



5. Framework for Students' Grievance Redressal Mechanism

INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT

Website: <https://iitmjp.ac.in/>

AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

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| 5. Framework for Students' Grievance Redressal Mechanism | | | |
|--|--|---|--------------------------------------|
| | | Details | Marks |
| 5(a) | Availability of Students' Grievance Redressal Committee (SGRC) and complies with UGC's Regulations 2012 | : Students' Grievance Redressal Committee (SGRC) is in place with teachers and student representative in place. (LINK-5(A)) | |
| 5(b) | Whether the Grievance Redressal Committee has elected students representative | : Students are elected from every program (LINK-5(B)) | |
| 5(c) | Whether meticulous and verifiable documentations of the proceedings of Students' Grievance Redressal Committee is maintained | : Documentation of each and every grievance is done along with the action taken report and feedback (LINK-5(C)) | |
| 5(d) | Availability of Psychiatrist, Psychologist and professional students counsellors | : sychiartrist : Dr. Renu Bhatia Psychologist: Dr. Malvika Srivastava (LINK-5(D)) | |
| 5(e) | Whether the institute has published/notified prominently the details of SGRC on website and admission prospectus | : All the notice and the details are there on the college website. (LINK-5(E)) | |
| 5(f) | Whether students are satisfied with the effectiveness of the SGRC | : Feedback of the student is attached (LINK-5(F)) | |
| 5(g) | Whether reports of the proceedings of SGRC is sent to the University every semester | : Yes it is send details are attached. (LINK-5(G)) | |
| | | | Marks (Maximum Marks: 100) |

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5 (a)

Availability of Students' Grievance Redressal Committee (SGRC) and complies with UGC's Regulations 2012

| S.No | Document Links |
|------|---|
| 1. | Email to GGSIPU |
| 2. | a) Publication of Information regarding Grievance Redressal Committee: <ul style="list-style-type: none">i) Screenshot of Student's Grievance Redressal Committee webpageii) Screenshot of Student's Handbook containing information about Grievance Redressal Committeeiii) Information displayed on various locations in the campus |
| 3. | a) Constitution of SGRC <ul style="list-style-type: none">i. Noticeii. Poster b) List of students nominated c) Election process. |
| 4. | a) Psychologist b) Clinical Psychologist |

1. Email to GGSIPU

11/16/23, 3:37 PM IITMJP Mail - Compliance of directions of Hon'ble High Court in matter of Writ Petition No. 793/2017 (Courts on its own motion in ...



grievance redressal <grievanceredressal@iitmjp.ac.in>

Compliance of directions of Hon'ble High Court in matter of Writ Petition No. 793/2017 (Courts on its own motion in Suicide Committed by Sushant Rohilla)

grievance redressal <grievanceredressal@iitmjp.ac.in>
To: affiliationbranch123@gmail.com
Cc: Director IITM Janakpuri <director@iitmjp.ac.in>

Thu, May 26, 2022 at 3:07 PM

Dear Sir/Madam,

With reference to your email "Compliance of directions of Hon'ble High Court in matter of Writ Petition No. 793/2017 (Courts on its own motion in Suicide Committed by Sushant Rohilla)" received on Mon, May 23, 2022, 17:35.

Kindly find the following information desired by University:

1. Direction 1:

- a) Publication of Information regarding Grievance Redressal Committee:
 - i. Website Grievance Redressal Committee URL: <https://iitmjp.ac.in/grievance-redressal/> and screen shots (**Annexure 1**)
 - ii. Student rule book (**Annexure 2**) / link

<https://iitmjp.ac.in/wp-content/uploads/2022/04/Student-Rule-Book.pdf>

- iii. Information displayed on various locations in the campus (**Annexure 3**)

2. Direction 2:

- a) Constitution of SGRC
 - i. Notice (**Annexure 4**)
 - ii. Poster (**Annexure 5**)
- b) List of students nominated (**Annexure 6**)
- c) Election process.

During COVID-19, students were nominated by the Programme Director of each batch, year/Programme wise.

The students will be elected for Academic session 2023 onwards as per the following procedure:

- i. All the interested students will submit their details in the google form shared with them.
- ii. The interested students list will be shared with all the faculty members for voting.
- iii. The final Decision will be taken by Programme Director and Grievance Redressal committee Faculty Members.

3. Direction 3:

<https://mail.google.com/mail/u/0/?ik=0061b514c9&view=pt&search=all&permmsgid=msg-a:2675572233548442490&simpl=msg-a:26755722335484...> 1/2

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- a) Psychologist : Ms. Roshni Grover
- b) She is available for six days a week from 9:00AM to 5:30PM
- c) A separate cabin is there in ground floor for the counseling purpose (**Annexure 7**)

Thanks & Regards







Grievance Redressal Committee

Institute of Innovation in Technology and Management

7 attachments



Annexure 5.png
318K

-  **Annexure 1.pdf**
650K
-  **Annexure 3.pdf**
573K
-  **Annexure 4.pdf**
302K
-  **Annexure 2.pdf**
1620K
-  **Annexure 6.pdf**
302K
-  **Annexure 7.pdf**
244K

2. i) Screenshot of Student's Grievance Redressal Committee webpage

Grievance Redressal Mechanism

PREAMBLE

Institute of Innovation in Technology & Management is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee was set up at Institute of Innovation in Technology & Management in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances. Student with a grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in person, grievances may be dropped in writing at the Complaint/Suggestion box. Students may also represent their grievances through student representatives or via email at grievanceredressal@iitm.ac.in

OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students.
- To uphold the dignity of the Institute by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the students, thereby maintaining a harmonious atmosphere in the Institute.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

GRIEVANCE

A "Grievance/Complaint" can be defined as any communication that conveys dissatisfaction about an action or lack of action, about services/deficiency of services in an institute and the complainant asks for remedial action. Grievances pertaining to admission, attendance, discipline matters, student conduct, fee related matter, evaluation process, observation of norms and standards, violation of rules, discrimination, harassment and other academic and non-academic issues.

