Jagannath International Management School

Vasant Kunj, New Delhi-110070

(Affiliated to Guru Gobind Singh Indraprastha University, New Delhi)
Recognized u/s 2(f) by UGC & Accredited with 'A+' Grade by NAAC
NIRF Rank Band 201-300 under College Category
Participant of UNGC New York and ISO 9001:2015 Quality Certified

Ref. No. JIMS/VK/DIR/GRC/2024-25   28th November, 2024

Office Order
Re-Constitution of Student Grievance Redressal Committee

A Student Grievance Redressal Committee of the following members has been re-constituted to address the Grievances of students.

S.No	Name of the Member	Designation	Email ID
1	Dr. Satish Kumar Dogra, Registrar	Chairperson	registrar.vk@jagannath.org
2	Dr. Meenakshi Narula, Prog. Director BBA & BCA	Faculty Member	hodbca.vk@jagannath.org
3	Dr. Nidhi Gupta, Professor	Faculty Member	hodbba.vk@jagannath.org
4	Dr. Ashok Sharma, Associate Professor	Faculty Member	hodadmin.vk@jagannath.org
5	Ms. Shriya Upadhayay (Psychologist)	Extenal Member	upadhayayshriya@gmail.com
6	Dr. Anubhooti Bhatnagar, Founder Director, The Neo Fusion Creative Foundation	Extenal Member	anubhooti@neofusioncreativefoundation.org
7	Falak Anjum, President Student Council	Student Representative	falakanjum2004@gmail.com
8	Kumush Guglani, Vice President Student Council	Student Representative	Kumushguglani@gmail.com
9	Krishleen Chawla, Vice President Student Council	Student Representative	krishleenchawla2005@gmail.com
10	Khushi Jain, Vice President Student Council	Student Representative	khushisharma93117@gmail.com

- The Student Grievance Redressal form is available on the website (www.jimsd.org) and at the reception
- In case of any grievance, it is mandatory to submit the duly filled and signed Student Grievance Redressal form & same has to be mailed at (jimsvk.grc@jagannath.org) or submitted to the Registrar.
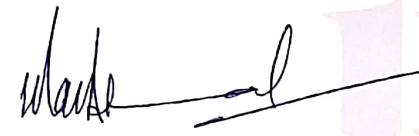
Director

Copy to:
1. All Committee Members
2. Secretary to Director
3. Office Copy
4. All Notice Boards

Jagannath International Management School

Vasant Kunj, New Delhi-110070

(Affiliated to Guru Gobind Singh Indraprastha University, New Delhi)
Recognized u/s 2(f) by UGC & Accredited with 'A+' Grade by NAAC
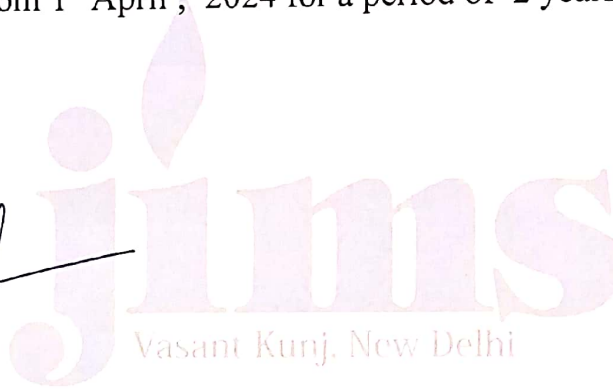Participant of UNGC New York & ISO 9001:2015 Quality Certified

Date: 25th March, 2024

Office Order

This is to inform all concerned that in pursuance of the requirement of an Ombudsman for the Grievance and Redressal Mechanism at the institute, Prof. B. Manchanda, R/o Flat no. 157, Sector A, Pocket –C, Vasant Kunj, New Delhi, is hereby designated as the Ombudsman for Grievance and Redressal Mechanism cases with effect from 1st April , 2024 for a period of 2 years.

Director

Procedure for redressal of grievances by the SGRC

As per the clause 7 of the Part III, Section 4, of University Grants Commission (UGC) Gazette Notification no. DL(N)-04/0007/2003-05, 23rd March, 2013 in regard to the University Grants Commission (Grievance Redressal) Regulations, 2012, the Institute has framed the procedure for the filing and disposal of complaints pertaining to Grievance Redressal as under:-

1. Any aggrieved student/parent/faculty may make an application seeking redressal of grievance by filling the Grievance form, available on the website (www.jimsd.org) or at the reception of the institute.

2. The names of the members of the Grievance Redressal Committee have been displayed on the Notice Board and placed on the website of the institute.

3. The Grievance Redressal Committee meets periodically, at least once in three months.

4. On receipt of the duly filled in Grievance form by the Head of the Grievance Redressal Committee, who immediately provides an acknowledgement to the complainant and the case is referred to the Grievance Redressal Committee.

5. The Head of the Grievance Redressal Committee fixes a date for hearing the grievance which is communicated to the aggrieved person either in writing or electronically, as feasible.

6. An aggrieved person has to appear may appear before the Grievance Redressal Committee in person on the designated date.

7. The Head and Members of the Grievance Redressal Committee investigate the matter, discuss the case with all concerned, make discrete enquiries, record statements of all concerned and then make the final report.

8. The Grievance Redressal Committee is guided by the principles of natural justice while hearing the grievance.

9. The Grievance Redressal Committee ensures disposal of every Grievance as speedily as possible as and not later than a month of receipt of the grievance.

10. On the conclusion of proceedings, the Grievance Redressal Committee passes such order; with the reasons for such order, as may be deemed fit to redress the grievance and provide relief.

11. Every order under sub-regulation (9), under the signature of the Head/Director, Grievance Redressal Committee, is provided to the aggrieved person and shall be placed on the website of the institute.

12. In case of any false or frivolous complaint, the Head of the Committee/Director of the Institute may order appropriate action against the complainant.

Jagannath International Management School
Vasant Kunj, New Delhi-110070
(Affiliated to Guru Gobind Singh Indraprastha University, New Delhi)
Recognized u/s 2(f) by UGC & Accredited with 'A+' Grade by NAAC
ISO 9001:2015 Quality Certified

Student Grievance Redressal Form

Name of the Student	
Enrollment Number	
Course/Batch	
Mobile No.	
Date of Reporting the Grievance	
Date of Incident	
Details of the Grievance (Attach a sheet, if required)	

Signature

(FOR OFFICE USE ONLY)

Grievance No. _____

Referred to the Student Grievance Committee on _____

Grievance Redressed on _____

(Registrar)

Acknowledgement

Grievance No. _____   Received On: _____

(Registrar)