



POORNIMA

INSTITUTE OF ENGINEERING & TECHNOLOGY

Promoted by Shanti Education Society, Affiliated to Rajasthan Technical University & Approved by AICTE

PIET/ADMIN/2024-25/1076

July 26, 2024

Student's Grievance Redressal Committee (SGRC)

As per the University Grants Commission (UGC) guidelines (Gazette notification CG-DL-E-11042023-245095 dated 11 April 2023), a Students' Grievance Redressal Committee (SGRC) has been constituted at Poornima Institute of Engineering and Technology, Jaipur with a commitment to maintain a conducive academic environment for all our students.

The SGRC aims to look into the complaints lodged by any student and redress it as per requirement. Students can reach out to SGRC with their grievances, if any, regarding academic matters related to their study in the campus through the online grievance form.

The function of the Student Grievance Redressal Committee (SGRC): It is to look into the complaints lodged by any student, and judge its merit. The SGRC is also empowered to look into matters of harassment. The committee aims to resolve conflicts and grievances in a fair and impartial manner. This helps prevent escalation of issues and contributes to a positive atmosphere within the institute. The committee operates transparently, providing a clear process for raising and addressing grievances. This transparency fosters trust among students & Staff.

Responsibilities of the committee

1. The above committee maintain a register and record all the complaints received online and offline from the aggrieved students and call immediate meeting to address the complaint immediately after receipt of the complaint.
2. Institution has an online portal & ERP where any aggrieved student may submit an application seeking redressal of grievance.
3. On receipt of an online complaint, the institution refers the complaint to the appropriate Grievance Redressal Committee along with its comments within 15 days of receipt of complaint on the online portal.
4. The Grievance Redressal Committee, as the case may be, fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
5. An aggrieved person appears either in person or authorize a representative to present his/her case.
6. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) then he/she can appeal before the University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development within 30 days.
7. Suggestion boxes have been installed in the institutions to receive any anonymous complaints in case student doesn't want to reveal his identity.



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List of constituent members of Student Grievance Redressal Committee of Poornima Institute of Engineering & Technology

S.No.	Position (Chairman/Member)	Department	Designation	Name	Email-ID
1	Chairperson	Administration	Principal & Director	Dr. Dinesh Goyal	principal.piet@poornima.org
2	Member-1	Administration	Registrar	Dr. Balwan	registrar.piet@poornima.org
3	Member-2	Administration	Director Student Welfare	Mr. Ashwini Lata	dsw@poornima.org
5	Member-3	Artificial Intelligence & Data Science	Dy. HoD	Ms. Alka Rani	alka.rani@poornima.org
5	Member-4	Applied Sciences	Dy. HoD	Dr. Nitin Mathur	nitinmukesh@poornima.org
6	Member-5	IOT	HoD	Dr. Payal Bansal	payal.bansal@poornima.org
7	Member-6	Computer Engineering	Professor (CSE)	Dr. Sanjay Sinha	sanjay.sinha@poornima.org
8	Member-7	Computer Engineering	Assistant Professor	Ms. Priya Verma	priya.verma@poornima.org
9	Member-8	Computer Engineering	II year student	Akshak Gupta	2023pietcsakshak011@poornima.org
10	Member-Secretary	Administration	Chief Proctor	Mr. Ashok Kumar	proctor.piet@poornima.org

Dr. Dinesh Goyal
Principal/Director

Principal
Poornima Institute of Engineering
& Technology
ISI-2, RIICO Institutional Area
Gener Road, Sitapura, JAIPUR-302022

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