



PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY

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

Phone -0180-2569700, 2569599, 2569699, 2569799

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STUDENT GRIEVANCE REDRESSAL COMMITTEE

Annual Report 2022-2023

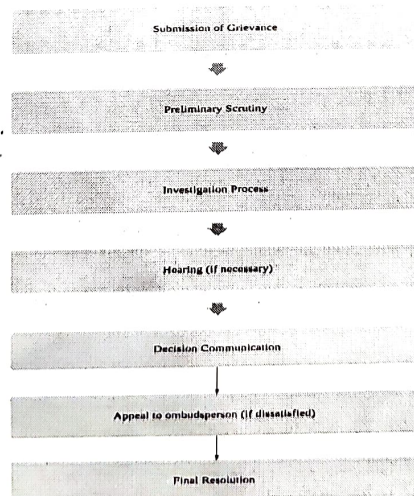
1. Introduction

Objective of the Committee:

The objective of a Student Grievance Committee is to address and resolve issues or complaints raised by students in an educational institution. Here are some key goals of such a committee:

- **Fair Hearing:** Provide a fair and impartial process for students to voice their grievances or concerns regarding academic, administrative, or personal issues.
- **Resolution of Disputes:** Seek to resolve conflicts or disputes between students and faculty, staff, or the institution in a way that is equitable and just.
- **Policy Review and Improvement:** Assess and recommend improvements to institutional policies or procedures based on recurring issues or feedback from grievances.
- **Support and Guidance:** Offer support and guidance to students throughout the grievance process, ensuring they understand their rights and the steps involved.
- **Transparency and Accountability:** Ensure that the grievance process is transparent and that all parties are held accountable for their actions.
- **Preserve Academic Integrity:** Address grievances in a manner that maintains the integrity and fairness of 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 Committee helps maintain a positive and supportive learning environment.

Flowchart of Mechanism of (SGRC)





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2. Committee Members:

- Prof. (Dr.) Shakti Kumar, Director – Chairperson
- Dr. Anita Malik, Professor ASH – Member
- Mr. Navneet Verma, Assistant Prof., CSE – Member
- Dr. Dinesh Verma, HOD, DCA – Member
- Mr. Aryan Bansal, Student, B.Tech IT (3rd Semester) – Student Member



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Ref. No. : PIET/22/2499/A

Date : 15-07-2022

OFFICE ORDER

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

Student Grievance Redressal Committee (2022-2023)

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
Mr. Navneet Verma	Asst. Prof., CSE	Member	9728584002	navneet.cse@piet.co.in
Dr. Dinesh Verma	HOD, DCA	Member	9896024340	Hod.mca@piet.co.in
Mr. Aryan Bansal	Student, B.Tech CSE AIML (3rd Semester)	Student, Member	7015050837	aryanbansal837@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:** 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: Wi-Fi Speed and Connectivity Issues in Hostels

- **Date:** 21/11/2022
- **Complainants:**
 - Saksham – B.Tech AIML, OBH Hostel
 - Ayush – B.Tech AIML, OBH Hostel
 - Aditya – B.Tech CSE, NBH Hostel
- **Issue:** Persistent issues with Wi-Fi speed and connectivity, leading to academic disruptions.
- **Action Taken:**

A meeting was held on 25/12/2022. The committee recommended upgrading the routers and access points for better coverage. They also suggested a bandwidth management system to prioritize essential services. Additionally, instructions were provided to students on troubleshooting common connectivity problems.

Grievance 2: Laundry Coupon System Malfunction

- **Date:** 13/03/2023
- **Complainants:**
 - Harsh – BCA CTIS, NBH Hostel
 - Anugrah – BCA General, NBH Hostel
 - Shivam – B.Tech, OBH Hostel
 - Aditya – B.Tech, NBH Hostel
- **Issue:** The laundry machines fail to start despite successful coupon deductions, causing inconvenience.
- **Action Taken:**

A meeting was held on 17/03/2023 to address the issue. The committee recommended upgrading the laundry system to operate over the Wi-Fi network to ensure better synchronization between the coupon deductions and the machine operation.



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6. Regular Meetings:

The SGRC held regular meetings to discuss and address grievances raised by students. The committee ensured that all complaints were handled promptly and efficiently.

7. Conclusion

The Student Grievance Redressal Committee of Panipat Institute of Engineering & Technology remains committed to providing a fair, transparent, and supportive environment for all students. The initiatives and activities undertaken during the academic year 2022-2023 have significantly contributed to resolving student grievances and improving the overall learning experience


Prof. (Dr.) Shakti Kumar

Chairperson, Student Grievance Redressal Committee

DIRECTOR
PANIPAT INSTITUTE OF ENGINEERING & TECHNOLOGY
PATTI KALYANA, (SAMALKHA)

Dated: