



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

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

Phone -0180-2569700, 2569599, 2569699, 2569799

e-mail:-info@piet.co.in, Web. – www.piet.co.in

STUDENT GRIEVANCE REDRESSAL COMMITTEE

Annual Report 2020-2021

1. Introduction

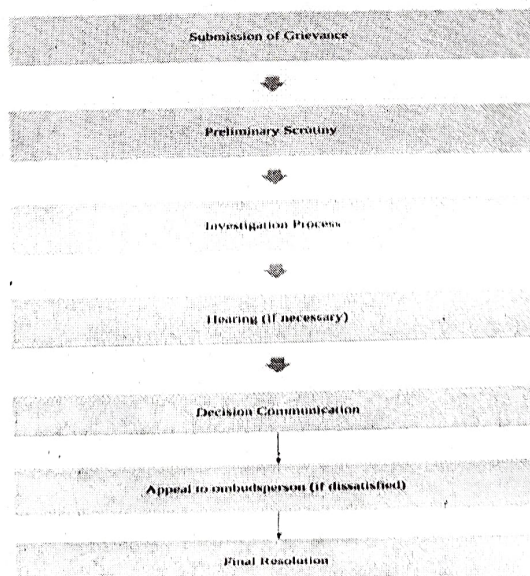
Objective of the Committee:

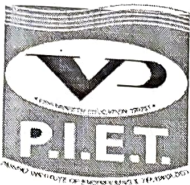
The objective of the Student Grievance Redressal Committee (SGRC) is to address and resolve issues or complaints raised by students at Panipat Institute of Engineering & Technology. The key goals of the committee are:

- **Fair Hearing:** Provide a fair hearing process for students to voice concerns about academic, administrative, or personal issues.
- **Resolution of Disputes:** Resolve disputes between students, faculty, and staff in a just and equitable manner.
- **Policy Review and Improvement:** Review and improve institutional policies based on student grievances.
- **Support and Guidance:** Support students throughout the grievance process to ensure they understand their rights and the procedures.
- **Transparency and Accountability:** Maintain confidentiality and ensure transparency and accountability in the grievance resolution process.
- **Preserve Academic Integrity:** Preserve academic integrity by addressing grievances while maintaining fairness in the academic environment.
- **Confidentiality:** Maintain confidentiality throughout the grievance process to protect the privacy of all involved parties.
- By focusing on these objectives, the Student Grievance Redressal Committee helps maintain a positive and supportive learning environment.

By adhering to these objectives, SGRC aims to maintain a conducive learning environment at the institute.

Flowchart of Mechanism of (SGRC)





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2. Committee Members

- Prof. (Dr.) Shakti Kumar – Chairperson
- Dr. Vinay Khatri – HoD ASH – Member
- Dr. Ankur Sabharwal – Associate Professor DMS – Member
- Dr. Himanshu Jain – Professor DMS – Member
- Ms. Muntazir Mehdi – Student B.TechIT (3rd Semester) – Student Member



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Ref. No. : PIET/20/2020-A

Date : 03/10/2020

OFFICE ORDER

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

Student Grievance Redressal Committee (2020-2021)

Name	Designation	Appointed as:	Contact No	Email ID
Prof. (Dr.) Shakti Kumar	Director	Chairperson	9728400808	director@piet.co.in
Dr. Vinay Khatri,	HoD, ASH	Member	9416232127	hod.ash@piet.co.in
Dr. Ankur Sabharwal	Associate Prof., DMS	Member	9728584002	ankur.mba@piet.co.in
Dr. Himanshu Jain	Professor, DMS	Member	9896024340	himanshujain.mba@piet.co.in
Mr. Muntazir Mehdi	Student, B.Tech I.T (3rd Semester)	Student, Member	9910702357	muntiwani@gmail.com

Grievances of students related to academics and personal grievances of students within campus may be addressed to the Chairperson (SGRC), through Email; director@piet.co.in, or through the Online Grievance Redressal Mechanism. (Link: <http://piet.edugrievance.com/>).

If the aggrieved student(s) are not satisfied with the decision of SGRC, they may approach the Ombudsperson (Dean of Student Welfare, 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. Grievances Received

- Total Grievances: 2
- Types of Grievances: Infrastructure (Water Supply and Air Conditioning)
- Mode of Submission: Written complaints

4. Grievances Resolved

- Total Resolved: 2
- Pending Grievances: 0

5. Details of Grievances Received and Their Status

Grievance 1: Request for Replacement of Water Tanks in Mess and Hostel

- Date: 24/11/2020

To,
The Director,
Student Grievance Redressal Committee,
Panipat Institute of Engineering & Technology

Subject: Request for Replacement of Water Tanks in Mess and Hostel

- Complainants:
 - Anup - B.Tech CSE OBH Hostel
 - Swayam - B.Tech CSE OBH Hostel
 - Suraj - B.Tech CSE OBH Hostel

Details: Students reported that the water tanks in the mess and hostel areas were leaking, causing frequent water shortages. This issue was impacting the daily operations and living conditions for residents.

Action Taken: A meeting was held on November 27, 2020, where the committee reviewed the situation and recommended replacing the defective tanks with new ones to ensure a reliable water supply.

Grievance 2: Malfunctioning Air Conditioning Units in Hostel

- Date: 15/03/2021

To,
The Director,
Student Grievance Redressal Committee,
Panipat Institute of Engineering & Technology,
Panipat, Haryana.



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Subject: Urgent Repair Required for Malfunctioning Air Conditioning Units in Hostel

- **Complainants:**
 - Shivam - B.Tech CSE OBH Hostel
 - Suraj - B.Tech CSE OBH Hostel

Details: Students complained that the air conditioning units in the hostel were not functioning properly, with issues like inconsistent cooling, frequent breakdowns, and, in some cases, complete non-functionality, leading to discomfort and hindering their academic performance.

Action Taken: A meeting was held on March 19, 2021, where the committee recommended urgent repair of the AC units and an inspection to assess the extent of the malfunction. The necessary repairs were planned and executed promptly.

6. Regular Meetings

The SGRC conducted regular meetings to ensure timely and effective resolution of all grievances raised by students. These meetings helped ensure that students' complaints were addressed promptly and all parties were held accountable.

7. Conclusion

The Student Grievance Redressal Committee of Panipat Institute of Engineering & Technology has remained committed to resolving student grievances and improving their academic and living conditions. The efforts made during the academic year 2020-2021 have contributed to creating a supportive and transparent environment for all students.

DIRECTOR

Prof. (Dr.) Shashi Kumar

Chairperson, Student Grievance Redressal Committee

Dated: 29/06/2021