



Ref. IIIT/SNP/Acad/2020/16

Dated 20-10-2020

GRIEVANCE REDRESSAL COMMITTEE

A Grievance Redressal Committee has been formed in our Institute to settle genuine grievances of students up to a satisfaction level to create a healthy relationship among the students and Institution. The grievance will include any matter relating to a student.

The mechanism for Redressal of Grievance

1. Dr. Mukesh Mann is appointed as a Student Counsellor. An aggrieved student can file an application or discuss their problems/issues with him [**student.counsellor@iiitsonepat.ac.in**]. The Counsellor will try to settle the grievance of the student and take suitable remedial action if required.
2. If the student is not satisfied with the decision of the Counsellor or finds that his/her grievance is not addressed properly then he/she may file his/her online appeal to the Institute level Committee i.e., Student Grievance Redressal Committee (SGRC) [**grievance@iiitsonepat.ac.in**]
3. The concerned committee will review the decision given by the Student Counsellor and will make an appropriate decision.
4. A Student may appeal to the Director for resolving their grievance if he/she is dissatisfied with the SGRC. Any desirous student can also meet the Director on Monday at IIIT Sonapat Cell, NIT Kurukshetra and on Thursday at Techno Park, (I-TEC), IIT Delhi, Rai, Sonapat through proper channel.

All students must register their grievances through Institute domain mail ids, and it may be noted that **anonymous/unnamed grievance/complaints** without proper details will not be entertained as per the circular issued.

Sd/-
Director
IIIT Sonepat