5(g) Whether reports of the proceedings of SGRC is sent to the University every semester

JAGANNATH
INTERNATIONAL
MANAGEMENT
SCHOOL

29th May 2025

Ref. No: JIMS/KJ/Acad/2025/429

30/05/25
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi-110078

Sub: Reports of the proceedings of Student Grievance Redressal Committee (SGRC)

Dear Sir/Madam,

Please find attached Reports of the proceedings of Student Grievance Redressal Committee (SGRC) for the half year, Jan to June 2025.

Thanking you,

Yours sincerely

Prof. (Dr.) Anuj Verma
Director

MOR, Pocket 105, Kalkaji, New Delhi-110019. Ph: 40619200 Fax: 26220998 Email: jimskj@jagannath.org Website: www.jagannath.org

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JAGANNATH
INTERNATIONAL
MANAGEMENT
SCHOOL

January 02, 2025

Ref. No: JIMS/KJ/Acad/2025/424

09/01/25
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi-110078

Sub: Reports of the proceedings of Student Grievance Redressal Committee (SGRC)

Dear Sir/Madam,

Please find attached Reports of the proceedings of Student Grievance Redressal Committee (SGRC) for the half year, July to December 2024.

Thanking you,

Yours sincerely

Jagannath International Management School
MOR PKT-105
Kalkaji
N. Delhi-19

Prof. (Dr.) Anuj Verma
Director

Encl: As above

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jims Kalkaji, Delhi

Jagannath International Management School

MOR, Pocket-105, Kalkaji, New Delhi-110019
(Affiliated to Guru Gobind Singh Indraprastha University and Approved under Section 2(f) of UGC Act 1956)
Accredited by National Assessment and Accreditation Council (NAAC)

jims Jagannath International Management School 25 years of academic leadership

Student Satisfaction Survey
Grievance Redressal Cell
Analysis report
2024-25

The Student Grievance Redressal Cell thrives to provide a supportive campus culture to its students. In order to know the awareness and level of satisfaction of students with regard to Grievance Redressal, a Student Satisfaction Survey was conducted for the year 2024-25. For this purpose, a questionnaire was developed and administered. A few items in the questionnaire sought answers to the awareness of the Grievance Redressal Cell in the college, its working mechanism, what kind of grievance they have faced (if any), and if it was redressed. The question-wise report of analysis is provided below:

- More than 80% students of BCom Hons and BBA have responded to the survey.
- Almost all the students from both the courses are aware of the procedure being followed for Redressal of Grievance in the College.
- 98% of the students have understood the time taken and the procedure of Grievance handling.
- More than 85% of the students agree that the Grievances reported are redressed within 15 days of report.
- Almost 50% of the students are satisfied with the Grievance Redressal Mechanism being followed in the Institute.

Overall, the students were well aware of the existence of different support mechanisms in the college and majority of them were satisfied with their working as well.

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73 responses

Link to Sheets

Accepting responses

Summary | Question | Individual

Name

73 responses

Keshav Bansal

Aiyush Virmani

Tarun Mittal

Sanya Khanna

Hemang

Ayush Sehgal

Madhav Menon

Ritika Sandhu

Yash jain

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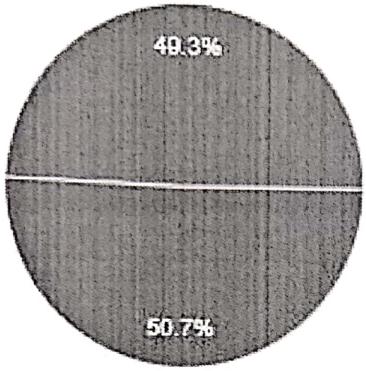
Gender

73 responses

Copy chart

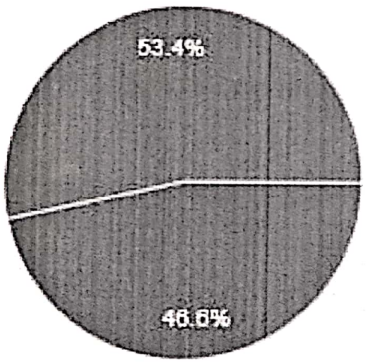


Male
Female

Course

73 responses

Copy chart



BBA
BCom Hons

Year

73 responses

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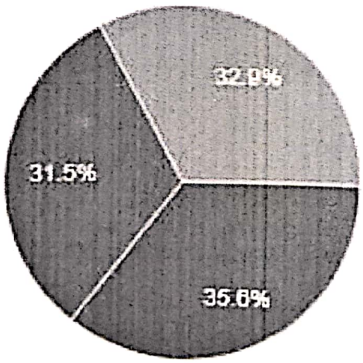

