



GANDHI ACADEMY OF TECHNOLOGY AND ENGINEERING

(Approved by AICTE, New Delhi, Affiliated to BPUT and SCTE & VT, Odisha)

Contact : +91 9337753377 Ph. : 0680-2280828, Fax : 0680-2010006

P.O/P.S : Golanthara, Konisi, Berhampur- 761 008, Dist : Ganjam (ODISHA)

Ref. No. 288/GATE/2024

Date 20/08/2024

OFFICE ORDER

Grievance Redressal Committee (GRC)

In obligation to the public notice no.PG/08(04)/2016 issued by AICTE, New Delhi and as per AICTE regulation notification N.37-3/Legal/2012 Dated 25.05.2012 (Establishment of a mechanism for grievance redressal) and to redress the grievances received from students and staffs of the institute, a grievance redressal committee is for the Academic year 2022-2023 constituted in Gandhi Academy of Technology and Engineering with following members and roles and responsibilities as mentioned herein.

Grievance Redressal Committee (GRC) is constituted for the redressal of the complaints reported by the student/parent/employee of the college with the following objectives:

Objectives

1. To provide the students access to immediate, hassle free resource to have their grievances redressed.
2. To uphold the dignity of the college by promoting cordial Student-Student/ Student-Teacher/Teacher-Teacher relationship.
3. To ensure that the views of grievant and respondent are respected and that any party to a grievance is not discriminated or victimised.
4. To ensure a fair, impartial and consistent way for redressal of various complaints lodged by the stakeholders
5. To develop a harmonious educational environment in the institute.
6. To awareness campaigns to educate employees, customers, or stakeholders about the grievance redressal process, their rights, and the available channels to raise complaints.



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Roles and Responsibilities:

1. The grievance and redressal committee should look after all the complaints, appeals and grievances apart from students/staff/faculty from time to time in order to solve their problems and provide them with legal justice.
2. The committee should be impartial, neat, clean and fair while exercising its power and deciding to provide impartial judgements to the related victims.
3. To prevent irregularity in the admission process if complaints/anomalies /discriminatory practices against students are visible.
4. To ensure and protect the denial quality of education as assured by the Institute.
5. To ensure and check non-transparent or unfair means/policies in the process of evaluation.
6. The committee shall be convened at least a meeting once a month for monitoring the related activities if any.

Scope of the grievances:

Grievances may be related to any of the following matters:

1. Academic Matters - Issues related to assessment, attendance, marks, and other examination-related matters, etc.
2. Financial Matter - Issues related to charging of fees, scholarships, and payments
3. Administration Matters - Issues related to infrastructure, basic amenities, sanitation, Hostel, transport, or victimization
4. Harassment and Ragging by colleague students or teachers etc

Grievance receiving mechanisms:

Anyone with a genuine grievance may lodge their complaint to Grievance Redressal Committee along with necessary documents, if any. The grievance shall be reported by using any of the following modes:



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1. Report submission in person by approaching the chairman of the Committee
2. Online submission through institute website (www.gate.ac.in)
3. Through e-mail to gateinformation@gmail.com
4. Writing to "The Chairman, Grievance Redressal Committee, Gandhi Academy of Technology and Engineering (GATE, Berhampur), NH-16, At/Po Golanthara, Dist-Ganjam Odisha, Pin-761008
5. Can utilize the suggestion box to drop their complaints.
6. Can complain to their respective HoDs.

Grievance Redressal Mechanism:

1. After the receipt of the application from the aggrieved, the chairman of the Grievance Redressal Committee shall fix the date, time, and venue of the meeting after having a discussion with all the members.
2. The meeting shall be scheduled within five days of receipt of the application.
3. All relevant papers shall be circulated as hard/soft copies to all the members on or before the date of the meeting.
4. After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgment of receipt would be placed on record.
5. In the case of a minor student (applicant), the student may be accompanied by his or her natural/legal guardian (either father or mother). No other person shall be allowed to the meeting.
6. The Committee members are expected to deliberate upon the case, the grievance of the applicant, and the rules laid down by the institute. The brief facts, evidence, and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting.
7. The minutes shall be circulated to all the members of the Grievance Committee for their signatures.



