

12<sup>th</sup> Feb 2019

### GRIEVANCE REDRESSAL COMMITTEE

In accordance with the directive issued by the GGSIPU University, Delhi our Grievance Redressal Committee comprising the following members will attend to all grievances by students /faculty/stakeholders:

Sr.No.	Name	Designation	Email Address
1	Dr.(Cdr) Satish Seth Professor and Director General	Chairman	<a href="mailto:directorgeneral.kj@jagannath.org">directorgeneral.kj@jagannath.org</a>
2	Dr.J.K.Batra Professor and Director	Committee Head	<a href="mailto:director.kj@jagannath.org">director.kj@jagannath.org</a>
3	Dr.Rashmi Bhatia Professor and HOD	Member	<a href="mailto:hodbba.kj@jagannath.org">hodbba.kj@jagannath.org</a>
4	Dr. Shradha Goyal Assistant Professor	Member	<a href="mailto:shradha.goyal@jagannath.org">shradha.goyal@jagannath.org</a>
5	Ms. Pallavi Ahuja Assistant Professor	Member	<a href="mailto:pallavi.ahuja@jagannath.org">pallavi.ahuja@jagannath.org</a>
6	Dr. Sunita Kaistha (NGO) (Psychologist)	Member Counsellor	<a href="mailto:sunitakaistha@gmail.com">sunitakaistha@gmail.com</a>
7	Ms.Kshitija Kaushik BBA	Member	<a href="mailto:99kshitijakaushik@gmail.com">99kshitijakaushik@gmail.com</a>
8	Ms. Aarushi Sharma B.Com	Member	<a href="mailto:aarushi111@gmail.com">aarushi111@gmail.com</a>

The Committee will adhere to guidelines as promulgated vide GGSIPU University's Advisory dated 18 July 2017. All Grievances registered are to be disposed off within two weeks and all concerned including parents notified accordingly.



Dr.(Cdr.) Satish Seth  
Director General

**Grievance Redressal Committee**

**Procedure For Seeking Redressal of Complaint**

12<sup>th</sup> Feb 2019

1. The aggrieved student or person seeking redressal of grievance may submit an application to the committee head.
2. On receipt of an application the committee head shall inform the Committee Chairman and shall immediately provide a copy to the Chairman for furnishing its reply within seven days.
3. The Committee Chairman shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
4. An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.
5. The Committee Chairman shall be guided by principles of natural justice whilst hearing the grievance.
6. The Committee Chairman shall ensure disposal of every application within one month of receipt for speedy redressal of grievance.
7. The institute's staff shall be expected to co-operate with the Committee Chairman in redress of grievances and failure to do so may be reported by the Committee Chairman.
8. On the conclusion of proceedings, the Committee Chairman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
9. Every order under clause (8), under the signature of the Committee Chairman shall be provided to the aggrieved person and the university and shall be placed on the website of institute.
10. The institute shall comply with the order of the Committee Chairman.
11. A complaint shall be filed by the aggrieved student, his/her parent or with a special permission from the Committee Chairman, by any other person.
12. In case of any false/frivolous complaint, the Committee Chairman may order appropriate action against the complainant.
13. The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Institute except.
  - a) In case of lack of unanimity, the Grievance Committee shall take decisions by majority;
  - b) The Grievance Committee shall communicate its decisions within ten days of receipt of complaint.



- 14 The Institute shall provide detailed information regarding provisions of grievance redressal mechanism, Committee Chairman and the duties and rights of students in their prospectus prominently



Dr.(Cdr.) Satish Seth  
Director General

9

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY**  
SECTOR 16/C, DWARKA, NEW DELHI - 110078

GGSIU/2017-18/ 1039/ Legal

Dated: 18/7/17

The Director/Principal  
All Affiliated Colleges/Institutions of the GGS Indraprastha University

**Subject: Advisory under Clause 3(ii)(d) of Statute 24 of the University.**

Dear Sir/Madam,

The following advisory is hereby issued under Clause 3(ii)(d) of Statute 24 to all affiliated colleges and institutions for compliance and necessary action forthwith:

- a. The teachers and authorities of the Institution should maintain cordial, warm and confidence building relationship with the students in terms of Ordinance No. 32 of the Guru Gobind Singh Indraprastha University Act No. 09 of 1998. The Institution may also keep watch on such teachers and members of administration who are unable to build up such cordial and respectful relationship with students and appropriate remedial measures in the nature of counselling and short term training may be advised.
- b. Every letter /representation/e-mail in the nature of appeal by students should be attended with reformative approach and sympathetic consideration. The Institute should inform the parents of the students by writing the letter intimating the shortage of attendance, which should be sent by speed post / registered post. The parents may also be informed by e-mail or telephonically about such cases.
- c. Institutions should be absolutely transparent in taking the decision on detention of students so as to avoid any suspicion of whimsical or selective action. The detention list should be displayed at least 10 working days before the commencement of the examination.
- d. Every institution should constitute 'Students' Grievance Redressal and Welfare Office'. It should be empowered to receive grievances from students, consider and address them within the framework of the prevailing rules and regulations with the perspectives of the welfare of the students. Such Committee constituted at the level of every college should be publicised and directed to regularly engage in welfare activities of the students, so as to gain the confidence of the students in its effectiveness and genuineness. Such College/Institution level Committee should be federated with the Directorate of Students' Welfare of the University which may supervise and advise

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Page 1 of 2



them, actively engage them and assist them in redressing the grievances of the students from time to time.

- e. Any issue relating to arbitrary action, personal vendetta or personal grudges against students by any teacher / authority of the Institute should be earnestly looked into by 'Students' Grievance Redressal and Welfare Office' and it should be brought to the notice of Principal / Director of the Institute. If the issues are not resolved at the level of concerned college, the student should be advised to approach the Grievance Redressal Mechanism at the level of the University which shall act as the appellate mechanism.
- f. The University level Grievance Redressal Mechanism for the students, parents, faculty etc. related to affiliated colleges has been constituted and communicated to all concerned vide University letter ref. GGSIPU/Aff/Notification/180-L dated 11.01.2013. All the grievances, communications to the University level Grievance Redressal Mechanism should be addressed to the Convener of the Committee Dr. Neelima Markandey, Affiliation Branch, Administrative Block, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, Delhi 110078.

This issue with the approval of the competent authority.

C. Arvind  
17-7-17  
(C. Arvind)  
Registrar

**Copy to:**

1. All the Directors/Principals of the affiliated colleges/institutions affiliated to GGS IP University
2. Members of the University Level Grievance Redressal Committee
3. All Deans, University Schools of Studies
4. Controller of Examinations
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Dr. Neelima Markandey, Convener, Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGS IP University
9. AR to Pro Vice Chancellor, GGS IP University
10. AR to Registrar, GGS IP University