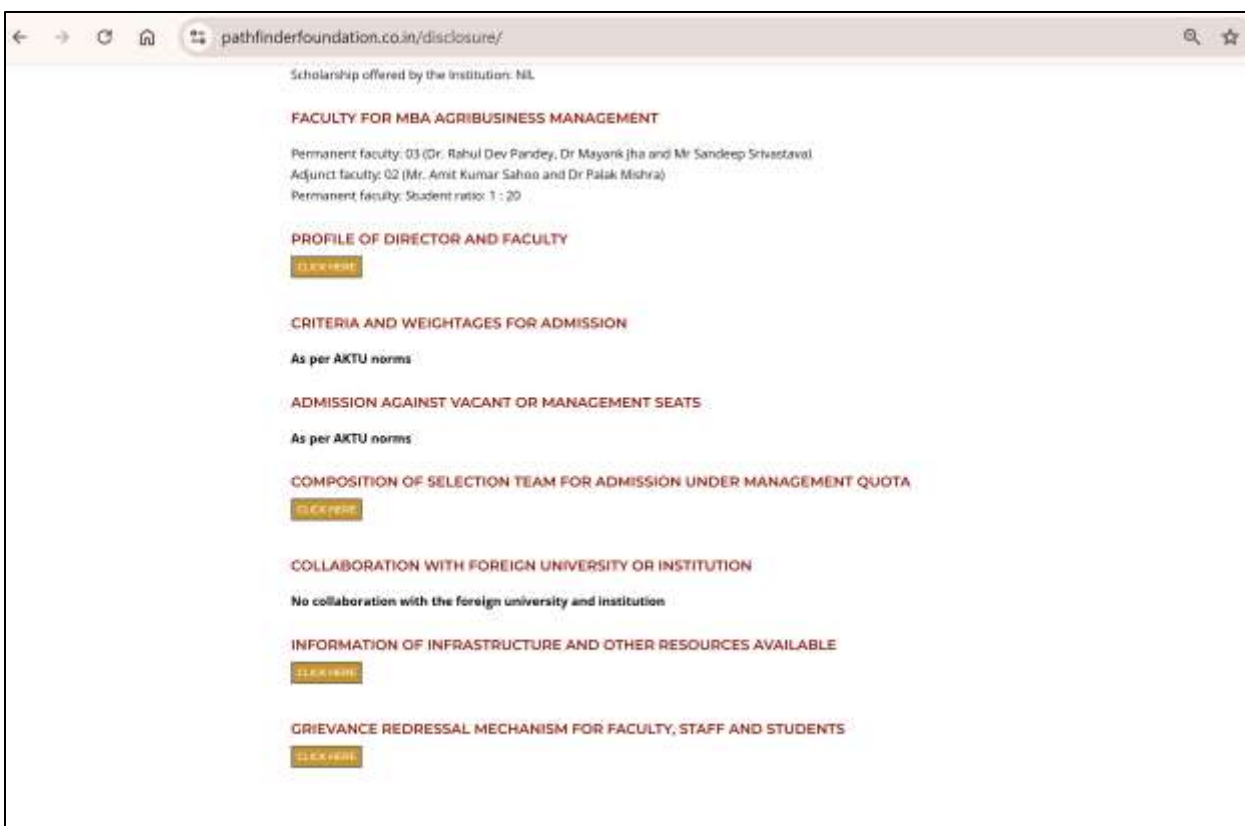




Pathfinder Research and Training Foundation
PLOT NO.30/7 and 8, KNOWLEDGE PARK-III, GREATER NOIDA

GRIEVANCE POLICY

(Approved in the 1st BOG meeting held on 15-11-2024 vide agenda Item no. 1)

Chairman
Pathfinder Research and Training Foundation
Plot No.30/7 & 8, Knowledge Park -111,
Greater Noida • 201306 (U.P.)

Approved By	: All India Council for Technical Education, New Delhi
Affiliated To	: Dr.A.P.J. Abdul Kalam Technical University, Lucknow

Grievance Policy

Pathfinder Research and Training Foundation (PRTF) institute has a clearly defined policy for addressing grievances and providing redressal for any complaint. The Grievance Redressal Committee (GRC) oversees the formation of several committees, including the Internal Complain Committee, Anti-Ragging Committee, and Caste-Based Discrimination Prevention Committee. These committees are responsible for addressing grievances and taking necessary actions.