GRIEVANCE REDRESSAL MECHANISM IN RELATION TO THOSE INVOLVED

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graph TD
    GR[GRIEVANCE REDRESSAL COMMITTEE] <--> S([STUDENT])
    S --> M[MENTOR]
    M --> PD[PROGRAMME DIRECTOR (PD)]
    PD --> HOD[HEAD OF THE DEPARTMENT (HOD)]
    HOD --> D[/DIRECTOR/]
    GR --> M
    GR --> PD
    GR --> HOD
    GR --> D
```

GRIEVANCE REDRESSAL COMMITTEE

Committee Members

1. Dr. Geetali Banerji – Chairperson (9555217983)
2. Dr. Narindet – Convener (9667263726)
3. Dr. Renu Sharma – Member (971552406)
4. Dr. Mohita Mathur – Member (9718391155)

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Student Representatives

| S.No. | Name | Class | Year | Contact No. |
|-------|---------------------|-----------|------|-------------|
| 1 | Nakha Aggarwal | BCA | I | 8076850511 |
| 2 | Muskan Tyagi | BCA | I | 7827554880 |
| 3 | Perepa Surva Ayushi | BCA | I | 8860166456 |
| 4 | Nitin Bhandari | BCA | II | 9311658063 |
| 5 | Dilmeet Singh | BCA | II | 9354926603 |
| 6 | Harsh | BCA | II | 7414806604 |
| 7 | Vidhi Goyal | BCA | III | 8860271337 |
| 8 | Nihar Ladia | BCA | III | 9999828225 |
| 9 | Rohit Kumar | B.COM (H) | II | 8527800119 |
| 10 | Bhuvan Arora | B.COM(H) | III | 9910511190 |
| 11 | Krati Arora | B.COM(H) | III | 6394172820 |
| 12 | Shaurya Vats | B.COM(H) | I | 7703948728 |
| 13 | Kriti Narang | B.COM(H) | I | 7703940169 |
| 14 | Lokesh Chopra | BBA | I | 9971975761 |
| 15 | Mayank Jain | BBA | I | 9968618709 |
| 16 | Neeraj Chand | BBA | I | 9310253363 |
| 17 | Sehajbir Singh | BBA | I | 8368791081 |
| 18 | Deepak Sanghani | BBA | II | 9971585602 |
| 19 | Jaanyl Khetwani | BBA | II | 9289255255 |
| 20 | Ishita Aggarwal | BBA | II | 9999204378 |

| | | | | |
|----|------------|-----|-----|------------|
| 21 | Ishu Mehta | BBA | III | 9873212249 |
| 22 | Riya Saini | BBA | III | 7015403284 |

| Specialty | Name | Contact | Availability | Timings | Location |
|------------------------|-------------------------|--------------------|----------------------|----------------------|---------------------------|
| Psychologist | Dr. Malavika Srivastava | 9958875888 | Tuesday and Saturday | 12:30 pm to 01:50 pm | Ground Floor, Cabin No. 1 |
| Psychiatrist (On-Call) | Dr. Deepak Gupta | Ganga Ram Hospital | On call basis | — | — |
| Clinical Psychologist | Dr. Renu Bhatia | N/A | Wednesday and Friday | 11:50 am to 12:50 pm | Ground Floor, Cabin No. 1 |

Student Counselors

Ms. Preeti Sharma

Ms. Shalini Rana

Functions of the Committee:

- To provide with proper advocacy to students to express their grievances freely and frankly without any fear of being victimized.
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues.
- To ensure speedy disposal of every grievance.

TYPES OF GRIEVANCES

Types Of Grievances

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Types of Grievances

01 Academic Related Issues

- Admissions
- Attendance
- Examinations
- Assignments
- Promotions
- Library facilities
- Issuance of certificates etc.

02 Amenities & Maintenance

- Projectors in the Classrooms
- Wi-Fi connectivity
- Computer Facilities
- Drinking Water
- Sanitation & Hygiene
- Messeteria
- Medical Facilities etc.

03 General Administration

- Fees
- IC Cards
- Scholarships etc.

04 Other Related Issues

- Safety & Security
- Unrest/Disorder
- Misbehavior
- Emergency services etc.

STANDARD OPERATING PROCEDURE (SOP)

Any student who wants to initiate a grievance may first bring the issue to the notice of the Mentor/Programme Director/Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

STANDARD OPERATING PROCEDURE (SOP)

Any student who wants to initiate a grievance may first bring the issue to the notice of the Mentor/Programme Director/Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/office or student is dissatisfied with response/resolution to his/her grievance, then he/she is free to represent his/her grievance to the Grievance Redressal Committee.

- **Formal Registration:** Any aggrieved student with a genuine grievance will submit his/her Grievance in any of the following modes:
 - via e-mail at "grievanceredressal@iitmjp.ac.in"
 - grievances may be dropped in writing at the Complaint/Suggestion box
 - represent their grievances through student representatives
 - may approach the Grievance Redressal Committee Members in person
- **Acknowledgement:** The Grievance Redressal Committee acknowledges the receipt of each grievance complainant immediately. In the case of e-mail at "grievanceredressal@iitmjp.ac.in" the sender will receive an instant auto reply acknowledging the receipt of his/her e-mail.
- **Forwarding:** Upon receipt of grievance the Grievance Redressal Committee shall analyze, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.
- **Follow Up & Monitoring:** Grievance Redressal Committee shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Committee will follow them up regularly till their final disposal by way of reminders.

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- **Scrutiny:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office individual, then it will intimate the same to the student. Once the student indicates acceptance of the resolution at this level, then the matter is deemed.

General Guidelines:

- **Timeframe:** It shall be the endeavour of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.
- **Prohibition against Retaliation:** Institute will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee via grievanceaddressal@itm.ac.in
- **Alternative avenues for redressal of grievances:** Although all students may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

Exclusions: The following complaints/grievances shall not be construed by the Grievance Redressal Committee for consideration and disposal:

- Complaints involving policy matters.
- Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed.

Notices

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Notices

- [UGC Regulations 2012](#)
- [GGSIPU Grievance Redressal Committee](#)
- [GGSIPU Advisory under clause 3\(ii\)\(d\) of Statute 24 of the University](#)
- [GGSIPU Directions issued under clause 3\(ii\)\(d\) of Statute 24 of University](#)
- [Grievance Redressal Committee Sensitization Drive](#)
- [Student Representatives for Grievance Redressal Committee](#)
- [Elected Student Representatives from First year BCA, BBA, B.Com \(H\) for Grievance Redressal Committee](#)

Student Rule Book

[Student-Rule-Book](#)

INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT
Location: D-27/28, Institutional Area, D-Block, Janakpuri, New Delhi – 110058

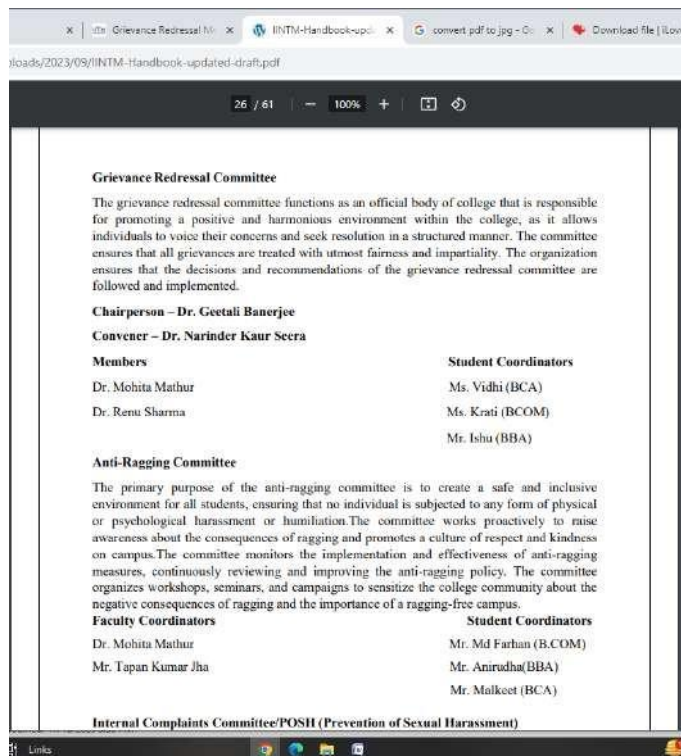
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[Admissions 2023 \(Academic Session: 2023-24\)](#)

ACTIVITIES
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[Extra Curricular Activities](#)
