

## **GRIEVANCE REDRESSAL COMMITTEE (GRC)**

As per AICTE has notified regulation for establishment of mechanism for Grievance Redressal Committee and OMBUDSMAN for all the AICTE approved technical institution vide No. 37-3/Legal/2012 dated 25-02-2012 and AICTE notification F No. AICTE/PG/2012/20/SRO/06/1143 dated 25-07-2012.

### **Objective :**

A Grievance Redressal and OMBUDSMAN Committee has been formed in our college to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parents, employee and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

### **Rules :**

1. To deals with all the genuine grievances of students and staff of the college.
2. All complaints should file their grievances either by writing in the paper to the committee or by online on the website of the college.
3. The committee will meet at least once in a month to resolve the grievances.
4. To take conclusive decisions and submit its recommendations to the deciding authority for removal of alleged grievances.
5. The student/staff shall bring up his grievances in a prescribe format immediately to the grievance cell without fail. The number of grievance settled or pending will be report to the principal/Director every month.

### **Procedure :**

1. A complaint box is provided at the ground floor in main building for students.
2. Similarly another complaint box will be provided at the ground floor near to the principal office.
3. All grievances referred to the Grievances Redressal Committee shall be entered in a Register by designated member.
4. All complaints should be resolved within a time frame by looking in to the seriousness and by two way approach.
5. The result of the grievance will be informed to the complainant within the period of defined.
6. Any staff/student may report directly to the Principal/Director for resolving their grievances if he/she is dissatisfied by the GRC.

## **GRIEVANCE REDRESSAL AND OMBUDSMAN COMMITTEE**

Committee Coordinator members Contact No. Weekly meeting Day (SATURDAY) at 04:45 PM to 05:30 PM

<b>S. N.</b>	<b>Name of the Person</b>	<b>Position</b>	<b>E Mail</b>	<b>Mobile No.</b>
1	Mr. Kunal Singh	Coordinator	kunalsingh.aps@gmail.com	6398313944
2	Mr. Nitish Goel	OMBUDSMAN	nitishgoel.aps@gmail.com	8171587158
3	Ms. Swati Somal	Member	swatisomalaps@gmail.com	9960696426
4	Mr. Amit Kumar Garg	Member	gargamit1585@gmail.com	9411821876

**(Director)**