostel
- **Grievance 2: Delay in Returning Library Book Due to Medical Issues**
To: The Director, SGRC, PIET
Subject: Delay in Returning Library Book Due to Medical Condition

Details:

A student from the B.Tech (Mechanical Engineering) department, Rahul, was unable to return a library book on the due date due to a medical condition that required bed rest. The library's policy imposes a fine for late returns, and the student raised concerns about the fines imposed during his recovery period.



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Complainant:

- o Parnav Mahajan – PIET Hostel

6. Action Taken

1. Fogging in Hostels:

On **October 11, 2019**, the committee decided to implement regular fogging services twice a week during insect-prone months (August–October). Additionally, it was recommended that window screens and mosquito nets be installed in hostel rooms to further mitigate the issue.

2. Library Book Delay Due to Medical Condition:

On **September 24, 2020**, the committee reviewed the delay in the return of the library book due to medical reasons. After verifying the medical condition with the student's parents, the standard fine was upheld, but the committee suggested that the student formally appeal for a fine reduction by submitting medical documents.

7. Regular Meetings

The SGRC held regular meetings throughout the academic year to address grievances raised by students. The committee ensured that all complaints were resolved promptly and efficiently, upholding transparency and fairness.

8. Conclusion

The Student Grievance Redressal Committee remains committed to fostering a positive and healthy environment at PIET. The prompt resolution of grievances during the 2019-2020 academic year reflects the committee's dedication to ensuring student welfare and maintaining a comfortable campus and residential atmosphere.

Prof. (Dr.) Shakti Kumar DIRECTOR
Chairperson, Student Grievance Redressal Committee
Dated: October 15, 2020

PANIPAT INSTITUTE OF ENGINEERING TECHNOLOGY
PATTIKALYANA (SAMALKHA)