[Alumni Meet](#)
[Eco Club](#)

COMMITTEE
[Governing Body](#)
[Grievance Redressal Mechanism](#)
[Internal Complaints Committee](#)
[Objectives and Composition of IQAC](#)

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ii) Screenshot of Student's Handbook containing information about Grievance Redressal Committee



iii) Information displayed on various locations in the campus



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3. a) Constitution of SGRC

i. Notice

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Affiliated to GGSIP University
'A' Grade by GNCTD, A+ by SFRC, NAAC Accredited
(ISO 9001:2008 Certified)
D-27 & D-28, Institutional Area, Janakpuri, New Delhi-110058
Tel: 011-28520890, 28520894, Fax: 011-28520239
E-mail: director@iitmp.ac.in Website: www.iitmp.ac.in

Ref No- IITM/JPJ/Notice/2022/1453 Date: 29-12-2022

Notice No: 1453

Student Representatives for Grievance Redressal Committee

The following is the updated list of student representatives for 'Grievance Redressal Committee IITM' to address the grievances of students for the Academic session 2022-23:

| S.No. | Name | Class | Year | Contact No. |
|-------|--------------------|-----------|------|-------------|
| 1 | Nitin Bhandari | BCA | I | 9311636063 |
| 2 | Dilmeet Singh | BCA | I | 9354926603 |
| 3 | Harsh | BCA | I | 7414806604 |
| 4 | Vidhi Goyal | BCA | II | 8860271337 |
| 5 | Nihar Ladla | BCA | II | 9999828225 |
| 6 | Jasmeet Kaur | BCA | III | 9560955984 |
| 7 | Aditya Raj Mourya | BCA | III | 9311636063 |
| 8 | Rohit Kumar | B.COM (H) | I | 8527800119 |
| 9 | Bhuvan Arcea | B.COM(H) | II | 9910511190 |
| 10 | Krati Arora | B.COM(H) | II | 6394172820 |
| 11 | Gauri Chawla | B.COM(H) | III | 9990347891 |
| 12 | Harshit Mendiratta | B.COM(H) | III | 9582825561 |
| 13 | Deepak Sangtani | BBA | I | 9971583602 |
| 14 | Jaarvi Khetwani | BBA | I | 9289255255 |
| 15 | Ishita Aggarwal | BBA | I | 9999204378 |
| 16 | Ishu Mehta | BBA | II | 9873212249 |
| 17 | Riya Saini | BBA | II | 7015403284 |
| 18 | M Parthsartai | BBA | III | 93119 62067 |
| 19 | Harshiyot | BBA | III | 8447724945 |

Prof. (Dr.) Geetali Banerji
Chairperson, GRC

Dr. Preksha Dassani
Convener, GRC

CC: 1. Students Notice Board
2. Institute's Website
3. Notice File.

ii. Poster

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Institute of Innovation in Technology & Management
Grievance Redressal Committee


A Student with a genuine grievance may approach the Grievance Redressal Committee Members/Student Representatives in Person. Students may also drop in the grievances/suggestions in the complaint box kept at the ground floor or email at: grievanceredressal@iitmp.ac.in

| | | |
|---|---|---|
| Chairperson Dr. Geetali Banerji 9555217983 | Members Dr. Mohita Mathur Dr. Renu Sharma Dr. Shefali Khurana 8800522898 | Contact Number 9717552406 9718391155 8800522898 |
| Convener Dr. Narinder Kaur 9667263726 | Student Representatives Ms. Vidhi (BCA) Ms. Krati (BCOM) Mr. Ishu (BBA) | Contact Number 8860271337 6394172820 9873212249 |

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b) List of students nominated




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Tel. 28520890, 28520894, Fax: 011-28520239
E-mail: director@iitmjp.ac.in Website: www.iitmjp.ac.in

Date: 11/03/2022


Student Representatives for Grievance Redressal Committee

The following student representatives are nominated by the Programme Directors for 'Grievance Redressal Committee IINTM' to address the grievances of students for the Academic session 2022-23:

| S.No. | Name | Class | Year | Contact No. |
|-------|--------------------|---------|------|-------------|
| 1 | Vidhi Goyal | BCA | I | 8860271337 |
| 2 | Nihar Ladla | BCA | I | 9999828225 |
| 3 | Jasmeet Kaur | BCA | II | 9560955984 |
| 4 | Aditya Raj Mourya | BCA | II | 9311636063 |
| 5 | Bhuvan Arora | BCOM(H) | I | 9910511190 |
| 6 | Krati Arora | BCOM(H) | I | 6394172820 |
| 7 | Gauri Chawla | BCOM(H) | II | 9990347891 |
| 8 | Harshit Mendiratta | BCOM(H) | II | 9582825561 |
| 9 | Ishu Mehta | BBA | I | 9873212249 |
| 10 | Riya Saini | BBA | I | 7015403284 |
| 11 | M Parthsarathi | BBA | II | 93119 62067 |
| 12 | Harshjyot | BBA | II | 8447724945 |



Dr. Geetali Banerji



Prof. Dr. C. P. Chawla

c) Election process.

The students will be elected for Academic session 2023 onwards as per the following procedure:

- i. All the interested students will submit their details in the google form shared with them.
- ii. The interested students list will be shared with all the faculty members for voting.
- iii. The final Decision will be taken by Programme Director and Grievance Redressal Committee Faculty Members.

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4. a) Psychologist

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**DR. MALAVIKA SRIVASTAVA
(PSYCHOLOGIST)**

VENUE - CABIN NO. 1, GROUND FLOOR

TUESDAY AND SATURDAY

TIMING : 12:30PM-1:30PM

CONTACT NO. - 9958875588

b) Clinical Psychologist

*Institute Of Innovation In Technology
And Management*

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*Grievance Redressal Cell Brings To You An
Expert In Mental Health !*

**Cabin No.1
Ground Floor
Institute Of Innovation In
Technology And Management**



**Ms. Renu Bhatia
CLINICAL PSYCHOLOGIST**

**Friday
10:30 AM - 11:30 AM**

**PH NO:
9811298477**

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5 (b)

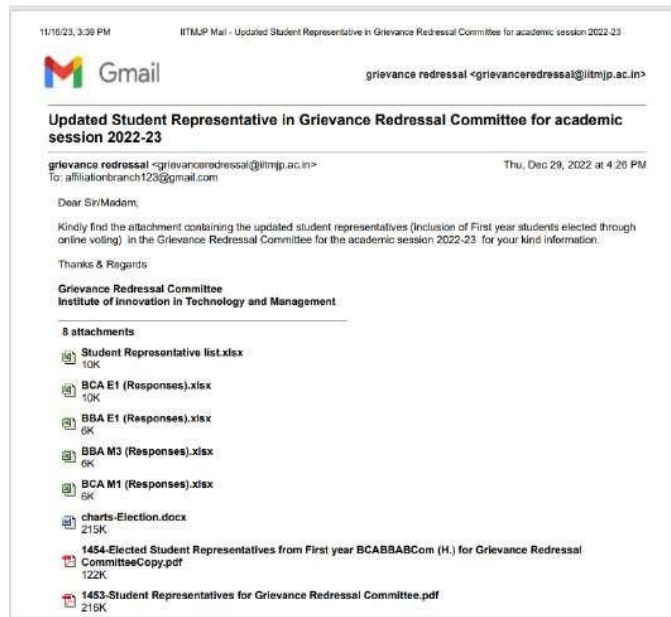
Availability of Students' Grievance Redressal Committee (SGRC) and complies with UGC's Regulations 2012

| S.No | Documents |
|------|---|
| 1. | Email to GGSIPU |
| 2. | Students list for Nomination |
| 3. | Summary of Polling Data |
| 4. | Online Polling Data |
| 5. | Elected students list of First year |
| 6. | Complete list of Student Representative |

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1. Email to GGSIPU



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2. Students list for Nomination

Student Representative list - Microsoft Excel

Click to add header

| INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT | |
|---|---|
| Student Nomination List for Grievance Redressal Committee | |
| B.Com | |
| M | Rohit Kumar |
| BBA | |
| M1 | Ishita Aggarwal |
| M2 | No Nomination |
| M3 | Jaanvi khetwani and Girisha Grover |
| E1 | Vanshika Arora and Deepak Sangtani |
| E2 | No Nomination |
| E3 | No Nomination |
| BCA | |
| M1 | Nitin Bhandari, Ankit Raj |
| M2 | No Nomination |
| E1 | Ms.Kunikum Arora, Ms.Himanshi Ahuja, Ms.Kishali Kapoor, Mr.Paarth Agarwal, Mr.Anirudh Chaurasia, Mr.Dilmeet Singh |
| E2 | Harsh |

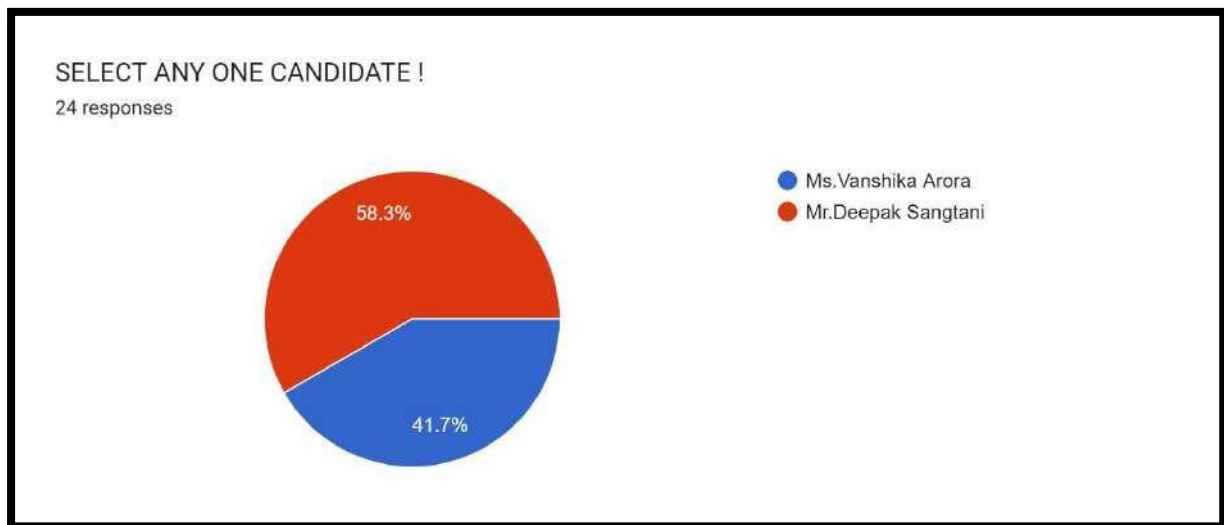
Ready | Page: 1 of 1

AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

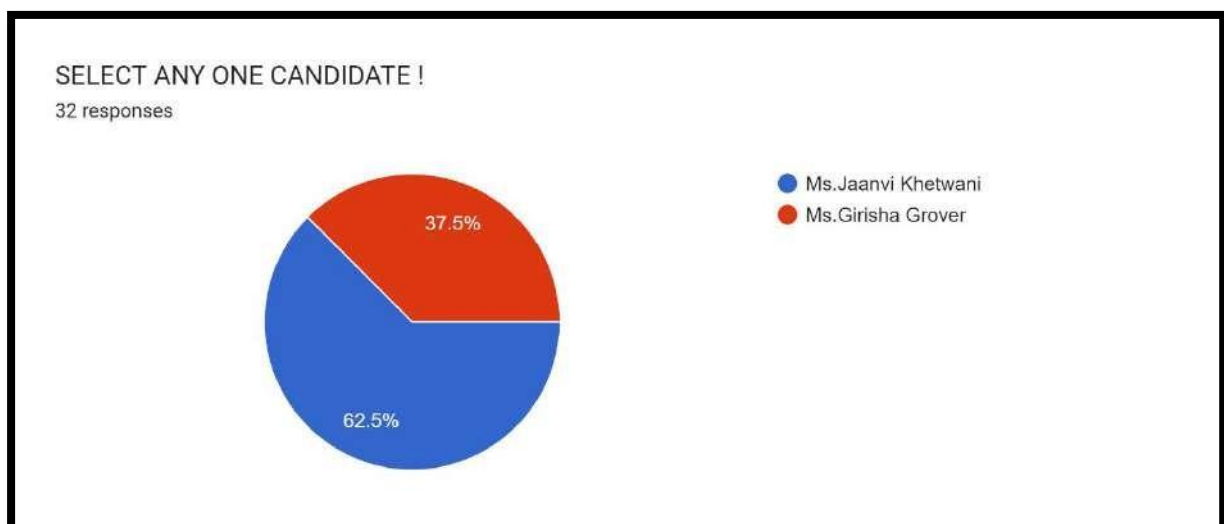
D-27/28, Institutional Area, Janakpuri, New Delhi-110058

3. Summary of Polling Data

