

Department of Electronics & Communication Engineering

ADGIPS, New Delhi

Date: 25th Aug, 2026

Roles & Responsibilities of the Grievance Redressal Committee

The Grievance Redressal Committee is constituted to provide students with a fair, accessible, and transparent mechanism for addressing their genuine academic, administrative, or other departmental grievances. The committee shall ensure that grievances are considered objectively and resolved within the prescribed timeframe.

Roles & Responsibilities

1. Receiving and Examining Grievances

To receive complaints and grievances submitted by students, examine their merits, and take appropriate action in accordance with applicable **Institute/University policies**.

2. Addressing Harassment-Related Complaints

To consider matters relating to harassment that fall within the committee's jurisdiction and, where necessary, refer such matters to the appropriate competent committee/authority as per applicable regulations.

3. Accessible Grievance Mechanism

Any student having a genuine grievance may approach the designated departmental members directly or through the respective Class In-charge for assistance in submitting the grievance.

4. Confidential Submission

Students who are unwilling or unable to appear personally may submit their grievance in writing through the suggestion/grievance box available in the ECE Department. Grievances may also be submitted through the designated departmental grievance email or to the Officer-in-Charge of the Students' Grievance Cell.

5. Prompt Action

The committee shall initiate appropriate action promptly upon receipt of a written grievance, subject to the availability of necessary information and supporting documents.

6. Verification and Resolution

The committee shall examine the facts, seek clarification or supporting documents wherever required, and make efforts to resolve genuine grievances fairly and objectively within the stipulated timeframe.

7. Confidentiality and Fairness

The committee shall maintain appropriate confidentiality of grievance proceedings and ensure that grievances are considered without discrimination, bias, or prejudice.

8. Follow-up and Closure

The committee shall follow up on the action taken and ensure that the grievance is appropriately addressed before formally closing the case.

9. Periodic Review and Reporting

The committee shall periodically review the grievances received and maintain appropriate records, including the number of cases received, disposed of, and pending.

10. Submission of Reports to Higher Authorities

The committee shall prepare periodic statistical and status reports and submit them to the competent authority, including details of cases addressed and pending cases requiring further direction, guidance, or intervention.

11. Continuous Improvement

The committee may identify recurring issues and recommend suitable preventive and corrective measures to improve the academic and administrative environment of the department.

Committee:

S.NO.	NAME	ROLE
1.	Prof. (Dr.) Surender Dhiman	H.O.D, Chairman
2.	Ms. Kamyra Dzinga	In Charge (Faculty)
3.	Dr. Richa Malhotra	Member (Faculty)
4.	Ms. Mrunmai Tayade (9975901303)	Member (Student)
5.	Mr. Kanishak (9354706457)	Member (Student)

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Prof. (Dr.) Surender Dhiman

HOD - ECE