



Indira Gandhi Delhi Technical University for Women  
Kashmere Gate, Delhi

F. No.F.3(129)/Admn./G.R.F.I/GDTUW/2017/1338-51

Dated 11.12.2017

**ORDER**

**Grievance Redressal Forum at IGDTUW**

In order to strengthen the mechanism for handling the grievances/complaints received from faculty/staff members and students, the Grievance Redressal Committees have been reconstituted, in continuation with office order no.301A dated 17<sup>th</sup> May 2013 and circular no. F.3(34)/Admn/2013/IGDTUW/1886 dated 8<sup>th</sup> Oct. 2013 with the following objectives:

- (i) To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/faculty/staff members of IGDTUW.
- (ii) To develop a responsive and accountable attitude among all stakeholders, thereby maintaining a harmonious atmosphere in the University Campus.
- (iii) To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason
- (iv) To ensure that grievances are resolved promptly and in complete confidentiality.
- (v) To uphold the dignity of the University by promoting cordial student-teacher relationship and relationship among the faculty and staff of the University.

With the approval of Vice-Chancellor, IGDTUW the following Committees are hereby constituted to address the various grievances received from non-teaching and teaching staff of IGDTUW for a period of two years:

(1) **Grievance Redressal Committee for Non-teaching staff –**

- |   |   |          |
|---|---|----------|
| (i) Dean (Examination Affairs), IGDTUW                | : | Chairman |
| (ii) Dy. Dean(Research & Consultancy), IGDTUW         | : | Member   |
| (iii) Dr. Shalini Arora, HoD (BAS), IGDTUW            | : | Member   |
| (iv) Dr. N.R. Chauhan, Associate Professor, MAE Deptt | : | Member   |
| (v) Representative from DTTE, GNCTD                   | : | Member   |
| (vi) AR, IGDTUW                                       | : | Convenor |

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**(2) Grievance Redressal Committee for the Faculty Members:**

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|---|--------------|
| (i) Dean (Academic Affairs)                                 | :Chairperson |
| (ii) Dr. Arun Sharma, Dy. Dean(Exam. Affairs), Deptt. of IT | :Member      |
| (iii) Dr. Jasdeep Kaur Dhanoa , HoD, ECE Deptt              | :Member      |
| (iv) Dr. Ranu Gadi, Associate Prof, Deptt. of BAS           | :Member      |
| (v) Representative from DTTE, GNCTD                         | :Member      |
| (vi) Ms. Komal Kumari, Section Officer                      | :Convenor    |

**P**

**(3) The following Proctoral Board** constituted vide order no. F.3(1)Admn./2013/IGDTUW/Vol.-I/1110 dated 13.10.2017 shall redress all the **grievances related to students**

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|---------------------------------------|---------------|
| (i) Prof. Ashwni Kumar, Chief Proctor | : Chairperson |
| (ii) Dy. Dean (Student Welfare)       | : Member      |
| (iii) Chief Warden                    | : Member      |
| (iv) HoD of concerned Department      | : Member      |

Aggrieved teachers/ staff and students shall represent their grievances either in person or in writing to the Chairperson of the concerned Grievance Redressal Committee, instead of directly forwarding their complaints to the higher authorities outside the University and without making any efforts to solve the problem in-house.

The Committee shall make effort to dispose off the complaints within the rules and regulations of the University and seek necessary advise/directions from the senior authorities wherever necessary. In case of any false or frivolous complaint, the Chairperson of the Committee shall advise appropriate action against the complainant to the competent authorities for further necessary action.

*Handwritten signature/initials*

Before filing the complaint with the appropriate Grievance Redressal Committee, the aggrieved faculty/staff shall inform about the grievance to the concerned Head of Department/Branch Officer and only after the concerned Head of Department/Branch Officer is unable to solve or initiate action within a 10 days, it may be reported to the concerned Committee.

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(Prof. R.K. Singh)  
Registrar

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Dated 11.12.2017

Copy forwarded for information to the:

- 1) Joint Secretary to Hon'ble LG, Delhi and Chancellor, IGDTUW
- 2) Dy. Director (SB), DTTE, GNCTD with reference to his letter no. F.1(16)/SB(Misc)/IGDTUW/2015/2959 dated 24.11.2017
- 3) PS to Secretary, Training & Technical Education, Govt. of NCT of Delhi
- 4) PS to Vice-Chancellor, IGDTUW
- 5) All Committee Members under Grievance Redressal Forum, IGDTUW
- 6) Chief Proctor, IGDTUW
- 7) All Deans/HoDs/Dy. Dean(s), IGDTUW
- 8) Chief Warden, IGDTUW
- 9) Dy. Finance Officer, IGDTUW
- 10) Librarian, IGDTUW
- 11) Assistant Registrar, IGDTUW
- 12) Incharge (Web Server) for uploading the order on University website
- 13) Guard File

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(Prof. R.K. Singh)  
Registrar