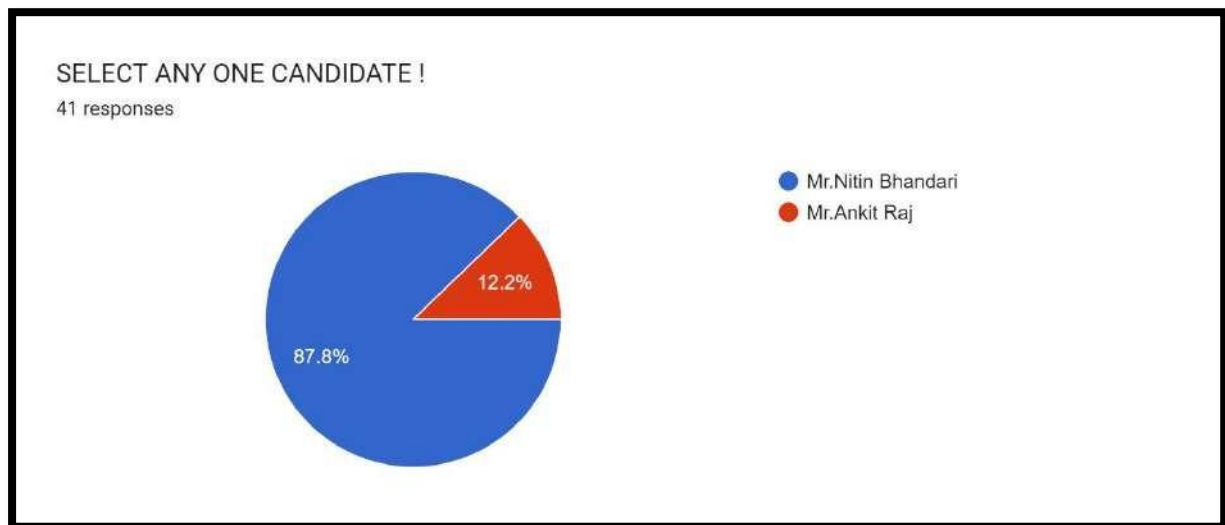
BBA E1



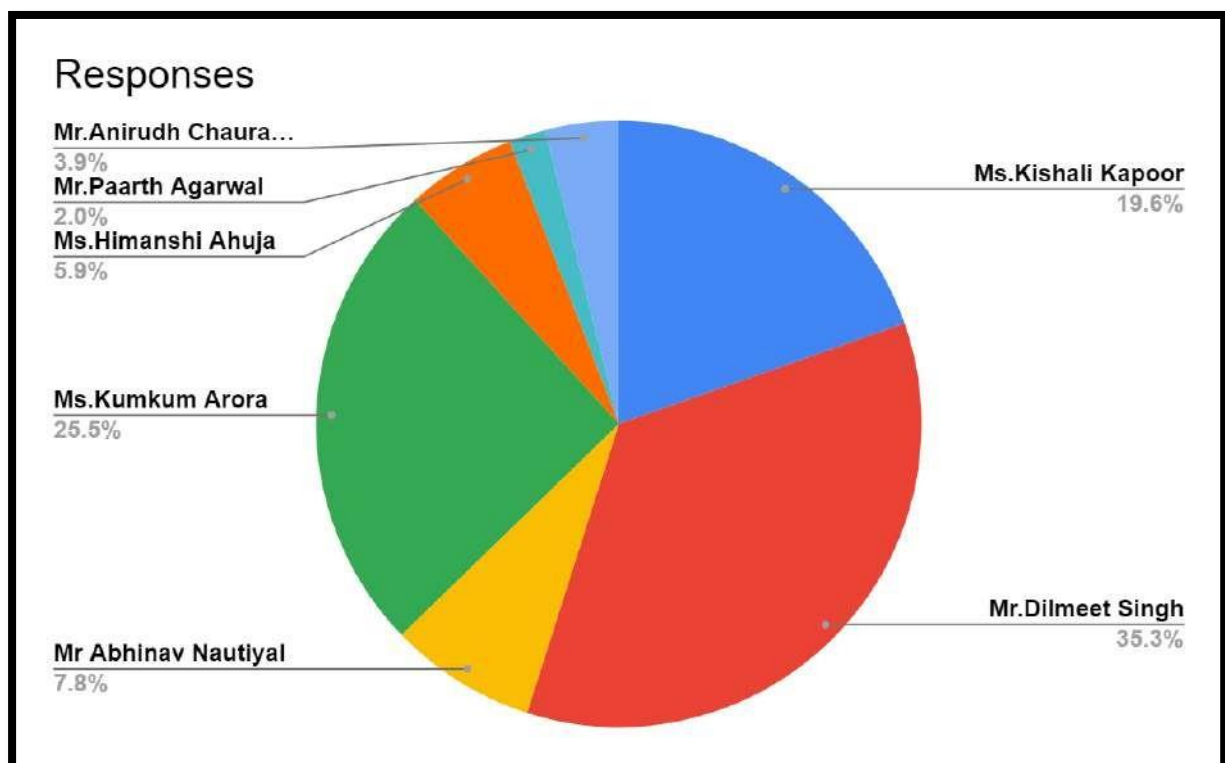
BBA M3



BCA M1



BCA E1



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D-27/28, Institutional Area, Janakpuri, New Delhi-110058

4. Online Polling Data

BBA E1 (Responses) - Microsoft Excel

| Click to add header | |
|---------------------|----------------------------|
| Timestamp | SELECT ANY ONE CANDIDATE ! |
| 12/26/2022 15:07:35 | Mr.Deepak Sangtani |
| 12/26/2022 15:07:50 | Mr.Deepak Sangtani |
| 12/26/2022 15:08:12 | Mr.Deepak Sangtani |
| 12/26/2022 15:08:34 | Ms.Vanshika Arora |
| 12/26/2022 15:08:37 | Mr.Deepak Sangtani |
| 12/26/2022 15:08:54 | Ms.Vanshika Arora |
| 12/26/2022 15:17:09 | Ms.Vanshika Arora |
| 12/26/2022 15:20:42 | Ms.Vanshika Arora |
| 12/26/2022 16:19:12 | Mr.Deepak Sangtani |
| 12/26/2022 16:23:11 | Ms.Vanshika Arora |
| 12/26/2022 16:43:16 | Ms.Vanshika Arora |
| 12/26/2022 17:13:32 | Ms.Vanshika Arora |
| 12/26/2022 17:35:02 | Ms.Vanshika Arora |
| 12/26/2022 17:38:44 | Ms.Vanshika Arora |
| 12/26/2022 18:40:59 | Mr.Deepak Sangtani |
| 12/26/2022 20:03:02 | Ms.Vanshika Arora |
| 12/26/2022 20:55:39 | Mr.Deepak Sangtani |
| 12/27/2022 0:55:29 | Mr.Deepak Sangtani |
| 12/27/2022 0:57:24 | Mr.Deepak Sangtani |
| 12/27/2022 16:14:11 | Mr.Deepak Sangtani |
| 12/27/2022 16:15:53 | Mr.Deepak Sangtani |
| 12/27/2022 16:18:05 | Mr.Deepak Sangtani |
| 12/27/2022 17:34:44 | Mr.Deepak Sangtani |
| 12/28/2022 21:55:45 | Mr.Deepak Sangtani |

Form Responses 1

BBA M3 (Resp

| Click to add header | |
|---------------------|----------------------------|
| Timestamp | SELECT ANY ONE CANDIDATE ! |
| 12/26/2022 15:19:47 | Ms.Girisha Grover |
| 12/26/2022 15:23:11 | Ms.Jaanvi Khetwani |
| 12/26/2022 15:23:36 | Ms.Girisha Grover |
| 12/26/2022 15:23:55 | Ms.Girisha Grover |
| 12/26/2022 15:50:39 | Ms.Jaanvi Khetwani |
| 12/26/2022 15:58:16 | Ms.Jaanvi Khetwani |
| 12/26/2022 16:14:53 | Ms.Girisha Grover |
| 12/26/2022 16:30:00 | Ms.Girisha Grover |
| 12/26/2022 16:56:55 | Ms.Jaanvi Khetwani |
| 12/26/2022 16:58:08 | Ms.Jaanvi Khetwani |
| 12/26/2022 16:59:38 | Ms.Jaanvi Khetwani |
| 12/26/2022 16:59:51 | Ms.Jaanvi Khetwani |
| 12/26/2022 17:00:30 | Ms.Girisha Grover |
| 12/26/2022 17:01:23 | Ms.Jaanvi Khetwani |
| 12/26/2022 17:09:54 | Ms.Jaanvi Khetwani |
| 12/26/2022 17:12:06 | Ms.Jaanvi Khetwani |
| 12/26/2022 17:22:06 | Ms.Girisha Grover |
| 12/26/2022 17:23:01 | Ms.Jaanvi Khetwani |
| 12/26/2022 17:34:35 | Ms.Girisha Grover |
| 12/26/2022 17:47:00 | Ms.Jaanvi Khetwani |
| 12/26/2022 18:00:26 | Ms.Girisha Grover |
| 12/26/2022 18:02:27 | Ms.Jaanvi Khetwani |
| 12/26/2022 18:13:49 | Ms.Jaanvi Khetwani |
| 12/26/2022 18:14:04 | Ms.Jaanvi Khetwani |
| 12/26/2022 18:15:48 | Ms.Jaanvi Khetwani |
| 12/26/2022 20:05:06 | Ms.Jaanvi Khetwani |
| 12/26/2022 21:12:23 | Ms.Jaanvi Khetwani |
| 12/27/2022 16:08:35 | Ms.Jaanvi Khetwani |
| 12/27/2022 16:23:27 | Ms.Girisha Grover |
| 12/27/2022 16:27:07 | Ms.Girisha Grover |
| 12/27/2022 16:27:26 | Ms.Jaanvi Khetwani |
| 12/27/2022 16:27:52 | Ms.Girisha Grover |

Form Responses 1

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D-27/28, Institutional Area, Janakpuri, New Delhi-110058

BCA E1 (R)

Home Insert Page Layout Formulas Data Review View Team

Normal Page Layout Page Break Preview Custom Views Full Screen

Workbook Views

Formulas: Ruler, Gridlines, Message Bar, Formula Bar, Headings, Show/Hide

View: Zoom 100%, Zoom to Selection, New Window, Arrange All

A53

Click to add header

| Timestamp | SELECT ANY ONE CANDIDATE ! |
|---------------------|----------------------------|
| 12/26/2022 15:06:45 | Ms. Kishali Kapoor |
| 12/26/2022 15:06:51 | Mr. Dilmeet Singh |
| 12/26/2022 15:07:06 | Ms. Kishali Kapoor |
| 12/26/2022 15:07:28 | Ms. Kishali Kapoor |
| 12/26/2022 15:07:34 | Ms. Kishali Kapoor |
| 12/26/2022 15:08:18 | Ms. Kishali Kapoor |
| 12/26/2022 15:09:42 | Mr. Abhinav Nautiyal |
| 12/26/2022 15:10:10 | Ms. Kumkum Arora |
| 12/26/2022 15:10:10 | Mr. Abhinav Nautiyal |
| 12/26/2022 15:10:24 | Mr. Abhinav Nautiyal |
| 12/26/2022 15:10:43 | Ms. Himanshi Ahuja |
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| 12/26/2022 15:14:14 | Ms. Kishali Kapoor |
| 12/26/2022 15:19:47 | Ms. Himanshi Ahuja |
| 12/26/2022 15:20:48 | Mr. Paarth Agarwal |
| 12/26/2022 15:26:55 | Ms. Kishali Kapoor |
| 12/26/2022 15:28:02 | Ms. Kumkum Arora |
| 12/26/2022 15:29:23 | Mr. Anirudh Chaurasia |
| 12/26/2022 15:30:59 | Ms. Kumkum Arora |
| 12/26/2022 15:33:01 | Mr. Dilmeet Singh |
| 12/26/2022 15:34:06 | Mr. Anirudh Chaurasia |
| 12/26/2022 15:34:55 | Ms. Kumkum Arora |
| 12/26/2022 15:50:31 | Ms. Kumkum Arora |
| 12/26/2022 15:51:03 | Mr. Dilmeet Singh |
| 12/26/2022 15:52:21 | Ms. Kumkum Arora |
| 12/26/2022 15:53:41 | Mr. Dilmeet Singh |
| 12/26/2022 15:54:22 | Mr. Dilmeet Singh |
| 12/26/2022 15:54:37 | Ms. Kumkum Arora |
| 12/26/2022 15:55:31 | Mr. Dilmeet Singh |
| 12/26/2022 16:00:10 | Ms. Kishali Kapoor |
| 12/26/2022 16:01:29 | Ms. Kumkum Arora |
| 12/26/2022 16:15:00 | Mr. Abhinav Nautiyal |
| 12/26/2022 16:18:10 | Mr. Dilmeet Singh |
| 12/26/2022 16:19:03 | Mr. Dilmeet Singh |

Form Responses 1

Ready

BCA M1 (Responses) - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Team

Normal Page Layout Page Break Preview Custom Views Full Screen

Workbook Views

Formulas: Ruler, Gridlines, Message Bar, Formula Bar, Headings, Show/Hide

View: Zoom 100%, Zoom to Selection, New Window, Arrange All, Freeze Panes, Unhide, Split, Hide, View

B3 Mr.Ankit Raj

Click to add header

| Timestamp | SELECT ANY ONE CANDIDATE ! |
|---------------------|----------------------------|
| 12/26/2022 15:14:31 | Mr. Nitin Bhandari |
| 12/26/2022 15:15:28 | Mr. Ankit Raj |
| 12/26/2022 15:16:31 | Mr. Nitin Bhandari |
| 12/26/2022 15:19:21 | Mr. Nitin Bhandari |
| 12/26/2022 15:19:26 | Mr. Nitin Bhandari |
| 12/26/2022 15:19:26 | Mr. Nitin Bhandari |
| 12/26/2022 15:20:20 | Mr. Nitin Bhandari |
| 12/26/2022 15:20:40 | Mr. Nitin Bhandari |
| 12/26/2022 15:22:02 | Mr. Nitin Bhandari |
| 12/26/2022 15:26:04 | Mr. Nitin Bhandari |
| 12/26/2022 15:28:57 | Mr. Nitin Bhandari |
| 12/26/2022 15:34:42 | Mr. Nitin Bhandari |
| 12/26/2022 15:45:20 | Mr. Ankit Raj |
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| 12/26/2022 15:50:56 | Mr. Ankit Raj |
| 12/26/2022 15:55:24 | Mr. Nitin Bhandari |
| 12/26/2022 15:55:31 | Mr. Nitin Bhandari |
| 12/26/2022 15:55:48 | Mr. Nitin Bhandari |
| 12/26/2022 15:56:19 | Mr. Nitin Bhandari |
| 12/26/2022 15:56:59 | Mr. Nitin Bhandari |
| 12/26/2022 15:59:00 | Mr. Nitin Bhandari |
| 12/26/2022 16:01:26 | Mr. Nitin Bhandari |
| 12/26/2022 16:03:50 | Mr. Nitin Bhandari |
| 12/26/2022 16:16:49 | Mr. Nitin Bhandari |
| 12/26/2022 16:19:35 | Mr. Nitin Bhandari |

Form Responses 1

Ready Page: 1 of 1

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5. Elected students list of First year



