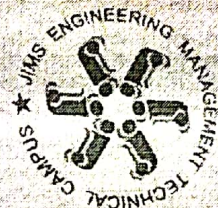




**JIMS  
ENGINEERING  
MANAGEMENT  
TECHNICAL  
CAMPUS**



Addendum  
**JEMTEC**

**JIMS Engineering Management Technical Campus, Greater Noida**

**Students' Grievances Redressal Policy**

(In conformity with UGC-Grievance Redressal Regulation, 2012 and advisory received from GGSIPU, Dwarka, New Delhi under Clause 3(ii)(d) of Statute 24 of the University issued under reference number GGSIPU/2017-18/ 1039/Legal dated 18/07/2017 and another advisory issued under Ref. No. GGSIPU/2019-20/Legal/1916 dated 23/05/2019).

**Objectives:-**

- 1) To develop an organizational framework to resolve genuine Grievances of students grievances of the students and other stakeholders.
- 2) To enlighten the students on their duties and responsibilities to access benefits.
- 3) To provide the students access to immediate, hassle free resource to have their grievances redressed.
- 4) To enlighten the students on their duties and responsibilities to access benefits due under the policies.
- 5) To make the institution student-friendly.

**Grievance Redressal Committee**

A Grievances Redressal Committee has been established in our Institution to settle genuine grievances of students related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc., if and when they arise. Generally, the complaints / grievances may fall in the following categories:

- I) Academic issues: pertaining to teaching learning activities.
- II) Students' teacher, student- students, students patient relationship pertaining to harassment etc.
- III) Internal evaluation and in assessment marking.
- IV) Complaint related to library and IT services.
- V) Grievances related to hostel, food, water, electricity etc.
- VI) Grievance related to transport facilities.



VII) Grievances related to sports, cultural and selection process etc.

VIII) Grievances related to women issues and harassment. However they are specifically redressed by women welfare and anti sexual harassment committee.

IX) Grievance related to ragging and however the matter is referred to anti ragging committee for appropriate Redressal.

X) Grievances related to university examination.

XI) Grievances related to behavioral of secretarial staff.

XII) Grievances related to delay in issuance of records and documents.

### Procedure:

- An aggrieved student shall make an application first to the committee Chairperson. The complaint form is attached herewith at Annexure-1.
- After verifying the facts and discussed with the head of the concerned department, the committee chairman will place the matter before the committee which shall try to redress the grievance within a reasonable time.
- While dealing with the complaint, the committee shall observe law of natural justice and hear the complainant and concerned people.
- If the student is not satisfied with the redressal offered by the committee, the student may approach the Director of the institute or he may even follow the GGS IP University Grievance Level Grievance Redressal Mechanism as notified by the University under letter Ref. GGSIPU/Aff/Notification/180-L dated 11.01.2013.



GGSIPU/2017-18/ 1039/1941

Dated: 18/7/17

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

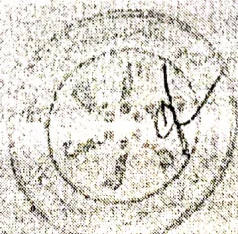
Subject: Advisory under Clause 3(ii)(d) of Statute 24 of the University.

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 reformatory 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

c. *Gopinath*  
Page 1 of 2



c/n

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





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

GGSIU/2019-20/Legal/1916

Dated: 23/05/2019

To

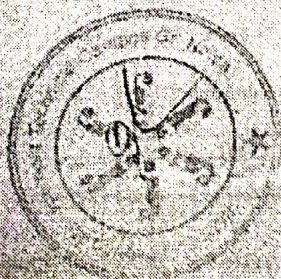
The Director /Principal  
All Affiliated Colleges/Institutions of the Guru Gobind Singh Indraprastha  
University

**Subject: Directions issued under clause 3(ii)(d) of Statute 24 of University.**

Dear Sir/Madam,

In pursuance to the oral observations and directions of the Hon'ble High Court dated 17.05.2019 in WP (Crl.) 793/2017, the following directions are hereby issued for immediate compliance by all the affiliated Colleges/Institutions;

1. Publish the University's advisory dated 18-07-2017 and these present directions dated 23.05.2018 at a prominent and conspicuous place on their website. Compliance Report with copy of the website publication to be sent by 7:00 PM on 23.05.2019 by return email message.
2. Incorporate the University's advisory dated 18.07.2017 and these present directions dated 23.05.2018 in their Prospectus/Admission Brochure issued for the current academic session i.e. AY 2019-20, if necessary, in the form of an Addendum to an already issued Prospectus/Admission Brochure. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.



