



COLLEGE OF ENGINEERING (COE)
(FORMERLY KNOWN AS CENTRAL INDIA INSTITUTE OF TECHNOLOGY, INDORE (M.P))
DR. A.P.J. ABDUL KALAM UNIVERSITY, INDORE
GRAM ARANDIA, INDORE DEWAS BYPASS, INDORE (M.P)

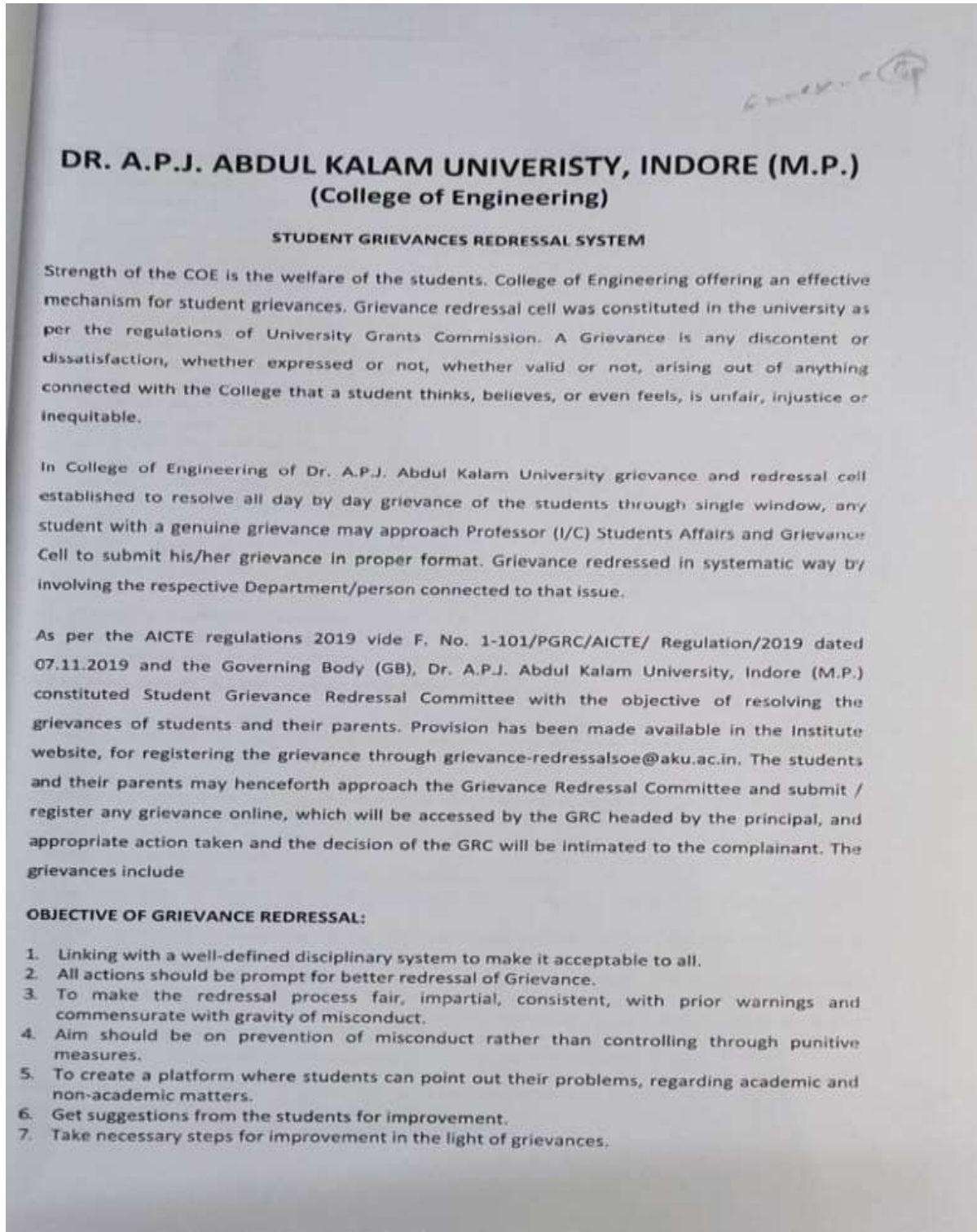
Tel: 8718803404

Email Id: principalcoe@aku.ac.in

Web site: www.aku.ac.in

office_coe@aku.ac.in

ii. Grievance Redressal mechanism for Faculty, staff and students





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NATURE OF GRIEVANCE:

