

Ref No: ICE/Admin/2025/01

Dated: 10/11/2025

OFFICE ORDER

GRIEVANCES REDRESSAL MECHANISM

As per the UGC Regulations on Grievance Redressal-2012, issued vide the Gazette of Indian on 23rd March, 2013, Indus College of Engineering has set up a Grievances Redressal Mechanism to address the complaints/Grievances of students and staff in a speedy and judicious manner.

Generally, it envisages the complaints regarding irregularities in established processes, Victimization and/or harassment.

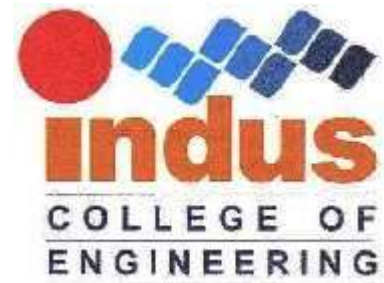
Complaints of other nature which may affect the performance and general development of a student are also admitted for redressal.

Indus College of Engineering will have Grievances Redressal Mechanism setup at two levels:

1. Grievances Redressal Committee
2. Ombudsman

The setup of Grievances Redressal Committee takes into consideration the complaints pertaining to transport, security, sports, departmental complaints and general administration issues on the campus.

The committee setup for comprises of the under mentioned.



GRIEVANCES REDRESSAL COMMITTEE

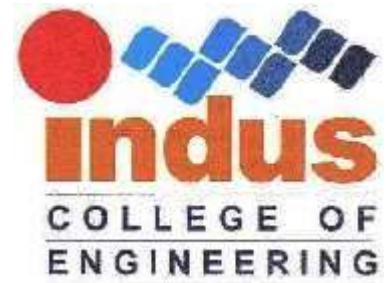
| # | Name. | Designation. | ContactNo. | Email-id |
|---|------------------------|-------------------|-------------|--|
| 1 | Dr. Basanta Kumar Dash | Director | 9437564275 | principalice@indus.ac.in |
| 2 | Dr. Debasis Mahanta | Principal | 7894449365 | mohantadebasis@gmail.com |
| 3 | Ms. Ranu Nayak | Asst. Professor | 7978849631 | Ranunayak8@gmail.com |
| 4 | Mr. Gyana Ranjan Sahoo | Asst. Director | 9238331773 | Gyana.indus@gmail.com |
| 5 | Ms. Padmaja Mohanty | Student Counselor | 98018175553 | Padmaj1862@gmail.com |

Procedure for submission of Complaints

Any aggrieved student may submit an application giving full details, along with supporting documents, of the complaint addressed to the Chairman, Grievance Redressal Committee. The application may be handed over to the Office. The office would be responsible for forwarding the application to the concerned person.

Procedure to be adopted by the Grievance Redressal Committee:

1. The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the Registrar and the aggrieved person either in writing or electronically, as may be feasible.
2. An aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
3. Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
4. Grievance Redressal Committee shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
5. On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.



Action by Ombudsman

- 1.If the aggrieved student is not satisfied with the decision of the Grievance Redressal Committee of the in state , he/she may appeal to the Ombudsman by registering grievance with Principal of the institution.
- 2.The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Committee to hear and dispose the complaint.
- 3.In case of any false or frivolous complain, the Ombudsman may order appropriate action against complaint.

For any other queries in this regard, the concerned person may contact the office of the Director/Principal.

A handwritten signature in black ink, appearing to be "R. S. S.", is written over a light blue circular stamp.

Director
Indus College of Engineering

Director
Indus College of
Engineering
Bhubaneswar

Cc to:

1. All departmental notice boards
2. Website