

IITM/FP/GRP/05

Date:

## **GRIEVANCE REDRESSAL MECHANISM POLICY**

In accordance with the directives of All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 and All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1-103/ AICTE / PGRC / Regulation / 2021 Notified on 25th March, 2021.IITM has establishment grievance redressal mechanism for students, faculty and staff members.

### **AIM & OBJECTIVE**

To provide the opportunity for redressal of grievance for students, faculty & staff related to matter like policy, infrastructure, governance, academics matter, library, central services, and resource etc.

To redress the grievance of its stakeholder 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 stakeholder.

### **Constitution of Committee:Grievance Redressal Mechanism for Faculty / Staff and Students**

The Director, in consultation with other faculty members, appoints the coordinator and Faculty members of the committee. The student representatives are selected through election.



<b>Sr. No.</b>	<b>Designation</b>	<b>Position in committee</b>
1	Director	Chairperson
2	Male/Female Faculty	Convener
3	Female Faculty	Member
4	Male/Female Faculty (SC/ST/OBC Category)	Member
5	Psychologist	Member
6	Psychiatrist	Member
7	Student Representative	Member
8	Student Representative	Member
9	Student Representative	Member
10	Student Representative	Member
11	Ombudsman	Member

#### **Conditions**

- The term of the members and the special invitee shall be of two years.
- The quorum for the meeting including the Chairperson, but excluding the special invitee shall be three.
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The grievance redressal committee shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- Any student/faculty/staff aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision



## Roles:

### Role of Convener

- The convener have to coordinate with all the members and students representative for issues pertaining to Grievance Redressal Committee
- The convener shall hold a meeting of members and the aggrieved person

### Role of Faculty Member

- Faculty member shall participate in meetings and give his/her suggestion to reduce the grievance in best way possible
- Faculty member shall maintain minutes of meeting in a file.

### Role of Student Representative (Member-SGRC)

- Student representatives shall participate in meetings pertaining to the matter of student's grievance.

### Responsibility of Committee

- 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.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Grievance redressal committee may forward the case to the higher authority, if required.
- Maintenance of records of grievances
- Submission of compliance to the statutory bodies

**Disclaimer: The content of this policy are intended for Grievance redressal committee for faculty/staff and students of IITM(For Internal Use only). For other detail it may be otherwise be protected by the laws stipulated by guidelines All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 and All India Council for Technical Education (Redressal of Grievance of Faculty/Staff Member) Regulations, 2021 vide F.No.1-103/AICTE / PGRC / Regulation / 2021 Notified on 25th March, 2021**  
<https://www.aicte-india.org/sites/default/files/approval/2023-24/Appendix-6.pdf>



**Director**

# 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](mailto: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/GRC/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 Institution Level Grievance Redressal Committee by all the affiliated Institutes/college of GGSIP University. The committee has been constituted. The details of Grievance Redressal Committee (GRC) members are as follows:

S.No.	Name & Designation	Phone No.	Email
1	<b>Dr. Rachita Rana, Chairperson</b>	9891113744	director@iitmipu.ac.in
2	<b>Dr. Gopal Singh Latwal, Convener</b>	9582581048	gopalsingh.latwal@iitmipu.ac.in
3	<b>Dr. Pankaj Kumar Varshney, Member</b>	7906025772	pankaj.varshney@iitmipu.ac.in
4	<b>Dr. Mandeep Singh, Member</b>	98108948449	placements@iitmipu.ac.in
5	<b>Ms. Leena Gupta, Member</b>	9717992233	leena.gupta@iitmipu.ac.in
6	<b>Dr. Sonam Arora, Member (Counsellor)</b>	9717211118	sonam.arora@iitmipu.ac.in
7	<b>Dr. Renu Bhatia, Member (Psychologist)</b>	9873388816	drrenubhatia@gmail.com

The Grievance Redressal Committee (GRC) 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
5. Notice Board

**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**

Re: IITM/SGRC/2023-24/204

Date: 20.10.2023

**Constitution of Students' Grievance Redressal Committee (SGRC)**

**Notice No. SGRC/204**

In compliance with the direction of Hon'ble Court, education institutions to constitute Students' Grievance Committee(S) as provided by the University Grant Commission (Redressal of Grievance of Students') Regulation, 2023, dated 11<sup>th</sup> April 2023. The committee has been constituted. The details of Students' Grievance Redressal Committee (SGRC) members are as follows:

S.No.	Name & Designation	Phone No.	Email
1	<b>Dr. Rachita Rana, Chairperson</b>	9891113744	director@iitmipu.ac.in
2	<b>Dr. Gopal Singh Latwal, Convener</b>	9582581048	gopalsingh.latwal@iitmipu.ac.in
3	<b>Dr. Pankaj Kumar Varshney, Member</b>	7906025772	pankaj.varshney@iitmipu.ac.in
4	<b>Dr. Mandeep Singh, Member</b>	98108948449	placements@iitmipu.ac.in
5	<b>Ms. Leena Gupta, Member</b>	9717992233	leena.gupta@iitmipu.ac.in
6	<b>Dr. Sonam Arora, Member (Counsellor)</b>	9717211118	sonam.arora@iitmipu.ac.in
7	<b>Dr. Renu Bhatia, Member (Psychologist)</b>	9873388816	drrenubhatia@gmail.com
<b>Student Representative (s)</b>			
8	<b>Anurag Singh, Member</b>	9560197918	smsanuragsingh@gmail.com
9	<b>Kshitiz Srivastava, Member</b>	8285928443	kshitizsrivatava0@gamil.com
10	<b>Md. Arslaan, Member</b>	9990181137	arslaan27@gmail.com
11	<b>Vanshika Mahajan, Member</b>	7982713901	vanshikamahajan021@gmail.com
12	<b>Vanshika Dhawan, Member</b>	9654222929	vanshikadhawan405@gmail.com
13	<b>Krish Mehta, Member</b>	7011676020	mehtakrish295@gmail.com

The Students' Grievance Redressal Committee (SGRC) shall work as per the UGC (Redressal of Grievance of Students') Regulation, 2023

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

Copy to:-

1. All HoDs
2. Committee Members
3. All Mentors
4. Institute Website
5. Notice Board

**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**

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 CHOPI  
MD. (Pediatrics)  
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



**VENKATESHWAR  
HOSPITAL**

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Accredited No. 14-0209-9501  
Validity Date 18, 2021 - Jan 07, 2024

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

Consent for giving  
medical covers

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

I give my consent for  
the same.

To  
The Director  
IITM  
Janakpuri  
New Delhi

*[Handwritten Signature]*

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

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

(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

*Revised*  
4/1/24

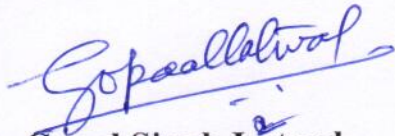


# **Institute of Information Technology and Management**

## **GRIEVANCE REDRESSAL – Action Taken Report**

All the grievances are duly addressed as and when reported to the Grievance Redressal Committee (GRC) or Students' Grievance Redressal Committee (SGRC) to the satisfaction of the aggrieved party.

The detail of complaints received, notices and Minutes of meeting are available in Grievance Redressal File.



**Dr. Gopal Singh Latwal**

**Convener- GRC/SGRC**