a) Academic Grievance

- i) Issue Related to Course Registration
- ii) Any Issues about Change of Specialization
- iii) Issues Regarding Course Requirement and Course Content
- iv) Examinations Related Issues
- v) Issues Regarding Applying for Certificates
- vi) Subject related
- vii) Any other Matter Related to Academics

b) Administrative Decisions, Services or Facilities

- i) Academic Documents Verification Issues
- ii) Issues Related to Transport facility
- iii) Issues about Hostels
- iv) Any Issues of Canteen & Mess
- v) Issues Related to Sports
- vi) Issues Related to Post Office and Banks
- vii) Issues about Other facilities provided by the University/College
(Water, Electricity, Maintenance, Housekeeping etc.)
- viii) Any other Matter

c) Unfair Treatment:

- i) Grievances about Student's Behavior towards other Students/Staff/Visitors.
- ii) Grievances about Faculty & Staff Behavior towards other Students/Staff/Visitors

d) Harassment And Discrimination

- i) Issues Related to Harassment (sexual)
- ii) Issues about Discrimination or Racial Treatment

GRIEVANCE HANDLING PROCEDURE UNIVERSITY LEVEL:

- a) Students/Parents shall forward their complaints/grievance to their respective Mentors/HODs of department. Whenever a complaints/grievance is received from student/Parents, it will be recorded and a unique number will be given to the grievance for future reference.
- b) Recorded grievance will be forwarded to the concerned department/ Committee/Person asking them the information about the time required providing the solution.
- c) Acknowledge the student/parent with the information given by the concerned department/committee/person.
- d) Enquire the status of grievance under process periodically.
- e) At the end of stipulated time a report/solution will be collected from concerned department/ committee/Person.
- f) If the grievance is resolved to the expected level of satisfaction, the student/parent is supplied with the solution provided by department/ Committee/Person.
- g) If the grievance is not resolved to the expected level of satisfaction, a detailed report stating the reasons for not arriving at the expected solution will be collected.
- h) Escalate the grievances/ complaints to higher management if any case, the complaints and grievances could not be handled by the department/ Committee/Person.
- i) Hierarchy to forward the grievance to higher management is as following:

Principal/HOD	-	grievance-redressalcoe@aku.ac.in
Dean Engineering	-	deaneng@aku.ac.in
Registrar	-	registrar@aku.ac.in



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- iii. Establishment of Online Grievance Redressal Mechanism

DR. A.P.J. ABDUL KALAM UNIVERISTY, INDORE (M.P.)
(College of Engineering)

Ref. No. AKU/ Reg office/ 2023-24 / 01/06/2023

OFFICE ORDER

REFORMATION OF STUDENTS GRIEVANCE REDRESSAL COMMITTEE

The students Grievance redressal Committee has been reformed to find/ provide the solutions to the aggrieved student's complaints related to Academic and nonacademic matters , if and when arise. The duly constituted committee as mentioned below shall convene meetings periodically and ensure that every grievance should be resolved within a maximum period of fifteen working days by looking into its seriousness.

S. No	Name	Designation	Position
1	Dr. Jai Bahadur Balwanshi	Principal	Chairperson
2	Mr. Vickki Jhare	Assistant Professor	member
3	Ms. Pooja Pawar	Assistant Professor	member
4	Mr. Abhivnav Dangi	Assistant Professor	member
5	Mr. Pushpraj Tanwar	Student	Student member

Copy to:

1. Hon'ble Chancellor
2. Hon'ble Vice Chancellor
3. Ombudsman
4. All Deans & HoDs
5. All Committee Members

Registrar
REGISTRAR
Dr. A.P.J. Abdul Kalam University
INDORE



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- iv. Details of Grievance Redressal Committee in the Institution and OMBUDSMAN by the University

Name of the Private University	Name and contact details (phone number and email Id) of the Ombudsperson(s) appointed in the university	No. of SGRCs constituted in the University	URL of the Online Portal for Students Grievances
Dr. A.P.J. Abdul Kalam University, Indore	Dr. Richa Gupta, Mob. No. 8319525397 Email Id- srkubhopal@gmail.com	01	https://www.aku.ac.in/website/uploads/06052019_015316_students.pdf