

POLICY DOCUMENT FOR GRIEVANCE REDRESSAL CELL

AIM Redressing of grievances of students regarding academic matters, health services, library and other central services.

OBJECTIVE

To redress the grievances of its stakeholders by sorting out the problems promptly and judiciously that will result in pleasant, ambient atmosphere and good work culture with an in-built goodwill and mutual understanding among its stakeholders.

CONSTITUTION OF COMMITTEE

1. Selection of Coordinator, Faculty Members & Student Representatives

Selection of Coordinator, Faculty Members & Student Representatives

Selection of coordinators- Coordination is selected by sole discretion of the Director.

Selection of Faculty member- Faculty members are selected by the director with the consultation of the committee coordinator.

Selection of Student representatives- Student representatives are selected through election.

2. **No. of Members:** Chairperson-1
Coordinator -1
Faculty member- 2
Student Representative -4

3. **Role of Coordinator, Faculty Members & Student Representatives**

3.1. Role of Coordinators

3.1.1 The coordinators have to coordinate with all the members and students representatives for issues pertaining to Grievance Redressal Cell.

3.1.2 The coordinator shall hold a meeting of members and the aggrieved person.

3.2. Role of Faculty Member

3.2.1 Faculty member shall participate in meetings and give his/her suggestion to redress the grievances in best way possible.

3.2.2 Faculty member shall maintain minutes of meeting in a file.

3.2.3 Faculty member shall inform the complaining party regarding time and place of the meeting.

RESPONSIBILITY OF COMMITTEE

1. The Grievance Cell shall inform in writing or via-e-mail, the complaining party and individuals or groups named in the complaint of the time and place of the hearing.
2. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
3. Grievance redressal committee may forward the case to the higher authority, if required.
4. Maintenance of records till the time grievances are redressed.

Ref: - IITM/GR/2022-23/19

Date: 26-12-2022

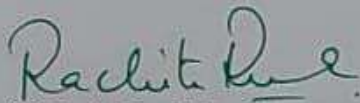
Notice No./GRC/139

Constitution of Institutional Level Grievances Redressal Committee (GRC)

As per the direction for implementation of Hon'ble High Court order regarding constitution of Institutional Level Grievances Redressal Committee by all the affiliated Institutes/ colleges of GGSIP University the committee has been constituted. The details of Grievances Redressal Committee (GRC) members are as follows.

1. Mr. Ganesh Kumar Wadhvani, Chairperson	9911653619
2. Dr. Pankaj Kumar Varshney, Convener	7906025772
3. Dr. Leena Gupta, Member	9717992233
4. Dr. Mandeep Singh, Member	9818948449
5. Ms. Roshni Grover, Psychologist	7428810890
6. Dr. Ankit Goel, Psychiatrist	9873388816
7. Prabhjot Singh Shah	9953914493
8. Sarthak Kumar	9999564252
9. Dhruv Mahajan	8826772161
10. Vanshika Singh	9810910164

The Grievances Redressal Committee shall work as per the directions issued under Clause 3(ii) (d) of Statute 24 of GGSIP University.



Prof. (Dr.) Rachita Rana

Director Prof. (Dr.) Rachita Rana
Director

Institute of Information Technology
& Management, New Delhi

Distribution:

1. All concern members
2. All HODs
3. All mentors
4. Website of the Institute
5. Notice board of the Institute

D-29, Institutional Area, Janakpuri, New Delhi-110058

Tel: 011-2852 5051, 2852 5882 & 2852 0239

E-mail: director@iitmipu.ac.in, Website: www.iitmjanakpuri.com, www.iitmipu.ac.in