



GN GROUP OF INSTITUTES

GN Group/ MANAGEMENT/

DATE : 01.01.2024

OFFICE ORDER

To,

All GRC Members
(As per list attached),
Greater Noida College,
Plot No. 6B, KP-2, Greater Noida.

Sub: Appointment of Grievance Redressal Committee

Dear All,

In accordance with University Grants Commission (Grievance Redressal). Regulations, 2012 a Grievance Redressal Committee has been constituted. This Grievance Redressal Committee has to prevent unfair practices, alleged discrimination, and addressing the scholarship issues and sexual harassment cases and to pro.

Objective: To deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied. Encouraging the students to express their grievances / problems freely and frankly, without any fear of being victimized.

Structure & Constitution of the Grievance Redressal Committee shall be as under:

S. No.	Name	Designation
1.	Dr. S. C. Agarwal : Director General	Chairman
2.	Dr. Anil Sharma : Principal GNCL	Member Secretary
3.	Dr. Mukul Singh : Director – GNIT CP	Member
4.	Dr. Parvinder : Director Administration 6C	Member
5.	Dr. Jwala Devi : HOD GNIM	Member
6.	Mr. Pankaj Kumar : Professor GNIT CM	Member

Meetings: The Member Secretary shall, with the approval of the Chairman of the Committee convene the meetings of the Grievance Redressal Committee as and when the need arises. One half of the total members shall constitute the quorum, However, if there is no quorum for the meeting up to half an hour, then the meeting shall stand adjourned to the next convenient day fixed, In the adjourned meeting, if there is no quorum for up to half an hour, then the members present shall themselves constitute the quorum and conduct the meeting.

Plot No. 6 B & C, Knowledge Park – II, Greater Noida, G. B. Nagar - 201310
प्लॉटनंबर 6 बी और सी, नॉलेजपार्क - II, ग्रेटरनोएडा, जीबीनगर- 201310



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Member Secretary shall present the case before the committee for resolution. Both the complainant and the person against whom the complaint is raised are to be presented along with any other person whose presence is required for the speedy resolution of the grievance.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the “OMBUDSMAN” appointed by the Affiliating University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person. The Institution shall comply with the order of the ombudsman.

Roles & Responsibilities: Without prejudice to the generality of functions mentioned, the Roles & Responsibilities of Grievance Committee is as under.

- ❖ The Grievance Redressal Committee shall consider all grievances submitted in writing or online by an individual member of the Institution regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the Institution.
- ❖ The member secretary shall call for a meeting and the member Secretary shall present the case before the committee for resolution. Both the complainant and the respondent need to be present along with any other person whose presence is required for the speedy resolution of the grievance.
- ❖ The Grievance Redressal Committee will study the documents namely, petition/ application, the relevant documents, the statements of complainant, the statements of respondent and statements of witnesses, and shall discuss with those concerned and submit its recommendations to the Head of the Institution within one month if possible, but in any case not beyond three months, for further action.
- ❖ In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Head of the Institution/ Disciplinary Committee to take appropriate action against the complainant.
- ❖ In resolving the grievances before it, the GRC will follow principles of natural justice.
- ❖ The Grievance Redressal Committee may mediate between the complainant and respondent, if required.

It is expected that this GRC will be able to tackle the grievances and solve these by following the principles of natural justice.

Chairman,
GN Group,

Plot No. 6 B & C, KP-2, Greater Noida.