



Galgotias Institute of Management & Technology

1, Knowledge Park II, Greater Noida – 201 306 (UP) INDIA

Circular

(Grievance Redressal # Students / Faculty and Staff Members)

Grievance, if any, should be reported to the concerned authority / committee either through email, online portal (specified in college website) or through written application in an earliest possible manner. Refer GIMT website 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 – SW > Director
5.	Library	Librarian > Dean – Academics > Director
6.	Hostel / Mess related	Warden (concerned) > Chief Warden > Dean – SW > Director
7.	Admin / Amenities / Facilities	Admin Officer > Dean – SW > Director
8.	Fee / Fine related	Account Section > Director
9.	Staff related	HOD > Dean – SW > Director
10.	Faculty related	HOD > Dean – SW > Director
11.	HOD related	Dean-SW > Director
12.	Director related	Director / Governing Council / Management

S No.	Grievance Area (Faculty / Staff)	Concerned Committee / Authority
1.	Faculty Members	HOD > Director
2.	Staff Members	HOD > Director
3.	HODs	Director > Governing Council / Management

Concerned authorities / committees are requested to address and resolve the reported issue on a priority basis (preferable 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),

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.

NOTE: In addition to college level grievance redressal system, AKTU / State Government / AICTE etc also have their grievance redressal mechanism.

(Dr. J.P. Pathak)
Director

Copy for information and necessary action to:

- ⇒ Hon'ble Chairman and CEO
- ⇒ HOD, First Year Coordinators
- ⇒ ERP, Registrar, Admin. HR Office, Hostel Warden ⇔ Notice Boards