



GANDHI INSTITUTE OF ENGINEERING AND TECHNOLOGY UNIVERSITY, ODISHA, GUNUPUR (GIET UNIVERSITY)

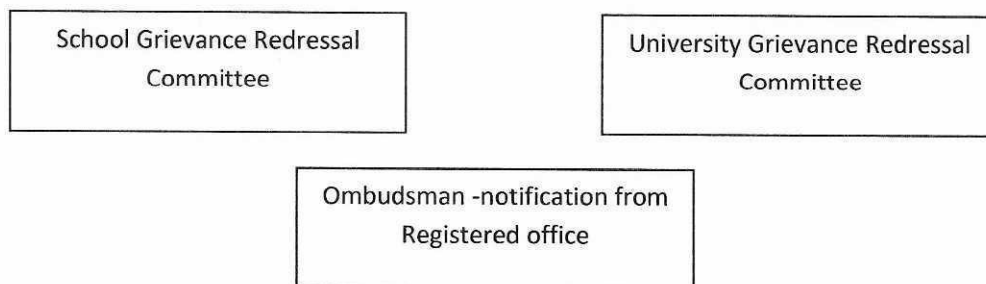
(Established Vide Odisha Act 23 of 2018, Included by UGC, New Delhi,
and Approved by AICTE, ICAR, INC, DSIR, New Delhi)

Gunupur - 765022, Dist.- Rayagada, Odisha, India

www.giet.edu

Mechanism for Submission of Grievance Redressal

- Gandhi Institute of Engineering and Technology University follows a transparent mechanism for handling all grievances.
- All stakeholders are advised to communicate by email or direct meetings to resolve all issues.
- The top management of Gandhi Institute of Engineering and Technology University also have frequent interactions with Deans/Departmental Heads/faculty so as to resolve all issues.
- If there are unresolved issues further to this, the same is addressed through the Grievance Redressal Process as follows:
 - The aggrieved student could meet up with her/his mentor and give full details along with support documents.
 - The Mentor hands this over to the Dean of the School.
 - The Director initiates the meeting with the student and the Mentor and if unresolved, hands the complaint to the office of the University Affairs.
 - The Office of the University Affairs would be responsible for forwarding the application to the concerned person.
 - University has the Grievance Redressal Mechanism set up at 3 levels:



- The School Grievance Redressal Cell addresses issues arising from within the school.
- The University Grievance Redressal Cell addresses issues arising from Schools/ Hostels/ Transport/ Security/ Sports/ General admin within the campus.





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Procedure adopted by Grievance Redressal Cell

- The Grievance Redressal Cell (Students) shall fix a date for hearing the complaint.
- The aggrieved student to appear in person to present the case.
- Natural justice to be the guiding principle for all grievances.
- All such applications to be disposed speedily and not later than a month of receipt of the grievance
- The concluded proceedings to be passed as may be deemed fit.

Ombudsman:

- If the aggrieved student is not satisfied with the decision taken, then she/he may appeal to the Registered Ombudsman.
- The Ombudsman will follow the same process as detailed for Grievance Redressal Committee.
- In the case of any misrepresentation or nature of complaint if false; the Ombudsman may order appropriate action.

Email Coordinates for Grievance Redressal for students: deanstudentaffairs@giet.edu