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E-mail: director@iitmjp.ac.in Website: www.iitmjp.ac.in

Ref No:- IITM(JP)HPU/Notice/2022/1454

Date: 29-12-2022

Notice No: 1454

Elected Student Representatives from First year BCA/BBA/B.Com (H) for Grievance Redressal Committee

The Grievance Redressal Committee organized online voting to elect the student representatives from BCA/BBA/B.Com. (H) first year after getting the interested students names forwarded by their respective mentors for the academic session 2022-23:

| S.No. | Name | Class | Year | Contact No. |
|-------|-----------------|------------|------|-------------|
| 1 | Rohit Kumar | B.Com. (H) | I | 8527800119 |
| 2 | Deepak Sangtani | BBA | I | 9971583602 |
| 3 | Jaanvi Khetwani | BBA | I | 9289255255 |
| 4 | Nitin Bhandari | BCA | I | 9311636063 |
| 5 | Dilmeet Singh | BCA | I | 9354926603 |
| 6 | Ishita Aggarwal | BBA | I | 9999204378 |
| 7 | Harsh | BCA | I | 7414806604 |

Geetali
Prof. (Dr.) Geetali Banerji
Chairperson, GRC

Preksha
Dr. Preksha Dassani
Convener, GRC

CC: 1. Students Notice Board
2. Institute's Website
3. Notice File.

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6. Complete list of Student Representative



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E-mail: director@iitmj.ac.in Website: www.iitmj.ac.in

Ref No:- IITM(JP)-IPU/Notice/2022/1453

Date: 29-12-2022

Notice No: 1453

Student Representatives for Grievance Redressal Committee

The following is the updated list of student representatives for 'Grievance Redressal Committee IITM' to address the grievances of students for the Academic session 2022-23:

| S.No. | Name | Class | Year | Contact No. |
|-------|--------------------|-----------|------|-------------|
| 1 | Nitin Bhandari | BCA | I | 9311636063 |
| 2 | Dilmeet Singh | BCA | I | 9354926603 |
| 3 | Harsh | BCA | I | 7414806604 |
| 4 | Vidhi Goyal | BCA | II | 8860271337 |
| 5 | Nihar Ladla | BCA | II | 9999828225 |
| 6 | Jasmeet Kaur | BCA | III | 9560955984 |
| 7 | Aditya Raj Mourya | BCA | III | 9311636063 |
| 8 | Rohit Kumar | B.COM (H) | I | 8527800119 |
| 9 | Bhuvan Arora | B.COM(H) | II | 9910511190 |
| 10 | Krati Arora | B.COM(H) | II | 6394172820 |
| 11 | Gauri Chawla | B.COM(H) | III | 9990347891 |
| 12 | Harshit Mendiratta | B.COM(H) | III | 9582825561 |
| 13 | Deepak Sangtani | BBA | I | 9971583602 |
| 14 | Jaanvi Khetwani | BBA | I | 9289255255 |
| 15 | Ishita Aggarwal | BBA | I | 9999204378 |
| 16 | Ishu Mehta | BBA | II | 9873212249 |
| 17 | Riya Saini | BBA | II | 7015403284 |
| 18 | M Parthsarathi | BBA | III | 93119 62067 |
| 19 | Harshjyot | BBA | III | 8447724945 |

Geetali
Prof. (Dr.) Geetali Banerji
Chairperson, GRC

Preksha
Dr. Preksha Dassani
Convener, GRC

CC: 1. Students Notice Board
2. Institute's Website
3. Notice File.

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Grade by GNCTD, A Grade by SFRC

D-27/28, Institutional Area, Janakpuri, New Delhi-110058

5 (c)

Whether meticulous and verifiable documentations of the proceedings of Students' Grievance Redressal

| S.No | Documents |
|------|-----------------------------------|
| 1. | Minutes of Meeting and activities |

AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

D-27/28, Institutional Area, Janakpuri, New Delhi-110058

**Grievance Redressal Committee
Minutes of Meeting I**

The meeting was being called by Chairperson Prof. (Dr.) Geetali Banerji on 18/09/2022 in room number 212 in the context of a refresher meet of the Grievance Redressal Committee. Following designated faculty were present in the meeting-

- | | |
|-------------------------------|------------------------|
| 1. Prof.(Dr.) Geetali Banerji | Chairperson |
| 2. Dr. Preksha Dassani | Convener |
| 3. Mr. Arun Kumar Uttam | Member |
| 4. Dr. Renu Sharma | Member |
| 5. Dr. Mohita Mathur | Member |
| 6. Vidhi Goyal | Student Representative |
| 7. Nihar Ladla | Student Representative |
| 8. Jasmeet Kaur | Student Representative |
| 9. Aditya Raj Mourya | Student Representative |
| 10. Bhuvan Arora | Student Representative |
| 11. Krati Arora | Student Representative |
| 12. Gauri Chawla | Student Representative |
| 13. Harshit Mendiratta | Student Representative |
| 14. Ishu Mehta | Student Representative |
| 15. Riya Saini | Student Representative |
| 16. M Parthsarathi | Student Representative |
| 17. Harshjyot | Student Representative |

Following decisions have been taken in the meeting.

| | |
|-----------------------|--|
| Agenda 01 | To Reinforce the functioning of Grievance Redressal Committee |
| Decision Taken | The Chairperson introduced Dr. Preksha Dassani as a convener to all the members of the Grievance Redressal Committee. It was decided that we should conduct one sensitization drive and one seminar/guest lecture on Mental Health every semester. |

Geetali
(Chairperson)

Preksha
(Convener)

[Signature]

Mul
18/9/22

Prof. (Dr.) Monika Kulkarni
Director
Institute of Innovation in Technology
& Management, New Delhi

Ref No: IITM(JP)-IPU/Notice/2022/1449

Date: 15-12-2022

Notice No: 1449

Awareness Drive Regarding the "Grievance Redressal Committee"

Institute of Innovation in Technology & Management, Janakpuri is going to organise one week awareness drive from 19th December 2022 to 24th December 2022 regarding the "Grievance Redressal Committee" to sensitize first year students about the mechanism for redressal of varied issues faced by the students.

Greeta

Director

P.K.

Chairperson, GRC

- CC:
1. Students Notice Board
 2. Institute's Website
 3. Notice File.

December 16, 2022 | Announcements | 0 comments

Awareness Drive Regarding the "Grievance Redressal Committee"

Awareness Drive Regarding the "Grievance Redressal Committee"

action.furlwith/name/R/



GRIEVANCE REDRESSAL COMMITTEE ONE-WEEK AWARENESS DRIVE

Date: 19/12/2022 and 24/12/2022

Target Audience: First year B.Com,BBA and BCA students

Faculty :Dr.Geetali Banerji, Mr Arun Kumar Uttam, Dr. Preksha Dassani

The Grievance Redressal Committee conducted a one-week awareness drive from 19th December 2022 to 24th December 2022 to sensitize first year students about the mechanism for redressal of varied issues faced by the students. The students were also briefed about the suggestion box, email address for redressal.

The committee also requires a representative from each class and students were motivated to nominate themselves. The names were submitted by the respective class mentors to the Convenor for the conduct of online poll to elect One student representative in each first-year class. This entire process was chalked out to ensure a fair, transparent and democratic way to have a student elected. During the briefing session students also asked some doubts which were handled well by the faculty. Some pictures are added below:



Submitted By:

