



UNITED COLLEGE OF ENGINEERING & RESEARCH

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Ref. No. UCER/ALD/20225

Date: 05/05/2022

Office Order

Constitution of Grievance Cell

In pursuance of the institute's commitment to fostering a conducive environment and ensuring the well-being of our students, the following office order is hereby issued regarding the constitution of the Student Grievance Cell at United College of Engineering & Research, Prayagraj:

1. Head of Student Grievance Cell:

Ms. Pallavi Shukla has been appointed as the Head of the Student Grievance Cell. She shall oversee the operations and functioning of the cell, ensuring timely and effective redressal of student grievances.

2. Members of the Student Grievance Cell:

The following members are appointed to the Student Grievance Cell to address specific types of grievances:

- Dr. Shudhanshu Kanojia, Dean, Academics –For Teaching Related Issues
- Dr. Swapnil Srivastava, Dean Planning And Development-For Other Issues
- Mr. Noorul Islam, Registrar –For Facility Related Issues

3. Roles and Responsibilities:

- The Head of Student Grievance Cell shall coordinate with the members and oversee the grievance redressal process.
- Dr. Shudhanshu Kanojia shall address grievances related to teaching and academic matters.
- Dr. Swapnil Srivastava shall handle grievances pertaining to issues other than teaching, such as administrative or general concerns:
- Mr. Noorul Islam shall be responsible for addressing grievances related to facilities and infrastructure.

4. Submission of Grievances:

Students are encouraged to submit their grievances through the online grievance redressal system available at <https://united.ac.in/ucer/Grievance-Form.php>. Grievances can be related to academic, administrative, or facility-related issues.

5. Timeframe for Redressal:

Every effort will be made to redress grievances within a reasonable timeframe, not exceeding one week from the date of submission.

6. Confidentiality and Fairness:

The Student Grievance Cell assures students of confidentiality and fairness in handling their grievances, respecting their concerns and striving for satisfactory resolutions.

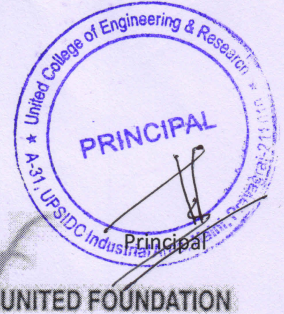
All concerned faculty, staff, and students are requested to follow the Procedures outlined herein for the smooth functioning of the Student Grievance Cell.

Copy to :-

- Dean Academic
- HOD's
- Registrar
- Library
- Workshop
- Office
- CRC

Affiliated to:

DR. APJ ABDUL KALAM TECHNICAL UNIVERSITY, LUCKNOW



UNITED FOUNDATION

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Vision of the Institution- To be an institute known for its Values, Academic Excellence & Research and Nurturing Professionals for their "Career" and "Life"
Mission of the Institution-

- M1. To establish and provide state-of-the-art environment for real and lifelong learning
- M2. To provide education focused for deep knowledge, interpersonal skills and leadership
- M3. To conduct impactful research for addressing challenges of the society
- M4. To establish and strengthen collaboration between academia and industry
- M5. To develop competent professionals with ethical and social responsibility