

GURU NANAK INSTITUTE OF MANAGEMENT & TECHNOLOGY

ORDER

No.GNI/25

Dated: 11/1/2008

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 Advisor. The Class Incharge will get the grievance redressed through the Principal and the Director, who may refer it to Student Grievance Redressal Committee (SGRC).
3. Student Grievance Redressal Committee (SGRC).
 - (a) A Student Grievance Redressal Committee (SGRC) consisting of the following faculty members is established as under:

1. Dr.Sandhya Mehta	-	8872827777	Chairperson
2. Dr.Upinder Kaur	-	9855173114	Member
3. Dr. Anjali Garg	-	9914513435	Member
 - (b) Student Grievance Redressal Committee will have an e-mail address of its own (E-mail : grievance_redressal_cell@gnimt.org)
 - (c) The students must approach the Class Advisor, Class Incharge and the Student Grievance Redressal Committee for redressal of their Grievance. If the student is not satisfied by the Student Grievance Redressal 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.

No outside organization is capable of redressing the grievances of the students. The students must follow the above mechanism and should not be misled, confused and fleeced by any unscrupulous persons who pose themselves as Grievance Redressers. No such organization is allowed to enter the College or contact the students during and after the working hours.

Sandhya Mehta
(Dr. Sandhya Mehta)
Principal GNIMT

Copy to all concerned