

# MEERUT INSTITUTE OF ENGINEERING & TECHNOLOGY, MEERUT

Ref. No.:

18<sup>th</sup> July, 2017

## **OFFICE ORDER: SC/ST GRIEVANCE REDRESSAL COMMITTEE**

### **Overview:**

Grievance Redressal for SC/ST in Meerut Institute of Engineering and Technology assures accountability, responsiveness, user-friendliness and healthy working atmosphere for the staff and students of the community. The committee helps students as well as the employees to record their complaints, if any and solve their problems related to academics, resources and personal grievances. Ragging complaints are handled as per the anti-ragging rules of Govt. of India Guidelines. Woman harassment complaints handled as per government guidelines by respective section. The following is the composition SC/ST Grievance Redressal Committee.

S. No.	Committee Members Names	Designation	Email & Mobile No.
1.	Chief Proctor	Chairman	Sunil.goel@miet.ac.in:: 9412676841
2.	Ms. DarshanShri	Member	<a href="mailto:Darshan.shri@miet.ac.in">Darshan.shri@miet.ac.in</a> , 8800353754
3.	Mr. Shailender Kr. Singh	Member	shailendra.singh@miet.ac.in:: 9411802617
4.	Mr. Santram	Member	santmiet@gmail.com :: 9760733348

### **Objectives and Functions:**

- Encouraging the SCs/STs employee/student to express their grievances freely and frankly without any fear of being victimized.
- Entertain written signed complaints and petitions of SCs/STs students/staff in respect of matters directly affecting them individually or as a group.
- Ensure grievances are registered and acknowledged promptly through a unique serial number of cells grievance register for future reference.
- Enquiry into the grievances, making recommendations, and reporting to the concerned authorities.
- Monitoring the progress of disposal of the grievance.
- Ensuring disposal of grievances within the time frame. If unsolved within the time frame the coordinator of the committee will report to the ombudsman of the university.
- Dealing with every grievance in a fair manner.
- Ensuring a reasoned and an optimistic reply for every grievance rejected.
- Recommending appropriate action against complainant, if allegations made in the documents are found to be baseless.
- Collection of the feedbacks from the complainant.

**Guidelines for complainant:**

- The complainant has to submit his / her complaint in a prescribed form along with necessary documents (if any) in support of his / her complaint.
- They shall have to apply individually and represent his / her case before Grievance Redressal Committee.
- No proxy will be allowed to represent his / her complaint.
- They shall not be allowed to file a case in any judicial court when the matter is pending before the Grievance Redressal Committee.
- In case of any false complaint, the Chairman of the Cell may order appropriate action against the complainant.
- Always keep the complaint no. for future reference.

**Procedure in Redressal of Grievances:**

Steps	Reporting of Grievance	Whom to report/maintained by	Time frame for Disposal	Report to	Check/Control Point
Step I	Written Grievance by the complainant	Grievance to be submitted to the SPOC/coordinator	--	If needed be reported to the Chairman of the committee	Director of the Institute to check the Grievance Register at least once in two months.
Step II	Grievance Register is to be maintained indicating the name of the complainant, date of receipt of complaint, subject matter, Complaint no., date of disposal and remarks column.	The report is to be maintained by any member of the Committee	48 hrs.	To be reported to the Coordinator of the Committee	
Step III	Hearing of the Grievance/Getting to know the problem	Member of the Committee	4 working days	Committee is to submit report to the Chairman.	
Step IV	Communicating the decision to the complainant in writing and getting the signature in office copy	The decision of the committee is to be communicated to the Director	Within 10 working days	Report to the director of the institution.	
Step V	If complainant is not satisfied he/she has a right to appeal in writing against the decision of the committee	The appeal can be sent to the Ombudsman of the University	Appeal should be sent within ten working days of the said decision	The decision will be communicated to the Director of the institute	

(Dr. Mayank Garg)  
Executive Director

**Copy to:**

1. All Notice Boards