

GULZAR GROUP OF INSTITUTIONS



AFFILIATED TO I.K.G PUNJAB TECHNICAL UNIVERSITY JALANDHAR | APPROVED BY AICTE NEW DELHI

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GGI/SS/2023/0259

Date: 20/02/2023

CIRCULAR

Any Educational organization's success parallels its staff and students' satisfaction. In line with it, with the approval of the Management, we are hereby introducing the revised Grievance Redressal Mechanism (Grievance & Redressal Policy Attached) for the students and staff members. This policy will reasonably consider all types of grievances of its staff/students and for its speedy redressal. It seeks to provide an organizational framework to resolve the grievances of staff & students. It establishes structured interactions with Students and staff to elicit information about academic and administrative processes on their expectations.

g p n e t
20/02/2023
Campus Director

CC:-

- Office of Executive Director for information
- Deans, Heads, and staff Members
- Notice Boards
- College Website

Grievance Redressal Policy for Students, Faculty, and Staff

What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with college that a student or staff thinks, or even feels, is unfair, unjust, or inequitable. Any grievance /Grievance relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by the Women Anti-Harassment Cell.

Please note: While this platform allows all staff members to voice their concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of this committee comprising of senior administrators and faculty of the university.

Constitution of the Grievance Redressal Committee (GRC):

1. Director (Chairperson)
2. Three to Four Sr. faculty members, preferably one from every Department
3. Administrative Officer

Procedure for filing the formal Grievance/grievance:

1. Any student or staff may register a Grievance.
2. The Grievance should be registered through an online form
<https://tinyurl.com/ggistudentgrievance>
3. The students may feel free to drop the writing (can be anonymous if required) in the grievance/ suggestion box.



Process for addressing the Grievance:

1. Upon receipt of the Grievance, the online will send a response to the complainant acknowledging the receipt of the grievance immediately.
2. Depending on the nature of the Grievance, it flows as mentioned below:
 - a. Students grievances
 - i. All Teaching-Learning related cases will be forwarded to concerned Heads and Deans with a copy to the Chairperson GRC.
 - ii. Transportation, Hostel & Mess related cases will be forwarded to Administrative Officer with a copy to the Chairperson GRC.
 - iii. Accounts-related cases will be forwarded to the Account Officer with a copy to the Chairperson GRC.
 - iv. IT-related cases will be forwarded to Administrative Officer with a copy to the Chairperson GRC.
 - v. Any other type of Grievance will be forwarded directly to the Chairperson GRC.
 - b. Faculty grievances
 - i. Faculty grievances will be forwarded directly to the Chairperson GRC.
3. Upon receiving the grievance the concerned authority will try to resolve the grievance within 07 working days time period. In any case, the concerned authority will submit the first response

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20/02/2025

within 07 days time period. Once the matter has been resolved the concerned authority will send a final update to the complainant on the matter.

4. In case of very serious concern, the Chairperson may also call for a meeting of the GRC. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the Grievance has been made. The Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the Grievance.
5. The GRC will maintain an updated record of all Grievances, actions are taken, and closure status.
6. In case the Grievance has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

Re-appeal

The Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Director for reconsideration and review within 07 working days from the final decision of GRC.

The decision of the Director, in such matters, shall be final and there shall be no further appeal in the matter.

Note 1. The committee will recommend appropriate action against the complainant(s), if the Grievance made is found to be baseless or trivial.

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