



GHAZIABAD  
(Estd : 1985)  
NAAC Accredited 'A' Grade Institute  
Internationally Accredited to IAO, USA  
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# I.T.S SCHOOL OF MANAGEMENT

(Institute of Technology and Science - PGDM)

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ITS-SM/RO/Committee/13/2021-22/02

Dated:15.02.2022

## Mechanism for Redressal of Grievances Cell for I.T.S Campus, Ghaziabad

In order to comply with the Regulatory Authorities and AICTE Regulation-2012 (Establishment of Mechanism for Grievance Redressal) vide notification no. F 37-3//Legal/2012 dated 25<sup>th</sup> May 2012; a Grievance Redressal Cell has been constituted for the academic session 2020-21. The members of this cell will remain in function till further notification with the objective of preventing unfair practices and to provide a mechanism to students for Redressal of their Grievances.

### GRIEVANCE REDRESSAL POLICY:-

The students are the main stakeholders in any Institution imparting education, and it's our Endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration, the Institute has decided to provide mechanism to students for Redressal of their Grievances

The Institute has a Students' Grievance Redressal Cell. The functions of the Cell are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Cell in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Students' Grievance Redressal Committee.

### OBJECTIVES OF GRIEVANCE REDRESSAL CELL:-

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute. with the following:-

Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

Advising students of the Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

### PROCEDURE FOR LODGING COMPLAINT:-

- The students may feel free to put up a grievance; the Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- Suggestion/complaint Box is installed in which the students, who want to remain anonymous, put in writing their grievances and their suggestions for improvement of the Academics/Administration in the Institute.

*[Handwritten signature]*

PGDM Programs Approved by AICTE, Ministry of HRD, New Delhi  
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- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- In case of any false/frivolous Complaint, the Staff in-charge may order appropriate action against Complaint.

**FUNCTIONS:-**

The cases are attended promptly on receipt of written grievances from the students. The cell is indented to find solutions for problems like sexual harassment –any kind of physical or mental harassment, complaints regarding class room, completion of syllabus, Teaching methods etc, when arise. The Grievance Redressal Cell convenes meetings periodically, record the minutes and takes steps to redress the grievance.

**Establishment of a Grievance Redressal Committee:-** The Grievance Redressal Cell of the institute having provision Director as the Chairman and Faculty as members. The cell is having the provision of being reconstituted every year if situation arises. The cell meets twice in solve the grievances raised by the students. The details of the Committee Members are as follows:-

S. No.	Name	Designation	Contact No
1	Dr. Anusha Agarwal	Chairperson	9810702353
2	Dr. D. K. Pandey	Member	9911001763
3	Prof. Shikha Agarwal	Member	9971015973
4	Mr. Pankaj Kumar	Member	8447744054
5	Ms. Sonal Mishra	Member	8789914482
6	Mr. Tushar Varshney	Member	8791413431

**Exclusions:** - The Grievance Redressal Committee shall not entertain the following issues:-

1. Decisions of the Executive Council, Academic Council and other Administrative Committees constituted by the Institute.
2. Decisions made by the Institute with regard to disciplinary matters and misconduct.
3. Decisions of the Institute about admissions in any courses offered by the Institute.
4. Decisions by competent authority on assessment & examination result.

for   
Director

