

GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS, FACULTY & STAFF

AIM & OBJECTIVE

To provide the opportunity for redressal grievances related to matters like, policy, infrastructure, governance and resources etc. 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 MECHANISM

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.

- **Procedure for election of Student representatives:**

Step 1: Take the nomination of students course wise using google form.

Step 2: Select the students for elections (Based on their credentials and achievements)

Step 3: Take the votes for elected students using google form.

2. No. of Members: Chairperson-1

Coordinator -1

Faculty member- 2

Student Representative -4

3. Redressal Submission Mechanism

3.1 Online mode:

- Through Online portal(<https://iitmjanakpuri-sdc.in/tracking/>)
- Through e-mail (grc@iitmipu.ac.in)

3.2 Offline mode:

- Through proper channel in written application
- Through suggestion box

4. 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.

4.1.2 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.
5. Compliances
 - Statutory Body- As Applicable
 - AICTE- Monthly
 - GGSIPU- Quarterly

Re:- IITM/GR/2023-24/203

Date: 20.10.2023

Constitution of Institutional Level Grievance Redressal Committee (GRC) -2023-24

Notice No.GRC/203

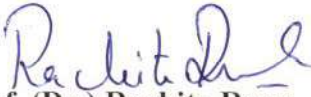
As per the direction for implementation of Hon'ble High Court order regarding constitution of Institutional Level Grievance Redressal Committee by all the affiliated Institutes/ colleges of GGSIP University the committee has been constituted. The details of Grievance Redressal Committee (GRC) members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

1.	Dr. Rachita Rana, <i>Chairperson</i>	9891113744
2.	Dr. Gopal Singh Latwal, <i>Convener</i>	9582581048
3.	Dr. Pankaj Kumar Varshney, <i>Member</i>	7906025772
4.	Dr. Mandeep Singh, <i>Member</i>	9818948449
5.	Ms. Leena Gupta, <i>Member</i>	9719772233
6.	Dr. Sonam Arora, <i>Counsellor</i>	9717211118
7.	Mr. Renu Bhatia, <i>Psychologist</i>	9873388816

Elected Student representatives

8.	Anurag Singh	9560197918
9.	Kshitiz Srivastava	8285928443
10.	Md. Arslaan	9990181137
11.	Vanshika Mahajan	7982713901
12.	Vanshika Dhawan	9654222929
13.	Krish Mehta	7011676020

The Grievance Redressal Committee shall work as per the direction issued under Clause 3 (ii) (d) of Status 24 of GGSIP University


Prof. (Dr.) Rachita Rana
Director

Copy to: -

1. All HoDs
2. Committee members
3. All Mentors
4. Institute Website
4. Notice Boards

Ref. No. IITM/2K23/Acad/1826

January 2, 2023

To
Dr. Manish Chopra
MBBS, MD
Bhagat Hospital
Janakpuri, New Delhi

Sub: Request for consent of Doctor on Call

Sir,

We are an educational institute running UG & PG programmes located at D-29, Institutional Area, Janakpuri, New Delhi. It is requested that services of your goodself be given to the Institute as Doctor on Call.

Thanking you,

Yours sincerely,

Rachita Rana

Prof.(Dr.) Rachita Rana
Director Prof. (Dr.) Rachita Rana
Director

Institute of Information Technology
& Management, New Delhi

CONSENT LETTER

Sir/Madam,

I hereby acknowledge that I have given my consent to assume the duty on Doctor on Call with effect from 04.01.2023 and I am willing to offer my services to this Institute.

Signature :

Chopra

Name :

Dr. MANISH CHOPRA
MD. (Pediatric)
BMC No. 19690

Date :

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



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HOSPITAL**

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Validity Date 18, 2021 - Jan 07, 2025

011-48-555-555
Sector 18A, Dwarka, New Delhi-110075
info@venkateshwarhospitals.com
www.venkateshwarhospitals.com

Consent for giving
medical cover

This is in my to your request
for medical cover to your
colleagues on call, in case of
any emergency.

I give my consent for
the same.

To
The Director
IITM
Janak Puri
New Delhi

Dr. (Brig) K. S. Rana
MD Pediatrics (AFMC), Paed Neurology (AIIMS)
Senior Consultant-Pediatrics Neurology
DMC Regn. No. - 75661
Venkateshwar Hospital
Sector-18A, Dwarka, New Delhi-110075

04/11/2024

November 25, 2023

NOTICE / GRC/20A


Counsellor & Clinical Psychologist

All the Students are hereby informed that the following Clinical Psychologist & Counsellor are available in the Institute as per schedule given below.

Name	Designation	Contact Details	Timings
Dr. Sonam Arora	Counsellor	Cabin No.04 GF - Faculty Room Tel: 011-28525051 Extn. - 43	12.30 pm to 04.30 pm
Ms.Renu Bhatia	Clinical Psychologist	As per time table	Two days per week

Distribution:

1. Notice Board
2. Institute's website


Prof. (Dr.) Rachita Rana
Director
Prof. (Dr.) Rachita Rana
Director
Institute of Information Technology
& Management, New Delhi

Location and Infrastructure of Medical Practitioner's Hospital

1. Dr. Manish Chopra

MBBS, MD (DMC NO-19690)

Mob-9818034333

Bhagat Hospital

D-2/48-49, PT VishnuDatt Marg

Janakpuri, New Delhi

Distance from College –900 Mtr

Access-24 hrs open

Contact No-01145102030

2. Dr (Brigadier) Kamer Singh Rana

MBBS, MD (DMC No-75661)

Mob- 9910056737

Venkateshwar Hospital,

Dwarka, Sec-18A,

New Delhi

Distance from College –8.6 km

Access-24 hrs open

Contact No-01148555555

Rekha D
4/1/24