1/3

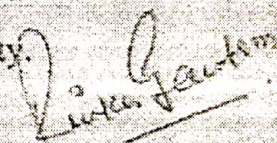
3. Mention at prominent and conspicuous place in their respective Prospectus/Admission Brochure for current Academic Year 2019-20 and their websites the full details about University's Student Grievance Redressal Committee and College/Institution Level Grievance Redressal Committee. Compliance Report with copy of the Prospectus/Admission Brochure or the Addendum thereof be sent to the University within a week.
4. The College/Institution Level Grievance Redressal Committee should adhere to the principles of natural justice in its proceedings and dispose of all grievances as expeditiously as possible; but no later than four weeks of its receipt. The Colleges /Institutions should hold meeting of Grievance Redressal Committee at least once every three months. The procedure for filling complaints, procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances shall be published on its website, Admission Brochure and Prospectus at a prominent and conspicuous places. Compliance Report with a copy of the document laying down the procedure be sent to the University within a week.
5. Immediately include elected student representative in the College/Institution level Grievance Redressal Committee and re-notify the newly constituted Committee at prominent and conspicuous places. All the Colleges and Institutions shall adopt the UGC (Grievance Redressal) Regulations 2012. The reconstituted Grievance Redressal Committee which includes the elected student representative and also complies with the provisions of the UGC (Grievance Redressal) Regulations 2012 shall be notified on their respective websites at prominent and conspicuous places. Compliance Report with copy of the re-constituted Grievance Redressal Committee be sent to the University before 15<sup>th</sup> September of each year.
6. Engage the services of medical practitioner(s) including specifically a Psychiatrist, a Psychologist and a professional Student Counsellor for regular consultation with students within the premises of the College/Institution.



Compliance Report to be sent to the University within two weeks from the commencement of the new Academic Session every year.

7. Maintain comprehensive, meticulous and verifiable documentation of all the compliances of the above directions, including documentation of the proceedings of the Grievance Redressal Committee and the services rendered by the professional medical practitioners such as Psychiatrist, Psychologist and professional Student Counsellors.
8. The documentation of the compliances of the aforesaid directions shall be subject matter of audit and evaluation by the University through the existing mechanisms of Joint Assessment Committees (JACs), the Academic Audit Committees or such other mechanism as deemed fit by the University from time to time.
9. The Convener of the University Level Grievance Redressal Mechanism shall ensure comprehensive and verifiable documentation of all compliance reports submitted by the affiliated Colleges/Institutions from time to time.

This issues with the approval of the Competent Authority.

  
(Rinku Gautam)

Registrar

Registrar

G. G. S. Indraprastha University  
Sector-16C, Dwarka, New Delhi-110032

Copy to:

1. All the Directors/Principals of the affiliated colleges/ institutions affiliated to GGSIP University.
2. Members of the University Level Grievance Redressal Committee.
3. All Deans, University School of Studies.
4. In-charge (Affiliation), GGSIP University.
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Convener, University Level Students' Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGSIP University
9. AR to Pro Vice Chancellor, GGSIP University
10. AR to Registrar, GGSIP University.
11. In-Charge, Server Room for notification on the University website.



## JIMS Engineering Management Technical Campus, Greater Noida

## Complaint Form for Grievance Redressal

Name of the Student	
Enrollment No.	
Course/Batch	
Mobile No.	
Date of Incident	
Details of the complaint	

Signature of the student

Date:

