

भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

प्रशासन / ADMINISTRATION

संदर्भ / Ref.: AD/32/98/Vol.22/1193

दिनांक / Date: 20.08.2019

परिपत्र / CIRCULAR

(C-30/08/2019)

IIT Guwahati, in its efforts to provide more responsive and citizen-friendly services to the public and staff of the Institute, has set up a Grievance Redressal Cell in the Institute vide circular under Ref.: AD/32/98/Vol.21/617 dated: 16.03.2018.

In pursuance to the provisions as laid down in the original notification No. C36011/11/2005-PG dated 17.10.2006 of the Ministry of Human Resource Development on the matter of employee Grievances, the Institute vide circular under Ref. No. AD/32/98/Vol.22/1123 dated 08.08.2019 has appointed Prof. P.K. Bora, as the Director, Staff and Public Grievances, IIT Guwahati. Complainants are advised to address their grievances relating to service matters, pension matters, complaints against corruption and any other irregularities, etc. directly to the Director, Staff and Public Grievances. The Cell is located near the Senate Hall in the Administrative Building and the Director, Staff and Public Grievances will be available every working day from 12 noon to 1 pm.

Further, IIT Guwahati is developing an Online Grievance Redressal System and employees may file their complaints on the Online Grievance Redressal System. Till such time the Online Grievance Redressal System is ready, employees may send their grievances and complaints by email to dirpsg@iitg.ac.in.

No employee should approach any forum outside the Institute without exhausting the opportunity to get their grievances redressed by the Grievance Redressal Cell. Employees shall be held liable and may attract disciplinary actions as per the extant rule of the Institute for not approaching the Cell in the first instance.

This is issued with the approval of the Director.

M. K. Bora 20/8/2019

अंतरिम कुलसचिव / INTERIM REGISTRAR

प्रति / Copy to:

1. Prof. P.K. Bora, Director, Staff and Public Grievances, IIT Guwahati.
2. Director's Office/ Deputy Director's Office/ Registrar's Office
3. All Deans/ Assoc. Deans/ HoD/ HoS/ HoC/ HAC
4. Circular/ Office Order File
5. Intranet