1.1 , Grievance Redressal Mechanism (GRM)

The Grievance Redressal process has been implemented in PRTF to manage and govern the institution. The "Grievance Redressal" concept pertains to handling and resolving grievances raised by various stakeholders. The organisation has a Grievance Redressal Committee responsible for addressing any grievances within the institute.

The efficacy of a Grievance Redressal Mechanism (GRM) can be evaluated based on the following parameters:

- the number of cases received
- the type of cases received
- the duration of time taken for corrective action
- the instances where escalations were deemed necessary
- the frequency of confirmations and rejections after completion
- the recurrence of grievances.

1.1.1 Process

- **Registration of input:** The organisation provides an online mechanism for faculty and staff members, as well as students, to register their grievances. Individuals can also lodge their complaints via query forms, electronic mail, or in person at the Grievance Redressal Committee.
- **Anonymity:** The issue of anonymity arises as complainants may hesitate to report grievances directed towards specific faculty or staff members within the organisation. To mitigate such concerns, the committee guarantees the complainant's anonymity, preferably to all parties involved.

1.1.2 Work Flow

The purpose of this entity is to address and resolve issues related to complaints or grievances. The affected parties, including faculty, staff, and students, must provide a comprehensive account of their grievance to the Director. Subsequently, the Director will forward the complaint to the appropriate redressal committee. The individual's complaint will be afforded a just and equitable chance to be presented in full before the

Chairperson and other relevant committee members in a calm and conciliatory setting. Depending on the matter at hand, the complainant may introduce relevant evidence in the form of physical evidence or eyewitness testimony. In collaboration with its members, the committee's chairperson will expeditiously present the report to the Director. The Director will take appropriate and timely measures to address grievances based on their nature, magnitude, and jurisdiction. The Director's Office will communicate the "redressal measures to the individual who has filed the grievance. The Grievance Mechanism *will* be duly documented and recorded in its entirety.

1.1.3 Composition of GRC (Student Grievances):

a.	Chairman of the institute	Chairperson
b.	Dean, Students Welfare	Convener
c.	Professor/ Sr. Associate Professor	Member
d.	Associate/Sr. Assistant professor	Member
e..	Sr. Assistant/Assistant professor	Member
f.	One Boys Student Nominee	Special Invitee
a _u .	One Girls Student Nominee	Special Invitee

1.1.4 Composition of GRC (Faculty and Staff):

a.	Director of the institute	Chairperson
b.	Professor/ Sr. Associate Professor	Convener
c.	Registrar	Member
d.	Senior Professor from Affiliating University.	Member
e.	Chairman Nominee	Member

Registering of Grievance and Procedure:

Any member of the College community, whether an employee or a student, has the option to submit a written grievance to the Committee Chairman for consideration.

- Registration of the grievance can also be facilitated through a website.
- The grievance may stem from either policy-related issues or personal factors.
- By established protocol, employees must submit claims or grievances through the appropriate channels. It is imperative that they refrain from submitting advance copies of their application to higher authorities unless the lower authority has rejected the claim, refused relief, or the matter has been delayed for a period exceeding three months. It is prohibited for any employee or student to serve as a signatory on any collective representation directed towards the authorities, whether to seek redress for a grievance or any other matter.

- Upon receipt of any grievance, the committee must convene a meeting within a week and provide its recommendations to the Director within a fortnight. If the nature of the grievance requires immediate attention, the committee chairperson may choose to expedite the process at their discretion.
- A quorum at any committee meeting shall consist of three physically present members.
- Suppose a complaint is lodged against a member of a committee. In that case, the said member shall be precluded from participating in the committee's quorum during the proceedings about the complaint and its resolution. In such a scenario, the individual holding the senior position within the committee shall proceed to co-opt for an additional member who meets the necessary qualifications, subject to the approval of the Director, to satisfy the requirement of a quorum consisting of three members. The ultimate authority to decide rests with the Director.

1.2.1 Women's Grievance/ Anti-Sexual Harassment Cell

The Institution has implemented an Internal Complaints Committee to address any women-related grievances that students or staff members may raise. The institution offers a secure and empathetic setting for individuals within the campus community who may have experienced sexual harassment. It also guides those who report such incidents on the available informal and formal channels for seeking resolution. Additionally, the institution is committed to ensuring that all sexual harassment complaints are addressed justly and promptly. Additionally, the platform furnishes details about counseling and support resources available on the campus while also advancing consciousness about sexual harassment via educational endeavors that cultivate a campus milieu that is both safe and respectful.

