

Ref: ECET/Dir.off. /Comt./56

Date: 02.08.2025

From:
Director, ECET**To:**
All Faculty, Staff and Students – ECET**Grievance Redressal Policy**

The Grievance redressal policy is part of the overall management system of ECET. The aim of the Grievance Policy is to enhance stakeholder satisfaction by creating an environment that is open to feedback, grievances, resolving the grievance received and enabling the institution to improve the services provided to students and other stakeholders. Anything with a genuine grievance may approach the coordinator or member of the Grievance Redressal Committee (GRC). Grievances may also be submitted through online portal of the institute website or sent through email to grievanceredressal@ecet.net.in

Grievance Redressal Process: -

The-GRC redress the grievances promptly and judiciously. Grievances of academic nature will be redressed with 7 days and non-academic within 14 days. The CRC ensure the confidently of the aggrieved party and the objective of the investigators, process of Grievances redressal include the following steps:

- Step 1.** After the Grievances is received, the Grievances Redressal Committee (GRC) meets and discuss the discussed of the aggrieved party and conducts a detailed Investigation of the grievance.
- Step 2.** After the Grievances is received, the Grievances Redressal Committee (GRC) meets and discuss the discussed of the aggrieved party and conducts a detailed Investigation of the grievance.
- Step 3.** The Grievance Redressal Committee (GRC)- The Grievances Redressal Committee (GRC) will propose the possible solutions to the Director for the final decision.
- Step 4.** In case of dissatisfaction by the aggrieved party, the issue is referred to the Ombudsperson office. In this case, all the relevant information documents need to be sent to the ombudsperson.
- Step 5.** The final decision whatsoever to be communicated to the party this would follow the closure of the Grievance.

Grievance Redressal Committee (GRC)

Sr. No.	Name	Designation	Status
01.	Mr. Ankur Agarwal	Dean	Chairperson
02.	Dr. R. K Yadav	University Nominated	Ombudsperson
03.	Dr. Shipli Kumari	Director	Coordinator
04.	Ms. Khusboo Singh	Registrar	Member
05.	Mr. Dilip Kumar	Assistant Professor	Member
06.	Dr. Sarika	Assistant Professor	Member

The membership of nominated members shall be for a period of two years.

This has the approval of competent authority.


Dr. Shipli Kumari
Director

