



CIRCULAR

(Grievance Redressal Mechanism # Students / Faculty and Staff Members)

All students, faculty and staff members are hereby informed that the mechanism related to the grievance/ feedback is as per following :

1. Grievance, if any, should be reported to the concerned authority / committee either through email or through written application in an earliest possible manner. Refer GCET website (Feedback and Grievance) for details of committees / authorities / online reporting of grievance.

| S. No. | Grievance Area (Students) | Concerned Committee / Authority |
|--------|---|---|
| 1. | Academics related | Mentor > HOD > Dean – Academics > Director |
| 2. | Exam related | COE > Dean – Academics > Director |
| 3. | AKTU / Government related | Registrar > Director |
| 4. | All Other – Specific Nature (E.g. : Ragging / Discipline / SC/ST / Harassment / Counselling etc.) | Member of Concerned Committee > Convener of Concerned Committee > Chief Proctor (as applicable) > Dean (concerned) > Director |
| 5. | Library | Librarian > Professor I/c-Library > Director |
| 6. | Hostel / Mess related | Warden (concerned) > Professor I/c-Hostel > Director |
| 7. | Admin / Amenities / Facilities | Admin Officer > Dean – Admin > Director |
| 8. | Fee / Fine related | Registrar > Account Section > Director |
| 9. | Staff related | HOD > Dean – Academics > Director |
| 10. | Faculty related | HOD > Dean – Academics > Director |
| 11. | HOD related | Dean-Academics > Director |
| 12. | Dean(s) | Director / Governing Council / Management |
| 13. | Director related | Director / Governing Council / Management |
| S. No. | Grievance Area (Faculty / Staff) | Concerned Committee / Authority |
| 1. | Staff Members | HOD > Dean-Academics > Director |
| 2. | Faculty Members | HOD > Dean-Academics > Director |
| 3. | HODs | Dean-Academics > Director > Governing Council / Management |

2. Concerned authorities / committees are requested to address and resolve the reported issue on a priority basis (preferably within a week), considering the rules of the College / AKTU / in a lawful manner. Its redressal must be informed to all the concerned ones (maintaining the secrecy of the act, as deemed).
3. In case, grievance raised by student / employee could not be resolved within a week or not satisfied with its redressal, he / can further report his / her grievance to the Director (through written application / email / website etc.) at the earliest.


(Prof. (Dr.) Brijesh Singh)
Director (Officiating)

Copy to:

- : Hon'ble Chairman & CEO Sir - for kind information
- : All Deans, HoDs & Section I/Cs ; All Faculty & Staff members
- : All Students