1.2.2 Composition of Internal Complaints Committee

a.	Professor/ Sr. Associate Professor	Presiding Officer
b.	Professor/ Sr. Associate Professor	Member
c.	Associate Professor/ Sr. Assistant Professor	Member
d.	Non-Teaching Staff	Member
e.	Non-Teaching Staff	Member
f.	NGO Representation - Nominee	Member
g.	Three Student Representatives	Members

1.2.3 Objectives of the Cell

- To establish a forum facilitating the reception and resolution of received complaints and grievances.
- To integrate hygienic practices and promote a suitable environment within and near the institution's premises.

- To promote the overall welfare of female students and prevent sexual harassment, it is imperative to ensure that the institute's teaching and non-teaching female staff members are adequately supported.

1.2.4 What is Sexual Harassment?

According to the Supreme Court Order, sexual harassment is any unwelcome:

- Physical contact and advances,
- Demand or request for sexual favors
- Sexually coloured remarks
- Display of pornography
- Any other unwelcome physical, verbal, and non-verbal conduct of a sexual nature.
- It is any unwelcome words or actions of a sexual nature.

1.2.5 Functions of the Cell

- To establish a neutral, confidential, and supportive environment for members of the campus community who may have experienced sexual harassment.
- Inform complainants of other informal and formal means of resolution and ensure that sexual harassment complaints are resolved promptly.
- To provide information about counseling and support services available on campus and ensure that students, faculty, and staff have access to current and comprehensive materials on sexual harassment and assault.
- To promote awareness about sexual harassment through educational initiatives that encourage and foster a respectful and safe campus environment.

1.2.6 Process for Registering Complaint

- It is required that the complainant personally present all grievances to any committee member. An exception to this rule may arise when an individual is subjected to involuntary confinement. Suppose a third party initiates a complaint on behalf of the aggrieved party. In that case, the committee will assess the necessity of conducting an inquiry, implementing corrective measures, or providing any other aid form.
- Under certain circumstances, it may be possible to consider complaints from third-party or witness sources. In such instances, the committee will determine whether the individual purported to have experienced harassment desires to file a formal grievance. Upon receipt of a complaint, the committee will investigate the prescribed procedure. If the complainant desires, they may be accompanied by a representative.
- The complainant has the option to approach the competent authority directly. When such occurrences may be infrequent, the individual lodging the complaint is expected to justify their actions. In instances of this nature, the competent authority retains the option to refer the complaint to the appropriate committee or authority.

1.2.7 Protection against Victimization

PRTF must guarantee safeguarding individuals who file a complaint in good faith and without malicious intent to prevent retaliation against those who raise concerns. In an unfortunate circumstance where the Complainant falls victim to an incident despite taking necessary precautions, PRTF will consider it a grave matter and proceed to take disciplinary measures against the perpetrator.

1.3.1 Anti-Ragging Committee

The anti-ragging committee will oversee and advise the institute's campus community on how to create and preserve a culture devoid of ragging. The institute's anti-ragging committee periodically inspects areas where students congregate, such as classrooms and other gathering places, for any ragging. They also inform all of the students in the institution about the dangers of

1.4.1 ragging and the associated punishments. The anti-ragging committee will participate in developing strategies and action plans -to reduce the threat of ragging in the institution by implementing various initiatives.

Caste-based Discrimination Prevention Committee (SC/ST/OBC/Minority Cell)

The SC / ST / OBC / Minority Cell is established in PRTF to ensure the inclusion, support, and upliftment of the SC/ST/OBC/Minority community (students and staff) in the educational environment. The cell will ensure a conducive atmosphere, guidance, and assistance to help the SC/ST/OBC/Minority community overcome any challenges they may face.

1.4.2 Composition of SC/ST/OBC/Minority Cell

The Cell will consist of five members, of which at least two will be SC/St, and one will be a woman.

1.4.3 Objectives of SC/ ST/ OBC / Minority Cell

- To ensure provisions for an environment where all such students feel safe and secure.
 - To facilitate financial support to students from SC / ST / OBC / Minority communities from government agencies and other sources.
 - To make the SC / ST / OBC / Minority students regarding various scholarship programs of state and central Government and to ensure protection and reservation as provided in the constitution of
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India.

