

GURU NANAK INSTITUTE OF MANAGEMENT & TECHNOLOGY

ORDER

No.GNI/1435

Dated: 26-07-2024

GRIEVANCE REDRESSAL MECHANISM

We have constituted Student Grievance Redressal Committee for receipt and disposal grievances from the parents, students and staff. The following are the members:

1. Dr.Sandhya Mehta	-	8872827777	Chairperson
2. Dr.Upinder Kaur	-	7009977355	Member
3. Dr. Anjali Garg	-	9914513435	Member
4. Dr Balvinder Taneja-		9872573688	Member
5. Ms. Anjali Sharma	-	8219763807	Student Member

The grievance can only be submitted online at www.gnimt.org/grievance redressalcell.

The acknowledgment of receipt of the grievance shall be communicated online by e-mail to the complaint immediately.

The disposal of the grievance shall also be communicated to the Complainant online by e-mail within 48 hours. If no communication is received within 48 hours, he/she should meet the Principal/ Director.

It is also notified that no verbal or written complaint shall be entertained. Only grievances received online will be entertained and a proper record of the same will be maintained.

If the Complainant feels that his/her grievance is still not redressed, he/she may approach Ombudsperson of IKGPTU to hear and decide the appeals of students against the decision of SGRC


(Dr. Sandhya Mehta)
Principal GNIMT

All Notice Board

Faculty Room Notice Boards

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GRIEVANCE REDRESSAL MECHANISM

In order to redress the grievances (Real or Assumed) of the students, the following mechanism will be followed:

1. Every section will have a Class Advisor and the students should contact their Class Advisors for any type of grievance who will contact Class Incharges, Principal and the Director to redress the grievance.
2. Class Incharge: Every class will have a Class Incharge, who will be responsible for all the sections of a particular class and shall redress the grievances of the students as brought to him/her notice by the Class Advisor. The students can directly approach the Class incharge if they do not want to disclose the grievance to the Class Advsiior. The Class Incharge will get the grievance redressed through the Principal and the Director, who may refer it to Grievance Redressal Committee (SGRC).
3. Student Grievance Redressal Committee (SGRC):
 - (a) A Central Grievance Redressal Cell consisting of the following faculty members is established as under:

1. Dr.Sandhya Mehta	-	8872827777	Chairperson
2. Dr.Upinder Kaur	-	7009977355	Member
3. Dr. Anjali Garg	-	9914513435	Member
4. Dr Balvinder Taneja	-	9872573688	Member
5. Ms. Anjali Sharma	-	8219763807	Student Member
4. The Grievance Redressal Committee will have an e-mail address of its own (E-mail : gnimt155sgrc@gmail.com)
5. The students must approach the Class Advisor, Class Incharge and the Student Grievance Redress Committee for the redressal of their Grievance. If the student is not satisfied by the Redressal of Grievance Committee, he/she may approach the Director but after going through the proper channels.

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If the student feels that his/her grievance is still not redressed, he/she may approach Ombudsperson of IKGPTU to hear and decide the appeals of students against the decision of SGRC.


(Dr. Sandhya Mehta)
Principal GNIMT

Copy to all concerned