

### **Grievance Redressal Cell**

The function of Grievance Redressal Cell (GRC) cell is to look into complaints lodged by any student, staff, and judge its merit. The GCR is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge of GCR. In case the person is unwilling to appear in self, grievances may be dropped in writing in the letter/suggestion box of the GCR at the Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of GCR.

#### **Objective:**

- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute, creating feeling of satisfaction among stakeholders.
- Upholding the dignity of the Institute by ensuring strife-free atmosphere in the Institute by promoting cordial relation among Institute and different stake holders.
- Encouraging stake holder to express their grievances freely and frankly, without any fear of being victimized and making them believe that their grievance are being addressed properly without any prejudice or bias.
- Encouraging different stakeholders to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

#### **Functions:**

- In the case of the grievance arising out of the students, he/she may approach the concerned class counselor/ subject faculty member. Depending upon the nature of the grievance, faculty member will forward the case to the Head of the department or to the GRC. He/ She may also approach head of the Department/ GRC directly as well.
- The complaint may be put-up either in person or by e-mail to the concerned GRC office in-charge. Drop box available outside the GRC may also be used for this purpose.
- GRC, upon receiving the complaint, will look into the matter and severity of the grievance. Depending upon its nature, it will be forwarded to the concerned cell such as Exam GRC, women sexual harassment cell, Administrative Office, Chief Proctor, Director, Management etc.
- GRC will monitor the timely and appropriate redressal of the Grievance. All the grievances will be documented properly. Further, GRC will submit a report annually citing all the cases received and corresponding action taken.
- In the case of Grievance arising out of any staff members, He/She may approach the concerned Head of the section who may either address the Grievance or forward the same to GRC, depending upon its nature and severity. Further, any staff may also approach GRC as well.
- Detailed list containing contact numbers and e-mail IDs of the GRC members will be published at the Institute website and displayed on different locations.

**Composition of Grievance Cell:-**

**Chairman**

- Dr. S.K. Gupta, Director, Pharmacy (+91-9760064215) (satish.gupta@miet.ac.in)

**Members:**

- Mr. Sanjay Rastogi, Finance Officer, (+91-9837775900) (sanjay.rastogi@miet.ac.in)
- Dr. Ravindra Chauhan, Associate Professor, IT Dept. (+91-9837380946) (ravindra.chauhan@miet.ac.in)
- Dr. Ruchi Garg, Associate Professor, Applied Sc. Dept. (+91-9411326858) (ruchi.garg@miet.ac.in)
- Mrs. Garima Garg, Assistant Professor, BP Dept. (+91-9927034240) (garima.garg@miet.ac.in)
- Mr. Satyam Shivam Sundram, Assistant Professor, IT dept. (+91-9927294522) (satyam.sundram@miet.ac.in)
- Mr. S.P. Singh, Assistant Registrar (+91-9456041541) (registrar@miet.ac.in)

**Member Secretary:**

- Mr. Sandeep Sirohi, Additional Chief Proctor (+91-9756547418) (sandeep.sirohi@miet.ac.in)



**(Dr. Mayank Garg)**  
**Executive Director**