Dr Preksha Dassani , Convenor

Mr.Arun Kumar Uttam, Member

Geetali
Prof. (Dr.) Geetali Banerji
Director

Grievance Redressal Committee

Minutes of Meeting 2

The meeting was being called by Chairperson Prof. (Dr.) Geetali Banerji on 02/01/2023 in the library in the context of orientation of newly elected student representatives of Grievance Redressal Committee. Following designated faculty members persons along with the newly elected first year students were present in the meeting-

| | |
|-------------------------------|------------------------|
| 1. Prof.(Dr.) Geetali Banerji | Chairperson |
| 2. Dr. Preksha Dassani | Convener |
| 3. Mr. Arun Kumar Uttam | Member |
| 4. Dr. Renu Sharma | Member |
| 5. Dr. Mohita Mathur | Member |
| 6. Nitin Bhandari | Student Representative |
| 7. Dilmeet Singh | Student Representative |
| 8. Harsh | Student Representative |
| 9. Rohit Kumar | Student Representative |
| 10. Deepak Sangtani | Student Representative |
| 11. Jaanvi Khetwani | Student Representative |
| 12. Ishita Aggarwal | Student Representative |

Following decisions have been taken in the meeting.

| | |
|----------------|---|
| Agenda 01 | To Reinforce the functioning of Grievance Redressal Committee |
| Decision Taken | The Chairperson asked the newly elected students to introduce themselves. The convener briefed the newly elected students about the functionalities and mechanism of Grievance Redressal Committee and asked every student to be responsible and be connected with committee, in case of any grievances received by them. |

[Signature]

Geetali
(Chairperson)

Preksha
(Convener)

[Signature]
21/1/23



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E-mail: director@iitmp.ac.in Website: www.iitmp.ac.in

Grievance Handling Meeting

Type of Grievance : Book Bank facility
Student Details : Paarth Aggarwal, BCA, 2022-25
Receiving date : January 9, 2023

Action Taken

Grievance Redressal committee discussed this problem with the librarian and came to know that the books are not available with the publisher. Meanwhile the softcopy of the books were shared with students. Once the books were available the students were informed to issue the books from the library.

Greetali
(Chairperson)

Prithvi
(Convener)

Alia

Mishra
9/1/2023

Ref. No. IITM(JP)-IPU/Rec./2023/170

Date: 03.02.2023

To,
Ms. Renu Bhatia
C-7/172, Keshav Puram
Delhi-110027
E-mail: drrenubhatia@gmail.com

Sub: Appointment letter for the post of Clinical Psychologist at IITM, Janakpuri-reg.

Dear Ms. Bhatia,

With reference to your letter and subsequent to our discussion, the management is pleased to offer you the position of Clinical Psychologist on the following terms and conditions;

1. You will be appointed on contract basis initially for two days per week during teaching days of Academic Session 2022-23 and subject to your performance, aptitude and attitude, the term of contract may be extended further.
2. You will be paid @ 2500/- (Rs.2000/- per visit plus Rs.500/- conveyance) per hour for providing your professional services as Clinical Psychologist to students and faculty/ staff members of the Institute of Innovation in Technology & Management as per time table.
3. You are required to perform the duties related to your field for the benefit of students, faculty and staff members.
4. You will maintain absolute confidentiality in respect of students' interaction and follow ethics of clinical psychology.
5. You will maintain record registers of the cases.
6. You will be liable and responsible for taking care of the clinical psychology of the students and staff.
7. You are hereby advised to report to the Director of Institute for your day-to-day activities.
8. Your appointment is subject to approval by the Governing Body of Institute of Innovation in Technology & Management, Janakpuri, New Delhi.
9. In case you wish to quit the responsibility of post accepted by you, you will have to give advance intimation of at least 15 days and vice versa by Institute.
10. Your appointment can be terminated by giving 15 days notice to you.
11. You are required to submit the photocopies of your documents related to qualifications, experience, Aadhar, PAN Card etc.

If the above clauses are accepted to you, please join your duties immediately.

Yours sincerely,

Prof.(Dr) Monika Kulshreshtha
Director

Renu Bhatia



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Ref No:- IITM(JP)-IPU/Notice/2023/1473^A

Date: 13-03-2023

Notice No:1473^A

Counseling Assistance

All the students of BBA, BCA and B.Com (H.) of both morning and evening Shifts are hereby informed that Clinical Psychologist, **Renu Bhatia**, is available in the Institute on **every Wednesday and Friday from 11:30 – 12:30PM in cabin number 1, Ground Floor.**

Any student who requires counseling assistance can meet her.

Prof. (Dr.) Monika Kulshreshtha
(Director)

- CC:
1. Students Notice Board
 2. Institute's Website
 3. Notice File

Grievance Redressal Committee

Minutes of Meeting 3

The meeting was being called by Chairperson Prof. (Dr.) Geetali Banerji on 17/04/2023 in Room number 211 in the context of Grievance Redressal Awareness drive. Following designated persons were present in the meeting-

- | | |
|-------------------------------|-------------|
| 1. Prof.(Dr.) Geetali Banerji | Chairperson |
| 2. Dr. Preksha Dassani | Convener |
| 3. Mr. Arun Kumar Uttam | Member |
| 4. Dr. Renu Sharma | Member |
| 5. Dr. Mohita Mathur | Member |

Following decisions have been taken in the meeting.

| | |
|----------------|---|
| Agenda 01 | To Reinforce the functioning of Grievance Redressal Committee |
| Decision Taken | To organize two days sensitization drive for creating the awareness about "Grievance Redressal Committee" - functionalities and the mechanism and for redressal of various issues faced by the students from April 27, 2023 to April 28, 2023. All the student representatives and Faculty members will visit all the classes and make students aware about the objectives and mechanism of Grievance Redressal Committee. In addition to this they will share about the availability of Psychologist and Clinical Psychologist in the campus for handling various types of mental issues and how to lead a stress free life. |

Geetali
(Chairperson)

Preksha
(Convener)

Arun

Mh
17/4/23

Ref No:- IITM(JP)-IPU/Notice/2023/1492

Date: 26-04-2023

Notice No: 1492

GRC Sensitization Drive

This is to inform all the students of BCA, BBA and B.COM (H) that the Institute is organizing two days sensitization drive for "Grievance Redressal Committee" - functionalities and the mechanism and for redressal of various issues faced by the students from **April 27, 2023 to April 28, 2023**.

Geetali

Prof. (Dr.) Geetali Banerji
Chairperson, GRC

Monika

Prof. (Dr.) Monika Kulshreshtha
Director

Sensitization drive for "Grievance Redressal Committee"