1st year
2nd year
3rd year

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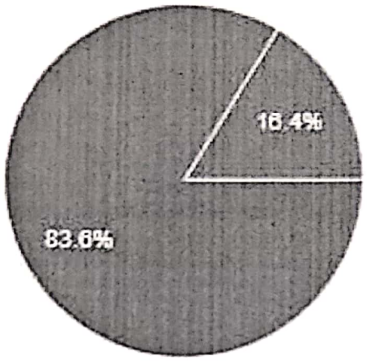
Are you aware of Grievance Redressal procedure followed in your Institute?

Copy chart

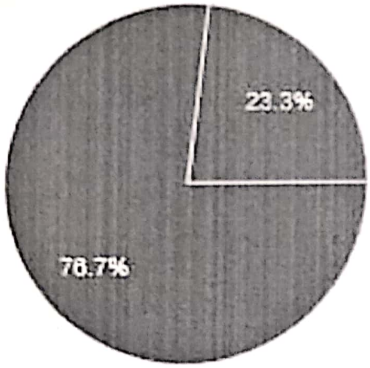
73 responses



Is the grievance handling procedure explained to you?

Copy chart

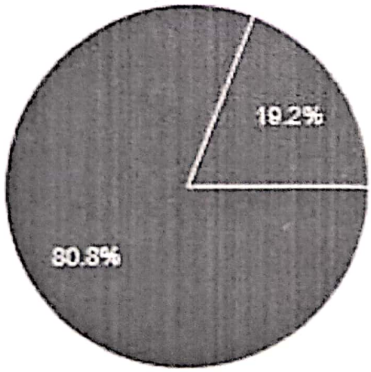
73 responses



Does the Grievance Committee redress your grievance?

Copy chart

73 responses



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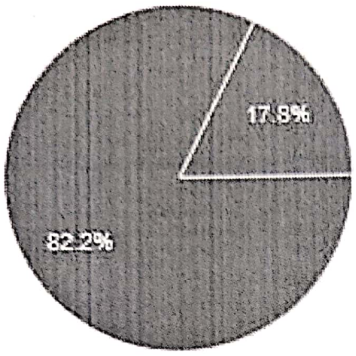
Do they gather all relevant facts about the grievance?

73 responses



Yes
No

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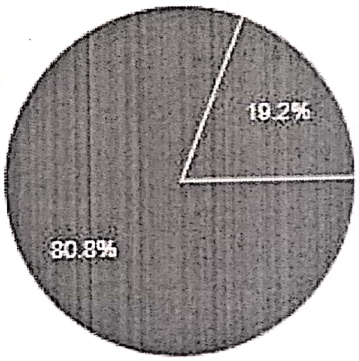
How much time has been taken to redress your grievance

73 responses

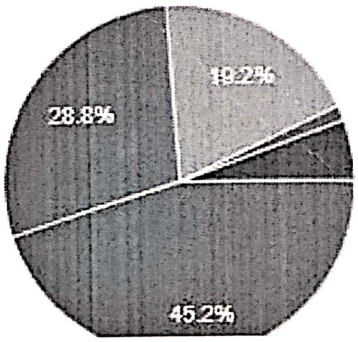


Within 15 days
More than 15 days

Copy chart

Are you satisfied with Grievance Handling procedure of the Institute?

73 responses



Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

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Grievance Redressal

B I U

Student Satisfaction Form

Name *

Short answer text

Gender *

- Male
- Female

Course *

- BBA
- BCom Hons

Year *

- 1st year
- 2nd year
- 3rd year

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Are you aware of Grievance Redressal procedure followed in your Institute? *

- Yes
- No

Is the grievance handling procedure explained to you? *

- Yes
- No

Does the Grievance Committee redress your grievance? *

- Yes
- No

Do they gather all relevant facts about the grievance? *

- Yes
- No

How much time has been taken to redress your grievance *

- Within 15 days
- More than 15 days

Are you satisfied with Grievance Handling procedure of the Institute? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

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