

Ref No: ICE/Admin/2023/117

Dated: 06/04/2023

## OFFICE ORDER

### GRIEVANCES REDRESSAL MECHANISM

As per the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019, Indotech College of Engineering has set up a Grievances Redressal Mechanism to address the complaints/ Grievances of students and staff in a speedy and judicious manner.

Generally, it envisages the complaints regarding admissions, irregularities in established processes, victimization and/or harassment.

Complaints of other nature which may affect the performance and general development of a student are also admitted for redressal.

Indotech College of Engineering will have Grievances Redressal Mechanism set up at two levels:

1. Student Grievances Redressal Committee
2. Ombudsman

The setup of Student Grievances Redressal Committee takes into consideration the complaints pertaining to transport, security, sports, departmental complaints and general administration issues on the campus.

The committee set up by Institution for session 2023-24 comprises of the under mentioned.:

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|---|----------------------------|
| 1. Prof.(Dr) Ravi P Reddy, Principal        | Chairman                   |
| 2. Mr. Vivek Sharma, Asst Professor         | Member                     |
| 3. Mr. Santosh Kumar Mishra, Asst Professor | Member                     |
| 4. Mr. Tapas Ku Sahoo                       | Member (Student Counselor) |
| 5. Ms. T. Anuradha                          | Student Representative     |
| 6. Mrs. Smritirekha Maharathi               | Member (Student Counselor) |

The committee at department will consist of the following:

- |                        |             |
|------------------------|-------------|
| 1. Director/ Principal | Chairperson |
| 2. Course Coordinator  | Member      |
| 3. Mentor/Mentors      | Member      |

All departments are to display the information regarding mechanism of Grievances Redressal on notice boards within their jurisdiction.

#### Procedure for submission of Complaints

Any aggrieved student may submit an application giving full details, along with supporting documents, of the complaint addressed to the Chairman, Grievance Redressal Committee. The application may be handed over to the Office of the University Affairs. The office of the University Affairs would be responsible for forwarding the application to the concerned person.

#### Procedure to be adopted by the Grievance Redressal Committee:

1. The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the Registrar and the grieved person either in writing or electronically, as may be feasible.
2. An aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
3. Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
4. Grievance Redressal Committee shall ensure disposal of every application as speedily as possible as and not later than a month of receipt of the grievance.
5. On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

#### Appointment of Ombudsman


Nominee of Affiliating University

#### Action by Ombudsman

1. If the aggrieved student is not satisfied with the decision of the Grievance Redressal Committee of the institute, he/she may appeal to the Ombudsman by registering grievance with Mr Santosh Mishra, Deputy Director of the institution.

2. The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint.
3. In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

For any other queries in this regard, the concerned person may contact the office of the Principal.

  
Principal  
Indotech College of Engineering  
Indotech College of Engineering  
Khurda

Cc to:

1. All departmental notice boards
2. Website