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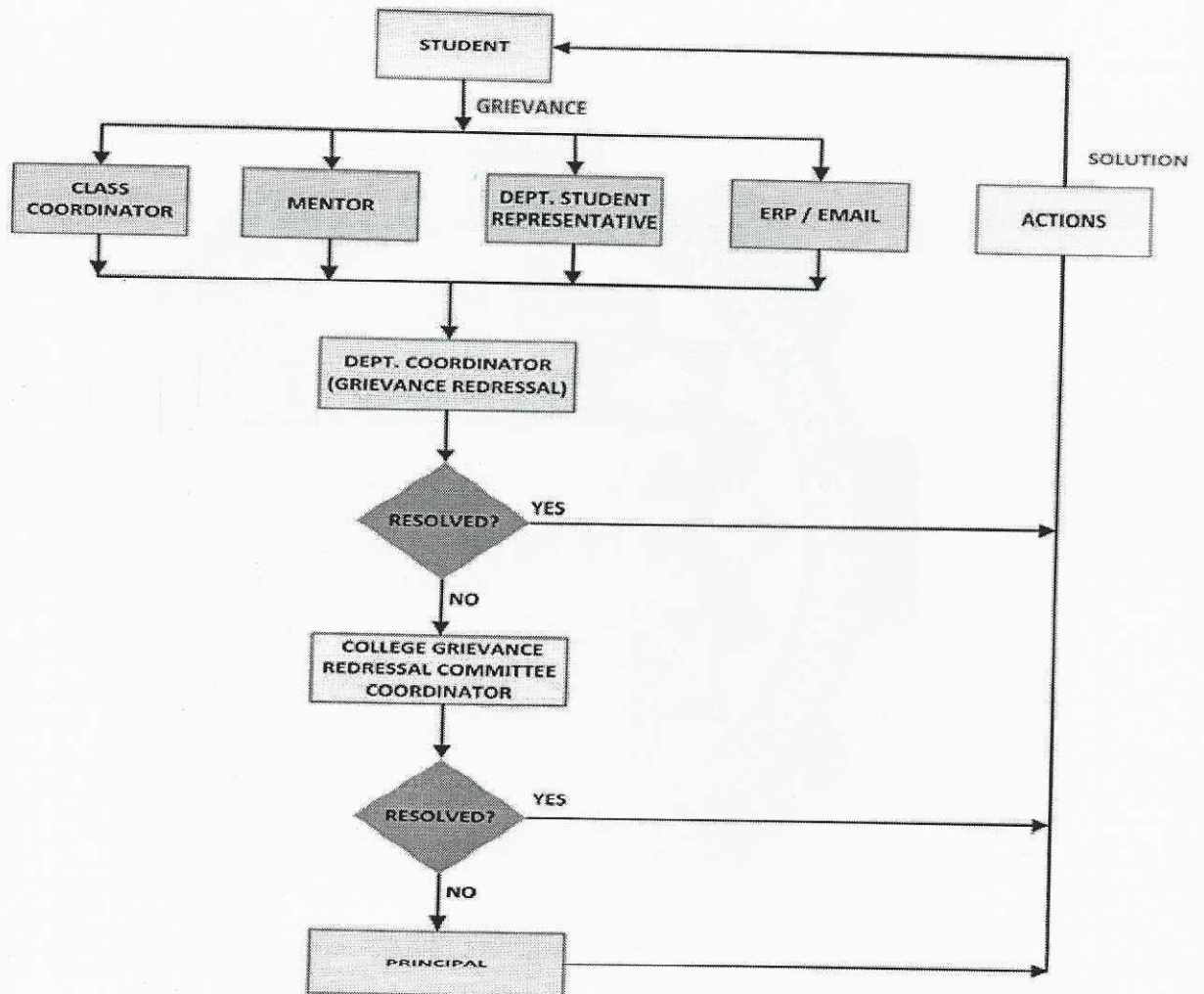
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8. The decision of the Grievance Committee shall be communicated in writing to the applicant at the earliest.

GRIEVANCE REDRESSAL MECHANISM





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For the Academic year 2024–2025, establish the Grievance Redressal Committee (GRC) with regard for the redressal of the complaints reported by the student/parent/employee of Gandhi Academy of Technology and Engineering.

Name	Designation	Position in Committee
Dr.Gouri Shankar Mohapatro	Principal, Gandhi Academy of Technology and Engineering	Chairperson
Dr. Biswa Jyoti Pani	Asst. Professor, Mechanical Engineering	Convener
Mr. Tushar Kanta Satapathy	Asst. Professor, Electrical Engineering	Member
Dr. Mantravadi Lalitha Mahalakshmi	Asst. Professor, Electronics & Telecommunication	Member
Miss. Ankita Jena	Asst. Professor, Civil Engineering	Member
Mr. Sachin Kumar Patra	Asst. Professor, Computer Science & Engineering	Member
Mr. Banamali Pathi	Administrative Officer, Gandhi Academy of Technology and Engineering	Member
Mr.Sonu Maharana	Sr. Librarian, Gandhi Academy of Technology and Engineering	Member

For Speedy redress of all grievances, the Grievance Redressal Committee of GATE shall decide within 7 days of receipt of the grievance and the decision shall be informed to the concerned complaint.

In case the complaint is not satisfied with the decision of the Grievance Redressal Committee of GATE, he/she may send their appeal to OMBUDSMAN of affiliating University i.e. BPUT directly to get justice.

Dr. Gouri Shankar Mohapatro

Principal
Gandhi Academy of Technology and Engineering, Berhampur

Copy to: Chairman, GATE/ All Notice boards/ All members of the Committee/ College Website

Web : www.gate.ac.in

E mail : principal.gate.bam@gmail.com
gateinformation@gmail.com
gandhipolyinfo@gmail.com