Notice No 1492

Date: April 27 – April 28, 2023

Timings: 9:30AM – 4:30PM

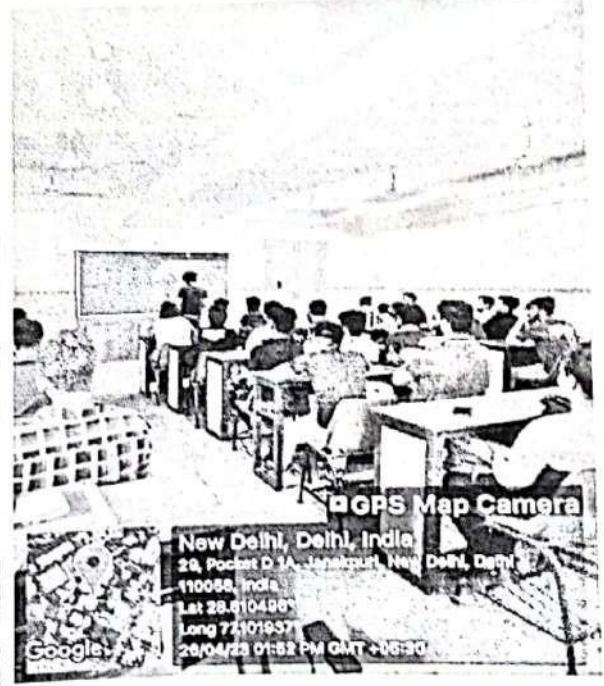
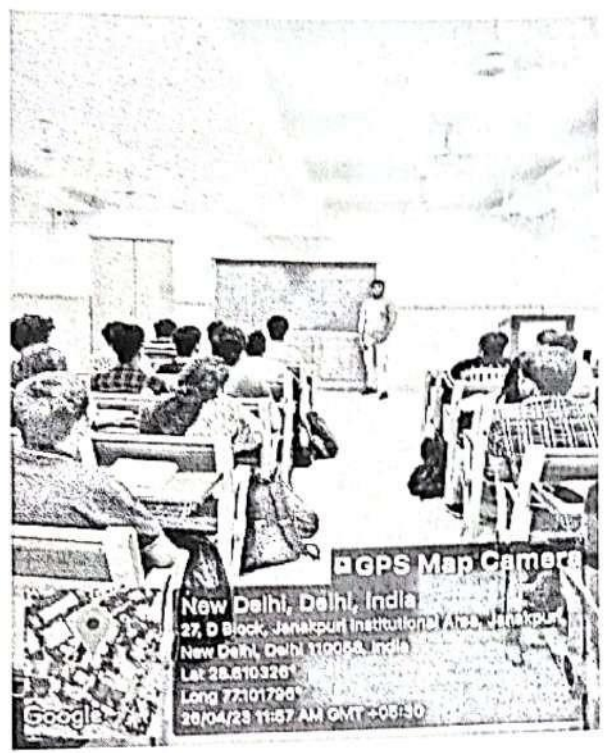
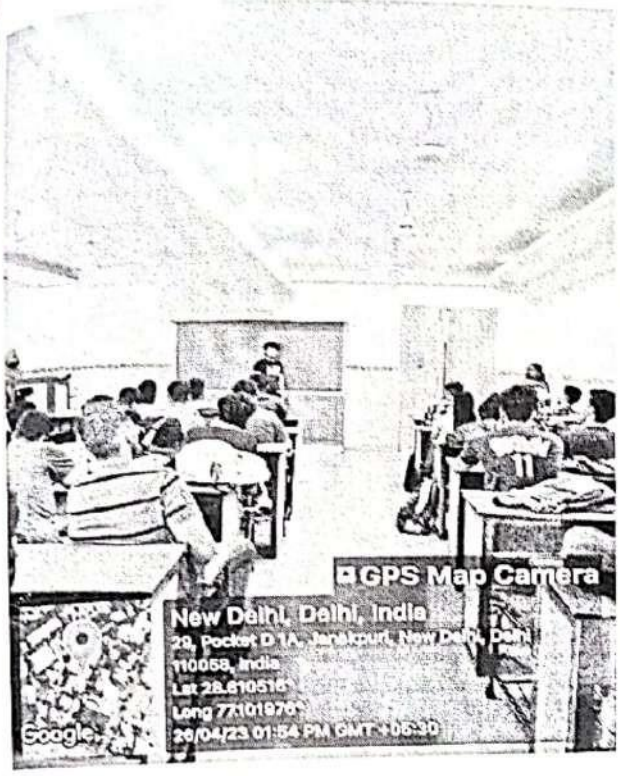
Target Audience: BCA, BBA and Bcom(H.) Students

Faculty Coordinator: Dr. Geetali Banerji, Dr. Renu Sharma, Dr. Mohita Mathur, Mr. Arum Kumar Uttam, Dr. Preksha Dassani

Student Coordinator: Student Representatives of Grievance Redressal Committee

Institute Of Innovation In Technology And Management have organized two days sensitization for "Grievance Redressal Committee" drive for BCA, BBA and Bcom(H.) students from April 27 – April 28, 2023.

Dr. Geetali Banerji, Dr. Renu Sharma, Dr. Mohita Mathur, Mr. Arum Kumar Uttam, Dr. Preksha Dassani along with the Student Representatives visited various classes and reemphasized them about the significance of Grievance Redressal Committee, the mechanism through which they can complain and get solution to their grievance. Faculty coordinators also discussed the importance of leading stress free life by sharing and expressing themselves. Additionally, the students were informed about the Psychologist whom they can meet personally for any issue they are facing.



Submitted By: *Geetali*
 Dr. Geetali Banerji

Mopika
 Prof. (Dr.) Mopika Kulshreshtha
 Director

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Institute of Innovation in Technology and Management
Affiliated to Guru Gobind Singh Indraprastha University, New Delhi

Report of "Seminar on Mental Health Awareness"

Notice No.: 1502

Date: 16th May 2023
Timings: 9:30AM -10:30AM
Venue: Auditorium, IITM
Target Audience: BCA, BCOM & BBA First year students (Batch 2022-25)
Resource Person: Dr. Renu Bhatia, Clinical Psychologist
Faculty Coordinators: Dr. Geetali Banerji and Dr. Narinder Kaur

| | |
|-----------------------|----------------------------|
| Name of the Activity | Seminar |
| Theme of the Activity | Mental Health Awareness |
| Activity Date | 16 th May, 2023 |

A Seminar with the title of Mental Health Awareness was organized by **Institute of Innovation in Technology and Management** dated 16th May 2023. Seminar began with the welcome speech given by Dr. Narinder Kaur, Convener-Grievances Redressal Cell, where she addressed the students on the main objectives and functions of the Grievances cell.

The theme for Mental Health Day, 2023 is '**Mental health is a universal human right**'. And in the series of above, Dr. Renu Bhatia, a Clinical Psychologist was invited as the speaker for the same. She has vast experience in Psychotherapy. Elucidating the topic of **Mental Health and Awareness**, she addressed the students and the staff. Beginning with the basic prospect of health and the factors it is based on, she covered concerning and important topics like anxiety, depression and some commonly spread myths in detail. Ms. Renu Bhatia interacted with the students and covered the factors that contribute to suicides in all age groups. The list includes things like financial stress, body image challenges, academic pressure, and sexual identity

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questions. Further, she imbued the audience with measures to prevent suicides such as providing support services, reducing access to means of self-harm, talk therapies and enhancing coping strategies of people having suicidal tendencies. The interactive meeting with the students added to their understanding of the many facets of cognitive behaviour therapy and how it may be used in the real world.

Dr. Renu Bhatia concluded the program by emphasizing that people should be more attentive towards mental health fitness in comparison to their physical health fitness. In the end, she answered the queries in detail raised by the audience. Dr. Narinder Kaur and Dr. Geetali Banerjee coordinated the entire event. The information imparted during the seminar served to be an eye-opener for the young students. The learning from the event would go a long way in tackling mental and emotional issues. In future, our institute will continue to take up such socially relevant issues for raising the standard of lives.



74



Submitted By:

Dr. Narinder Kaur

Prof. (Dr.) Monika Kulshreshtha

Director, IINTM

88

Shakti

R68A Ramesh Park Laxmi Nagar

Delhi 110092

shaktisalil19@gmail.com

9315810794

23 May 2023

IITM Grievance Cell

IITM Janakpuri Delhi | Institute of Innovation in Technology & Management (IITM)

Subject: Complaint Regarding Student Ram's Abusive Behavior Towards Muslim Religion

Respected Sir,

I hope this letter finds you in good health and high spirits. I am writing to bring a serious matter to your attention regarding an incident of religious abuse involving a student named Ram at your institution. As a concerned individual and a member of the community, I believe it is crucial to address such incidents promptly and firmly to foster an environment of respect and inclusivity within our educational institution.

On 18th May, I was witness to an appalling incident in which Ram, a student enrolled at your institution, engaged in behavior that targeted and abused the Muslim religion. It is distressing to inform you that Ram not only demonstrated a complete lack of respect but also used derogatory language and made offensive comments about Islam and its followers. This behavior has deeply affected the Muslim students within the institution, fostering an atmosphere of fear and discrimination.

It is imperative that educational institutions maintain an environment that promotes diversity, tolerance and understanding. Discrimination and religious abuse not only violate the principles of

It is imperative that educational institutions maintain an environment that promotes diversity, tolerance, and understanding. Discrimination and religious abuse not only violate the principles of equality but also undermine the educational experience of all students. Such incidents hinder the growth and development of a harmonious and inclusive community that is essential for the progress of our society.

I kindly request that you take immediate action to address this issue appropriately. I believe it is essential to implement the following measures:

Conduct a thorough investigation: Please initiate an investigation into the incident to gather all relevant facts and evidence. This will provide a clear understanding of the situation and help determine appropriate disciplinary actions.

Counseling and education: It is crucial to offer counseling and education programs to both the offender and the affected students. These initiatives can raise awareness about religious tolerance, promote empathy, and encourage respectful dialogue among students.

