

Grievance Redressal Cell

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non- academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019,, UGC (Grievance Redressal) Regulations, 2018, and the College Governing Body (GB), the KIIT College of Engineering has constituted the Student Grievance Redressal Committee as mentioned below:

The Student Grievance Redressal Committee (GRC) comprises the following members:

S. No	Name and Address	Officiating as
1	Dr. S.S., Agrawal, Director General	Chairperson
2	Dr.Mahavir Singh, Principal	Co-chair
3	Dr.Kanika Kaur, HOD	Convenor
4	Mr. Satyapriya , Lawyer	Ombudsperson
5	Dr.Atul, Professor ,CSE Deptt., KCE	Member
6	Dr.Anand Bhardwaj, Associate Prof.,MBA,KCE	Member
7	Ms.Seema Sharma, Assistant Prof,CSE	Member
8.	Ms. Nidhi Raghav, B.Tech, CSE 3 rd Yr.,KCE	Special Invitee



Mechanism of the GRC-

- Redressal of Students' Grievances to solve their academic and administrative problems.
- Grievance Redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
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- GRC guide ways and means to the students to redress their problems.
- The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
- GRC shall consider redressing of grievances within a reasonable time.
- The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.
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Procedure for lodging complaint:

The students can lodge their grievance through online mechanism by sending email to:-

CEO:- kiit.hv@gmail.com

Director:- kiit.ssa@gmail.com

Registrar:- kiit.nvk@gmail.com for lodging Grievance.

- The students may feel free to drop the grievance (can be anonymous if required) in the grievance/ suggestion box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.



Establishment of Online Grievances Redressal Mechanism

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 and the College Governing Body (GB), KIIT College of Engineering constituted Student Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. Provision has been made available in the Institute website, for registering the grievance through CEO:- kiit.hv@gmail.com, Director:- kiit.ssa@gmail.com, Registrar:- kiit.nvk@gmail.com. The students and their parents may henceforth approach the Grievance Redressal Committee and submit / register any grievance online, which will be accessed by the GRC headed by the Principal, and appropriate action taken and the decision of the GRC will be intimated to the complainant.

The grievances include:

- making admission contrary to merit
- irregularity in the admission process
- withhold or refuse to return any certificates
- demand of money in excess specified
- breach of the policy of reservation
- complaints of alleged discrimination (SC/ST, OBC, Women, minority or PH)
- withholding student amenities
- denial of quality education
- harassment and victimization of students including sexual harassment
- Refund of fees on withdrawal of admissions, etc.



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9.	Mr. Eesh Kamrah	Management Representative

- The member shall hold the office for a period of Two years.
- The GRC shall meet as and when requires and assess the merit of the complaint.
- The decision of the GRC will be intimated to the complainant through email / SMS / hosted in the website.
- In case of any false / frivolous complaint, the GRC will take appropriate action against the complainant.

