



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 2021-2022

1. Introduction

Objective of the Committee:

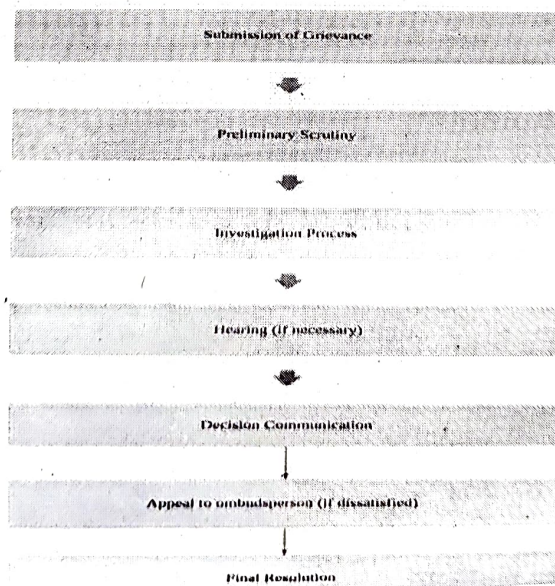
The objective of the Student Grievance Redressal Committee (SGRC) at Panipat Institute of Engineering & Technology is to address and resolve issues or complaints raised by students.

The key goals of the committee are:

- **Fair Hearing:** Provide students a fair process 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 feedback and grievances.
- **Support and Guidance:** Guide students throughout the grievance process, ensuring they understand their rights and the procedures.
- **Transparency and Accountability:** Maintain confidentiality, transparency, and accountability throughout the grievance resolution process.
- **Preserve Academic Integrity:** Ensure that grievances are resolved in a manner that maintains fairness and academic integrity.
- **Confidentiality:** Maintain confidentiality throughout the grievance process to protect the privacy of all involved parties.

By focusing on these objectives, the SGRC helps maintain a positive, supportive, and conducive learning environment.

Flow chart of Mechanism (SGRC)





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2. Committee Members

- Prof. (Dr.) Shakti Kumar – Chairperson
- Dr. Anita Malik – Professor, ASH – Member
- Dr. Ankur Sabhrwal – Associate Professor, DMS – Member
- Dr. Dinesh Verma – HoD, DCA – Member
- Mr. Muntazir Mehdi – Student, B.Tech IT (3rd Semester) – Student Member



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Ref. No. : PIET/21/22071-1

Date : 21/08/2021

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 (2021-2022)

| Name | Designation | Appointed as: | Contact No | Email ID |
|--------------------------|------------------------------------|-----------------|------------|--|
| Prof. (Dr.) Shakti Kumar | Director | Chairperson | 9728400808 | director@piet.co.in |
| Dr. Anita Malik | Professor, ASH | Member | 9255560000 | dranita.applied@piet.co.in |
| Dr. Ankur Sabharwal | Associate Prof., DMS | Member | 9728584002 | ankur.mba@piet.co.in |
| Dr. Dinesh Verma | HoD, DCA | Member | 9896024340 | Hod.mca@piet.co.in |
| Mr. Muntazir Mehdi | Student, B. Tech IT (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



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3. Grievances Received

- Total Grievances: 2
- Types of Grievances: Infrastructure (Entry Timings and Cleanliness)
- 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 Extension of Entry Timing for Female Students

- Date: 22/11/2021

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

Subject: Request for Extension of Entry Timing for Female Students

- Complainants:
 - Anjali - B.Tech CSE - Girls Hostel
 - Kanika - B.Tech CSE - Girls Hostel

Details:

Female students residing in the hostel requested an extension of the curfew timing, citing challenges posed by the current curfew. They explained that the existing restrictions made it difficult for students involved in academic activities, extracurricular events, or personal responsibilities that extended beyond the curfew time.

Action Taken:

A meeting was held on November 26, 2021, to discuss the request. The committee explored the benefits of extending the curfew timing, considering the positive impact on students' academic and personal growth. The feasibility of this adjustment was evaluated, and the curfew timing was extended with necessary safety measures put in place to ensure students' well-being.



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Grievance 2: Cleanliness Issues in Hostel and College

- **Date:** 14/03/2022

To,
The Director,
Student Grievance Redressal Committee,
Panipat Institute of Engineering & Technology,
Panipat, Haryana.
Subject: Cleanliness Issues in Hostel and College

- **Complainants:**
 - Parveen - B.Tech AIML - OBH Hostel
 - Umesh - BBA - NBH Hostel
 - Avinash - BCA - NHOC Hostel

Details:

Students raised concerns about inadequate cleanliness in the hostel and college premises. The complaints included unclean common areas, washrooms, and individual rooms in the hostel, as well as littered corridors, poorly maintained restrooms, and unclean classrooms within the college.

Action Taken:

A meeting was held on March 21, 2022, where the committee discussed the cleanliness issues in depth. It was agreed that current cleaning protocols were inadequate, and immediate improvements were necessary. The committee recommended increasing the frequency of cleaning and assigning additional personnel to ensure maintenance. A follow-up inspection was scheduled to monitor progress.

6. Regular Meetings

The SGRC held regular meetings throughout the academic year to promptly address and resolve student grievances. The meetings ensured that complaints were handled transparently, and action was taken swiftly. The committee maintained accountability throughout the process.

7. Conclusion

The Student Grievance Redressal Committee of Panipat Institute of Engineering & Technology has successfully resolved all grievances raised during the academic year 2021-



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2022. The committee remains committed to improving the academic and living conditions of students by fostering a transparent and supportive environment.

Prof. (Dr.) Shakti Kumar

Chairperson, Student Grievance Redressal Committee

Dated: 30/06/2022

DIRECTOR
PANIPAT INSTITUTE OF ENGINEERING TECHNOLOGY
PATTI KALYANA (SAMALKHA)