- To encourage enrolling in career orientation programs that would empower and equip the SC/ ST/ OBC / Minority students with the necessary skills to choose career options.

1.4.4 Roles and Responsibilities of SC / ST / OBC / Minority Cell

- To function as a Grievances Redressal Cell for the grievances of SC / ST / OBC / Minority students to help them solve academic, career, and administrative problems.
 - To manage unique opportunities to enhance the career growth of these students. This includes mentoring, support for higher studies, and career planning.
 - To conduct the program to disseminate the scholarship and financial schemes provided by governmental agencies and other external sources.
 - The SC / ST / OBC / Minority cell serves as a platform for SC/ ST/ OBC / Minority students to report any grievances, discrimination, or harassment they may face within the institute. It ensures *prompt* action and resolution of such issues.
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**Pathfinder Research And Training Foundation (PRTF)
Greater Noida**



Various Statutory Committees of Pathfinder Research and Training Foundation

[\(https://pathfinderfoundation.co.in/statutory-committees/\)](https://pathfinderfoundation.co.in/statutory-committees/)

1. Internal Complaint Committee:

S.No	Name	Designation
1.	Prof. Usha Mina	Chairperson
2.	Dr. Palak Mishra	Adjunct Faculty Member
3	Mr Sandeep Srivastav	Faculty Member
4	Mrs Kavita, Administrative staff, PRTF	Admin Staff Member
5	Mr Devender Kumar	Non Teaching Staff Member
6	Ms Manasi Srivastav	NGO Representative
7	Ms Kajal Kashyap and Mr Ajay Negi	Student Member

Email: Contact@pathfinderfoundation.co.in

2. Grievances SC / ST / OBC / Minority Cell:

SI	Name	Designation
1	Dr Shiv Prasad	Chairperson
2.	Dr. Sandeep Srivastava	Director, Convenor
3	Prof. Usha Mina	Member
4	Mr. Saurabh Gupta	Member
5	Mr. Devendra Pandey	Member

Email: Contact@pathfinderfoundation.co.in



APPROVED BY AICTE, NEW DELHI, MINISTRY
OF HRD, GOVT. OF INDIA & AFFILIATED TO DR
APJ AKTU, LUCKNOW

Address: 30/7, 8, Knowledge Park III, Greater Noida, Uttar Pradesh 201308
Website: <https://pathfinderfoundation.co.in/>
Phone No.: +91-8860005458
Email: contact@pathfinderfoundation.co.in

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3. Faculty and Staff Grievance Redressal Committee:

SI	Name	Designation
1	Dr Pranav Kumar	Chairman
1.	Dr. Sandeep Srivastava	Director, Convener
2.	Mr. Saurabh Gupta	Member
4	AKTU Nominee	Communicated to the University for the nominee's name. Nominee Name yet not received

Email: Contact@pathfinderfoundation.co.in

4. STUDENT GRIEVANCES REDRESSAL COMMITTEE:

SI	Name	Designation
1.	Dr. Sandeep Srivastava	Director, Convenor
2.	Mr. Saurabh Gupta	Member
3	Mr. Devendra Pandey	Member
4	Dr Palak Mishra	Member
4	One female and One Male Students , If Matter involves students	Special invitee

Email: Contact@pathfinderfoundation.co.in



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5.ANTI-RAGGING COMMITTEE:

S.No	Name	Designation
1.	Dr. Sandeep Srivastava	Director
2.	Mr Saurabh Gupta	Chief Proctor
3.	Ms. Palak Mishra	Member
4.	Mrs Kavita	Member
5.	Mr. Arun	Chief Administrative Officer
6.	Dr. Shanu Sharma	Counsellor/Psychologist

Anti Ragging UGC Helpline No.” – 1800-180-5522, E-mail: helpline@antiragging.net

6.Internal Quality Assurance Cell

SI	Name	Designation
1	Dr Pranav Kumar	Chairman
2.	Dr. Sandeep Srivastava	Director, Convener
3.	Mr. Saurabh Gupta	Member
4.	Mr. Devendra Pandey	Member
5.	Mr. Arun	Administration
6.	AKTU Nominee	Communicated to the University for the nominee's name. Nominee Name yet not received

Email: Contact@pathfinderfoundation.co.in



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