

- **Grievance Redressal Mechanism for Faculty, staff and students**

The Grievances Redressal Cell (GRC) is responsible to settle any type of grievances raised by the students, teachers and non-teaching staff of the college. The committee is also authorized to initiate suo moto proceedings. It sometimes functions in tandem with the Discipline Committee and the Internal Complaints Cell, depending on the nature of the complaint, and membership of these three might overlap.

Name	Position	Status	Frequency of Meetings	Attendance
Dr. Vandana Arora	Group Director	Convenor	As and when required	Full quorum required
Dr. Satish Kumar Matta	Director, LIMT	Member		
Dr. Abdul Wadood Siddiqui	Principal, LIMT	External Member		
Dr. Vandana Arora	Group Director	Adjudicating Authority		

Scope

- The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the Institute raised individually by the concerned aggrieved employee/ student of the Institute.
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student.
- After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

Procedure, periodicity and attendance at meetings

- The Grievance Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Convenor or at the request of the other members to discuss the various issues received.
- At least three members of the Grievance Committee shall be present in a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.

- The Grievance Redressal Committee shall consider all grievances submitted in writing by an individual member of the Institute regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the Institute.

Procedure of submitting grievance

- The aggrieved member shall submit his/her petition to the Convenor, Grievance Redressal Committee in a sealed envelope marked “confidential”, along with supporting documents.
- The same can be submitted online through the Grievance Redressal link given on the Institute’s website.

Mechanism of Redressal

- The Grievance Redressal Committee shall study the petition/ application and after looking into the relevant documents discuss with persons/ departments concerned.
- The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required, and the aggrieved person may take back the complaint.
- The Committee shall submit its recommendations and report to the Director as expeditiously as possible, but in no case is to take more than three months of the date of petition/application.
- In case of any difficulties, the Grievance Committee shall have discussion with the Director before a decision is taken.
- The Group Director, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Institute.
- After the recommendations are submitted to the Group Director, the final settlement of any grievance shall be made within a reasonable period (normally not exceeding two weeks).
- The decision of the Group Director shall be final and binding to all involved. Any dead-lock shall be resolved by the Group Director.
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Competent Authority to take appropriate action against the complainant.
- In case of any difficulties, the Grievance Committee shall have discussion with the Director before a decision is taken.
- The Group Director, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Institute.
- After the recommendations are submitted to the Group Director, the final settlement of any grievance shall be made within a reasonable period (normally not exceeding two weeks).
- The decision of the Group Director shall be final and binding to all involved. Any dead-lock shall be resolved by the Group Director.

- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Competent Authority to take appropriate action against the complainant.

In view of the above provisions in the Regulations, AICTE has appointed the Ombudsperson for the redressal of grievances of students of AICTE approved PGDM institutions as per details below

Dr. Devi Singh
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