

GATEWAY EDUCATION Delhi-NCR, Sonipat	Office Order Student & Faculty Grievance Redressal Policy	DOC: GE/HE/DG OFFICE/2025/180 REV: - DATE: 09 Oct 25 PAGE: 1 of 3
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1. Objective

The purpose of this policy is to provide a fair, transparent, and time-bound mechanism for resolving both student and faculty grievances at Gateway Education. The system ensures impartial handling of concerns to foster a supportive, inclusive, and professional environment.

2. Scope

This policy covers grievances related to:

Students: Academic, administrative, welfare, examination, evaluation, and other student-related issues.

Faculty: Service conditions, workload, promotions, academic freedom, work environment, interpersonal conflicts, and administrative matters.

3. Grievance Redressal Process

3.1 Option – (1) Grievance Submission via email

Students: grievances to be sent via sgrc@gateway.edu.in

Faculty: grievances to be sent via hr@gateway.edu.in

3.2 Option – (2) Grievance Submission via Digi Campus (Link given below)

<https://ge.digiicampus.com/helpCenter/service/33> **For Students**

<https://ge.digiicampus.com/helpCenter/service/34> **For Faculty / Staff**

3.3 Escalation Mechanism (Both for option 1 and option 2)

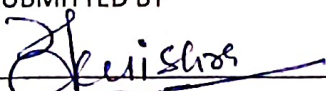
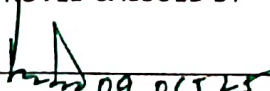

For Students

↓
 Mr. Harish Kumar (Registrar)
 ↓
 Head of the Department
 ↓
 Principal

For Faculty / Staff

↓
 Head of the Department / HR
 ↓
 Principal
 ↓
 Director General

- Concerned Authority (HOD, immediate supervisor, or administrative officer) – Within 3 working days.
- If unresolved, escalated to Dean (Academics/Faculty Affairs/Student Welfare) – within next 3 working days.
- If still unresolved, forwarded to the Grievance Redressal Committee (GRC) for final resolution – within 5 working days.
- The student / faculty are informed of the resolution and can provide feedback on the process.

SUBMITTED BY 	APPROVED & ISSUED BY 	CONTROLLED COPY STAMP 
Mandan Mishra Head - Human Resources Gateway Education	09 OCT 25 Dr. (Col) A Garg Director General Gateway Education	

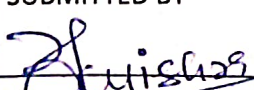


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3.4 Final Redressal by GRC

- (a) The Grievance Redressal Committee (GRC) examines the grievance and ensures a fair and timely resolution
- (b) Final decision is communicated within 10 working days of receipt at committee level.
- (c) Feedback is collected to ensure satisfaction.

4. Structure of the Grievance Redressal Committee (GRC)

Name/Position	Role	Responsibility
Dr. (Col.) A Garg, Director GE	Chairperson	Overall
Mr. Sunny Singla, Dean of Academics	Member	Academic grievances
Mr. Ajay Kumar, Dean Student Welfare	Member	Student welfare grievances
Principal's / FH of respective colleges		
1. Dr. Vinay Kumar Singhal (Principal) grievance	GIET	In case of faculty/student
2. Prof. Tanushree Das (Principal) grievance	GCAD	In case of faculty/student
3. Dr. Rahul Sharma (Principal)	GCP	In case of faculty/student grievance
4. Concerned Functional Head	GECS	In case of staff grievance
Faculty Representatives (Each Institution)		
1. Mr. Ashish Aggarwal (Asstt. Professor)	Members	Faculty & Student grievances
2. Ms. Birender Singh (Asstt. Professor)		
3. Mr. Gurdeep Singh (Asstt. Professor)		
Student Representatives		
1. Mr. Piyush (DCS 3 rd Year)	Members	Represent student grievances
2. Ms. Khusboo (MBA 1 st Year)		
3. Mr. Deepanshu (B.Pharm 1 st Year)		
Faculty / Student Grievance Coordinators		
Mr. Mandan Mishra (Head HR)	Coordinator	Faculty related grievances

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Mr. Harish Kumar (Registrar) Coordinator Student related grievances

Any addition, as deemed fit can be co-opted by respective coordinators in consultation with DG GE.

5. Roles and Responsibilities of the Committee:

5.1 Chairperson:

- (a) Oversees the functioning of the GRC.
- (b) Ensures timely resolution of escalated grievances.
- (c) Approves final decisions and actions.


5.2 Coordinators:

- (a) Investigate grievances thoroughly and impartially.
- (b) Ensures timely resolution of escalated grievances.
- (c) Act as a bridge between faculty and the administration.

5.3 Other Members:

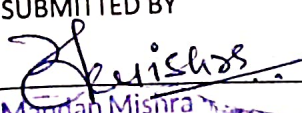


- (a) Investigate grievances thoroughly and impartially and assist committee members
- (b) Provide recommendations for resolution based on the nature of the grievance.
- (c) Ensure compliance with institutional policies and guidelines

6. The policy if implemented diligently shall enhance happiness index of students and faculty members of Gateway Education.


Dr. (Col) A Garg
Director General

Distribution: Principal GCAD, Principal GIET, Principal GCP, Director Admissions & Placements, Dean Academics, Dean R&D, Dean SW, HoD DCS, HoD DMS, HoD DCA, Head IIC & E, Head Consultancy Cell, Head Admin & EEM Cell, Registrar, Head HR, Head ITS, Estate Officer & Head Maintenance, Head Purchase, Head AS&H, COE, IQAC Coordinator, and All Teaching & Non-Teaching Staff

Copy to: Chairman, Executive Chairman & Executive Directors

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