



# PRABHU KAILASH ENGINEERING COLLEGE

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Ref No: -PKEC/...../.....

Date: .....

<b>From:</b> Director, PKEC	<b>To:</b> All Faculty, Staff and Students – PKEC
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## Grievance Redressal Policy

The Grievance redressal policy is part of the overall management system of PKEC. The aim of the Grievance Policy is to enhance stakeholder satisfaction by creating an environment that is open to feedback, grievances, resolving the grievance received and enabling the institution to improve the services provided to students and other stakeholders. Anything with a genuine grievance may approach the coordinator or member of the Grievance Redressal Committee (GRC). Grievances may also be submitted through online portal of the institute website or sent through email to [grievanceredressal@pkec.in](mailto:grievanceredressal@pkec.in)

## Grievance Redressal Process: -

The-GRC redress the grievances promptly and judiciously. Grievances of academic nature will be redressed with 7 days and non-academic within 14 days. The CRC ensure the confidently of the aggrieved party and the objective of the investigators, process of Grievances redressal include the following steps:

- Step 1.** After the Grievances is received, the Grievances Redressal Committee (GRC) meets and discuss the discussed of the aggrieved party and conducts a detailed Investigation of the grievance.
- Step 2.** After the Grievances is received, the Grievances Redressal Committee (GRC) meets and discuss the discussed of the aggrieved party and conducts a detailed Investigation of the grievance.
- Step 3.** The Grievance Redressal Committee (GRC)- The Grievances Redressal Committee (GRC) will propose the possible solutions to the Director for the final decision.
- Step 4.** In case of dissatisfaction by the aggrieved party, the issue is referred to the Ombudsperson office. In this case, all the relevant information documents need to be sent to the ombudsperson.
- Step 5.** The final decision whatsoever to be communicated to the party this would follow the closure of the Grievance.

## Grievance Redressal Committee (GRC)

Sr. No.	Name	Designation	Status
01.	Ms. Deepanksha Sharma	Principal	Chairperson
02.	Dr. Shiv Kumar	University Nominated	Ombudsperson
03.	Dr. Amit Kumar Agrawal	Director	Coordinator
04.	Mr. Rajeev Kumar	Registrar	Member
05.	Mr. Rishabh Sinha	Assistant Professor	Member
06.	Ms. Shweta Kumari	Assistant Professor	Member

The membership of nominated members shall be for a period of two years.  
This has the approval of competent authority.

**Dr. Amit Kumar Agrawal**  
Director