

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 Digiic Campus (Link given below)

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

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

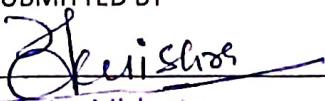
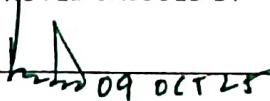
3.3 Escalation Mechanism (Both for option 1 and option 2)**For Students**

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

For Faculty / Staff

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

- (a) Concerned Authority (HOD, immediate supervisor, or administrative officer) –
Within 3 working days.
- (b) If unresolved, escalated to Dean (Academics/Faculty Affairs/Student Welfare) –
within next 3 working days.
- (c) If still unresolved, forwarded to the Grievance Redressal Committee (GRC) for final resolution
– within 5 working days.
- (d) 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

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 grievance
2. Prof. Tanushree Das (Principal) grievance	GCAD	In case of faculty/student grievance
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)			

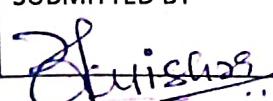
Student Representatives

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
-----------------------------	-------------	----------------------------

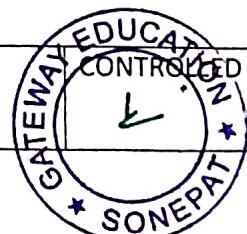
SUBMITTED BY



Mandan Mishra
Head - Human Resources
Gateway Education

APPROVED & ISSUED BY

09 OCT 25



CONTROLLED COPY STAMP

Dr. (Col) A Garg
Director General
Gateway Education

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

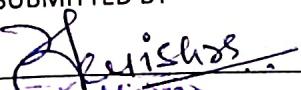
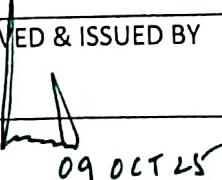
6. The policy if implemented diligently shall enhance happiness index of students and faculty members of Gateway Education.



Dr. (Col) A Garg
Director General

Distribution: Principal GCAD, Principal GIET, Principal GCP, Director Admissions & Placements, Head 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

SUBMITTED BY	APPROVED & ISSUED BY
	
Mandira Mishra Head - Human Resources Gateway Education	09 OCT 25

Dr. (Col) A Garg
Director General
Gateway Education

