

Grievance Redressal Committee

The Grievance Redressal Committee for the proposed Graphic Era Directorate of Distance and Online Education is constituted as under:

1. Prof. (Dr.) H.N. Nagaraja	Pro Vice Chancellor	Chairperson
2. Prof.(Dr.) R.K. Dhar	Director	Member
3. Dr. Abhishek Negi	Associate Professor, Management Studies	Member
4. Dr. Shipra Agarwal	Associate Professor, Commerce	Member
5. Mr. Akash Rawat	Associate Professor, Hotel Management	Member
6. Mrs. Varsha Mittal	Assistant Professor, Computer Application	Member
7. Ms. Vandana Rawat	Assistant Professor, Information Technology	Member
8. Mr. Vinod Sharma	Assistant Registrar (Administration)	Convener

The objectives of the committee is to receive and settle the grievances of the students/guardians and employees of the Graphic Era Directorate of Distance and Online Education.

Further, for the effective and timely redressal of the grievances of the students of Graphic Era Directorate of Distance and Online Education and their guardians/parents, a helpline (24X7) with toll free no. 18002701280 is setup in the Office of the Director. This helpline will be attended by PRO to the Director and will also function as helpdesk

The helpline will be transferred to the main reception to be managed 24 X 7 by a dedicated staff to discharge the responsibilities of the helpdesk after office hours.

OBJECTIVE :

To settle genuine grievances of students, staff and parents up to a satisfaction level so as to create healthy relationship among the students/guardians and employees. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

FUNCTIONS:

1. To deal with all the genuine grievances of the students/guardians and employees will be considered by the committee.
2. To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
3. The Committee should meet twice in a year and as and when required and submit the minutes of meetings to the undersigned.