



Agra Public Group of Institutions

NH-2, Heeralal ki Pyau, Akbara Road, Artoni, Agra - 282007 (U.P.)

Ref. No. APGI/APCTM-APPCD/G.R.C./2018-19/1964A

Date 14.08.2018

Grievance Redressal Committee

Mr. Sanjeev Gupta	-	Chairman
Mr. Rajesh Gautam	-	Member
Dr. Shikha Arora	-	Member
Mr. Shivendra Kumar	-	Student Member

Scope –

- (1) The Grievance Redressal Committee shall consider only individual grievance of specific nature of staff and students of our Institute raised individually by the concerned aggrieved employee /student of group of Institutions.
- (2) The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/student.
- (3) After receiving any application, the committee will decide on the merit of case regarding scope of further discussion.

Procedure, Periodicity & Attendance at Meeting

- The grievance committee will meet as and when required. However, if necessary, it may meet more frequently at the Instance of the chairman or at the request of the other members to discuss the various issues received.
- At least three members of the grievance committee shall be present in a meeting.
- If a member of grievance committee is connected with the grievance of the aggrieved individual, the concerned members of the grievance committee shall not participate in deliberations regarding that individual's case.
- If the aggrieved person happens to be a members of the grievance committee, then he/she shall not participate in the deliberations as a members of the committee when his/her representation is being considered.

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• **B. Tech** • **B. Pharm** • **M. Pharm** • **M.B.A.** • **B.Ed.**

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Procedure of Submitting Grievance

- The aggrieved member shall submit his/her petition to the Chairman, Grievance Redressal Committee in a sealed envelope marked "confidential".
- On receipt of a petition the Grievance Redressal Committee will endeavour to send its recommendation to the Director within one month if possible, but in any case not beyond three months, for further action.
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Director/Disciplinary Authority to take appropriate action against the complainant.

TERMS OF REFERENCE

- The Grievance Redressal Committee shall consider all grievance submitted in writing by an individual member of the Institute regarding employment/association, working conditions and any other alleged injustice done to an employee/student while discharging his/her duties our Institution.
- The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required
- The Director, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the centre.
- Any dead-lock shall be resolved by the Director.
- The final settlement of any grievance shall be made within a reasonable period (normally not exceeding one month) after the recommendations are submitted to the Director by the Grievance Redressal Committee.


Director

AGRA PUBLIC GROUP OF INSTITUTIONS
H.O.-10, OLD VIJAY NAGAR COLONY, AGRA

C.C. :-

- (1) Mr. Sanjiv Gupta
- (2) Mr. Rajesh Gautam
- (3.) Dr. Shikha Arora
- (4.) Mr. Shivendra Kumar
- (5.) Office file

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