



**DELHI TECHNOLOGICAL UNIVERSITY**  
Established by Govt. of Delhi vide Act 6 of 2009  
(FORMERLY DELHI COLLEGE OF ENGINEERING)  
Bawana Road, Delhi-110042

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Azadi Ka  
Amrit Mahotsav

File No. DTU/Engg.Cell/0025/2025-26/Civil/976

Dated: 15/5/2025

ID Note

**SUBJECT: - Grievance Redressal Mechanism (GRM) chart of Engineering Cell and Estate Office.**

With reference to subject cited above, it is to inform that competent authority, DTU has approved the Grievance Redressal Mechanism (GRM) chart for Engineering Cell and Estate Office. Hence, in case of any complaints/ issues related to Engineering Cell and Estate Office, the same shall be attended and processed as per the Grievance Redressal Mechanism (GRM) chart.

This is for information please.

**All Deans/ HoDs/ Directors/Chief Warden/Branch-in-Charge**

**Enclosure:-** Grievance Redressal Mechanism (GRM) chart.

*Amit Kumar Srivastava*  
15/5/25  
(Prof. Amit Kumar Srivastava)  
Chief Project Officer

Copy to:-

1. PS to VC for kind information to Hon'ble V.C., DTU
2. Registrar, DTU for kind information.
3. All concerned
4. Guard File
5. DTU Website

*Bimal Jain*  
15/5/2025  
(Er. Bimal Jain)  
Executive Engineer



# GRIEVANCE REDRESSAL MECHANISM (GRM) OF ENGINEERING CEL

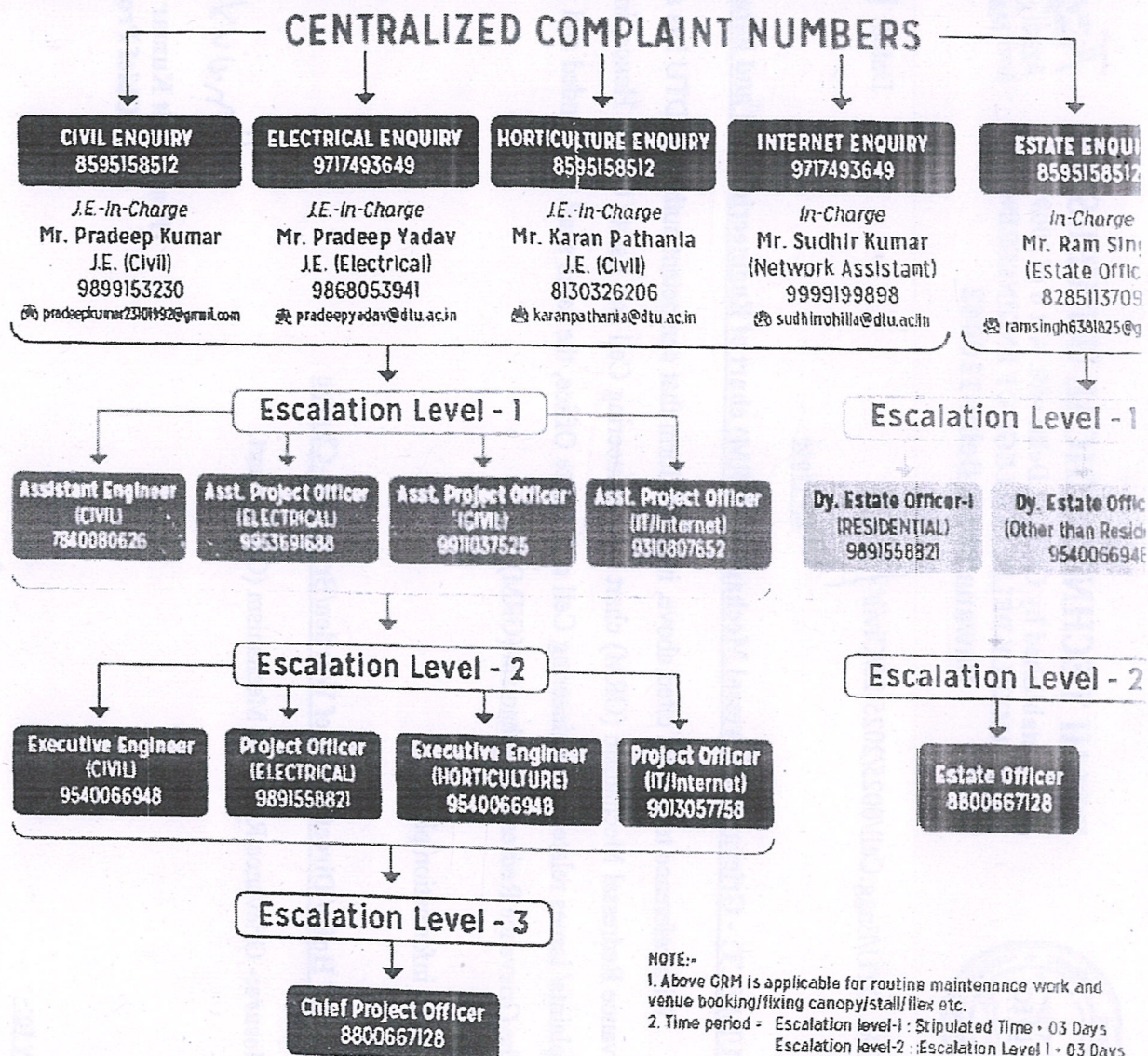
## SOP for Civil, Electrical, Horticulture, and Internet-related Issues:

- All complaints must be initiated through the complaint register maintained in respective office of the Dean/HoD/Director/Branch In-charge/ Hostels.
- The Office Assistant/Attendant of the concerned department/branch/section/centre will lodge the complaint using the centralized complaint numbers as listed in the GRM chart.
- A Complaint ID will be issued by the concerned enquiry cell and shared with the complainant with tentative timeline.
- The assigned J.E./official will visit the enquiry cell on a daily basis and check timeline for resolution in the complaint register. The timeline, if revised, will be communicated to the complainant by the enquiry cell.
- If the issue remains unresolved beyond the stipulated timeline, it will be escalated to the next level as per the escalation hierarchy.
- Under no circumstances should the complainant approach higher authorities without following the prescribed GRM escalation process.

## SOP for Estate-Related Issues:

- All request related to venue booking/ fixing of canopy/ stall/ flex etc. must reach the Estate Office at least 10 days before the event, along with a copy of approval of event by the competent authority and venue booking form duly forwarded & recommended by Dean (SW) in case of student society events or concerned Dean/ HoDs/Director/Branch in-charge in case of departmental/ official events.
- Pragyan and Vigyan Halls (Administrative Block) shall be allotted exclusively to faculty members/ officers for official meetings, seminars, FDP etc. with the approval by the Hon'ble Vice Chancellor.

Note: In case of urgent requirements, concerned Deans/HoDs/Directors/ Branch In-charge may contact Estate Officer/ Chief Project Officer.



### NOTE:-

- Above GRM is applicable for routine maintenance work and venue booking/fixing canopy/stall/flex etc.
- Time period - Escalation level-1 : Stipulated Time + 03 Days  
Escalation level-2 : Escalation Level 1 + 03 Days  
Escalation level-3 : Escalation Level 2 + 03 Days