Disciplinary action: If it is determined that Ram indeed engaged in abusive behavior, it is important to impose appropriate disciplinary measures. This should serve as a deterrent and ensure that such incidents do not recur in the future.

Community dialogue: Organize open forums or discussions to address the issue at hand and provide a platform for students, parents, and faculty members to express their concerns, opinions, and suggestions. These dialogues can foster a greater sense of community, promote understanding, and identify areas for improvement.

I trust that you will handle this matter promptly and with the utmost seriousness it deserves. It is imperative that we work together to create a safe and inclusive educational environment that values and respects all students, regardless of their religious beliefs.

I would appreciate regular updates on the actions taken to address this complaint. Your transparency and commitment to resolving this issue will not only restore faith in the institution but also assure students and parents that their concerns are being addressed.

Thank you for your attention to this matter. I look forward to your prompt response and the implementation of appropriate measures to address the abusive behavior of Student Ram and promote a culture of inclusivity within your institution.

Yours Sincerley,

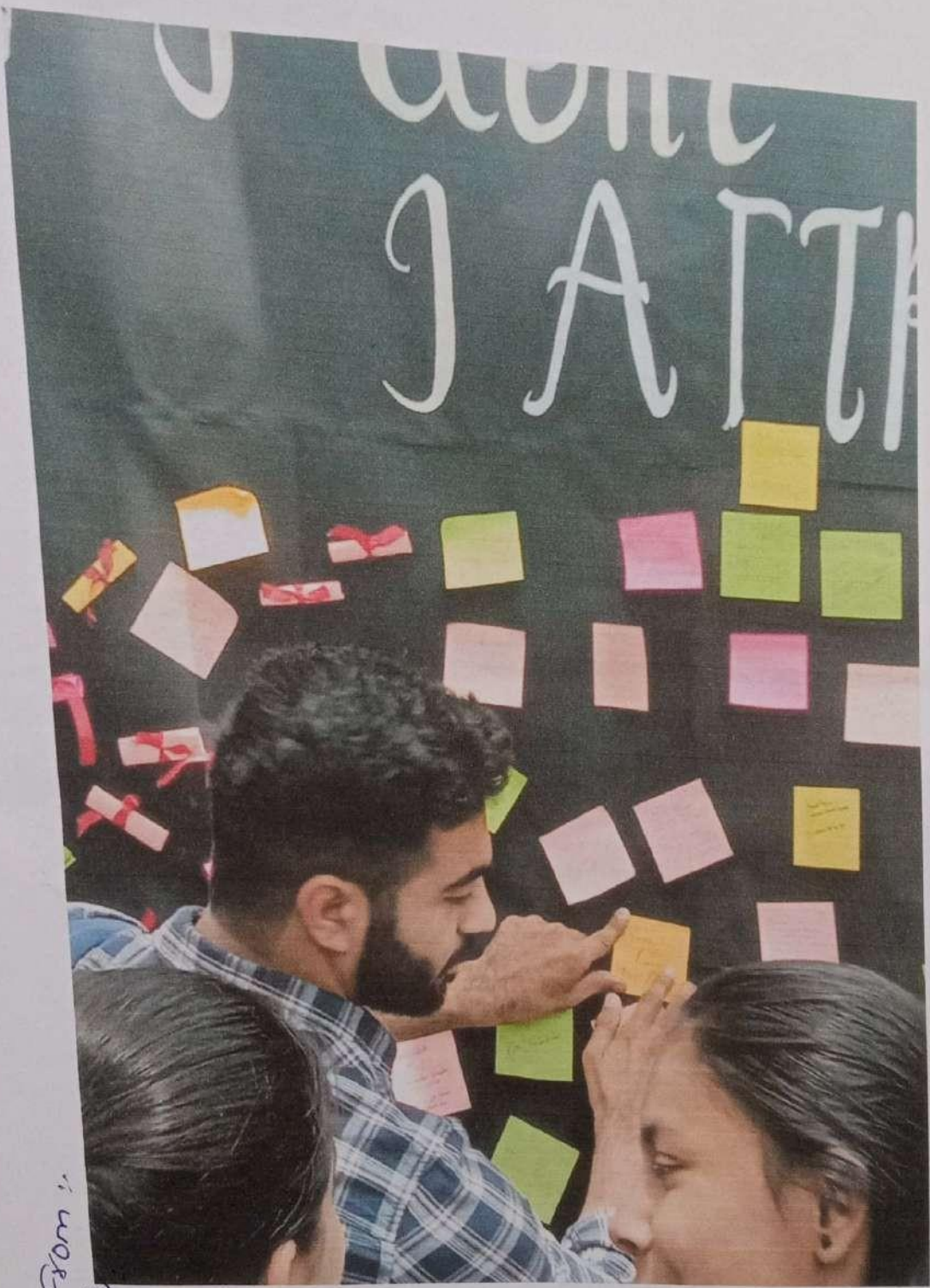
Shakti,

Shakti M3

Comments -

Received by Prof. (Dr.) Geetali Banerji,
Chairperson (GRC) on 23rd May 2023.

Submitted by Ms. Ishu Mehta, student
representative (GRC).



Received From :-
Shakti

By :-
Ishu
Mehta
23/05/23
1:00 PM

Ref. No. IITM-JP/ Notice/2023/1512A

Date: May 26, 2023

Notice No:1512A

Grievance Redressal Committee Meeting

This is to inform that a grievance is received by a student, Mr. Shakti, BBA, batch 2022 -2025 on May 23, 2023, against another student Mr. Ram, BBA, batch 2022 -2025 for writing an abusive message towards Muslim Religion in the campus area. A meeting regarding grievance resolution is scheduled on May 29, 2023 at 3:30 pm in meeting room (Ground Floor). All the Grievance Redressal Committee members are required to be present in the meeting for the same.

Geetali
(Prof.) Dr. Geetali Banerji
Chairperson
Grievances Redressal Cell



INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT

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'A' Grade by GNCTD, A+ by SFRC, NAAC Accredited
(ISO 9001-2008 Certified)
D-27 & D-28, Institutional Area, Janakpuri, New Delhi-110058.
Tel: 011-28520890, 28520894, Fax: 011-28520239
E-mail: director@iitmnp.ac.in Website: www.iitmnp.ac.in

Minutes of Meeting of Grievance Redressal Committee held on 29th May, 2023 in Meeting Room (Ground Floor)

The meeting was being called by Chairperson Prof. (Dr.) Geetali Banerji in the context of Grievance Resolution on behalf of complaint submitted by Mr. Shakti, BBA (batch 2022-25). Following designated persons were present in the meeting-

- | | |
|-------------------------------|----------------------------|
| 1. Prof.(Dr.) Geetali Banerji | Chairperson <i>Geetali</i> |
| 2. Dr. Narinder Kaur | Convener <i>NK</i> |
| 3. Mr. Arun Kumar Uttam | Member <i>Arun</i> |
| 4. Dr. Renu Sharma | Member <i>Renu</i> |
| 5. Dr. Mohita Mathur | Member <i>Mohita</i> |

Following points were taken in the meeting:

- Mr. Shakti (complainant) and Mr. Ram (respondent), students of BBA, batch 2022-25 were called in the meeting and given a fair hearing on the complaint.
- Mr. Ram was found guilty for writing abusive message in the campus area which may cause disruption in the Institute's peaceful environment.
- It was also found that Mr. Rampati Shukla, student of BBA, batch 2022-25 was also involved in the act of indiscipline. He circulated the photograph of the same abusive message in his class Whatsapp Group.

Plan of Action

- It was decided unanimously to suspend Mr. Ram and Mr. Rampati Shukla from the Institute for one week.
- The committee members asked both the students Mr. Ram and Mr. Rampati Shukla to submit an apology letter.
- Further, it was decided to inform parents of Mr. Ram about this case in order to discourage such activities of indiscipline, in the future and to counsel both the students to not get involved into such activities.

Grievances Redressal Cell

Report

| | |
|--|---|
| Type of Grievance | Complaint against Mr. Ram, student of BBA, batch 2022 - 2025 for writing abusive message in the campus area |
| Complainant Details | Mr. Shakti, BBA, 2022-2025 |
| Receiving date | 23 rd May, 2023 |
| Mode of filing complaint | Submitted written complaint to Mr. Ishu Mehta, Student representative, Grievances Redressal Cell |
| Date & Time of the Meeting with Grievances Redressal committee members | 29 th May, 2023 at 03:30 pm |
| Venue of the meeting | Meeting Room (Ground Floor) |

A meeting of Grievances Redressal committee was held on 29th May 2023 to discuss the grievance received by Mr. Shakti and to plan course of action. Mr. Shakti was asked to present his complaint in details.

- It was found that Mr. Ram was involved in act of gross indiscipline indulging him in writing the abusive messages in the campus area to disturb the social harmony.
- It was also found that Mr. Ramapati Shukla, student of BBA, batch 2022-25, took a photograph of the message and circulated it in his class's Whatsapp group. Both the students were found guilty and hence asked to call their parents for counseling the students as well as to discourage them from getting involved in such activities of indiscipline, in future.
- It was decided unanimously by the committee to suspend Mr. Ram and Mr. Ramapati Shukla from the Institute for one week w.e.f. 30th May 2023 till 5th June 2023.
- Further, both the students were asked to submit a written apology letter to make sure that they would keep themselves involved in the activities that maintain the reputation of the Institute.


Grievance Committee Members


Convener


Chairperson


Director
Prof. (Dr.) Monika Kulshrestha
Director
Institute of Innovation in Technology
& Management, New Delhi

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INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT

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ISO 9001:2008 Certified Institute

D-27A28, Institutional Area, Janapuri, New Delhi-110058

Tel: 28520800, 28520801, Fax: 011-28520709

Email: director@iitmpra.ac.in Website: www.iitmpra.ac.in

Ref. No. IITM-JP/Student/2023/3498 A

Date: 29-05-2023

Ram
S o Sh. Gobind Kumar
Programme-BBA,
Enrollment No.09690301722
Batch 2022-2025

LETTER OF SUSPENSION ON DISCIPLINARY GROUNDS

Ram,

1. You were found involved in an act of gross indiscipline on 23-05-2023, indulging yourself with other in taking photograph along with the abusive message to disturb the social harmony.
2. Such behavior, on your part, is not acceptable and you are hereby, suspended from the campus/class/teaching learning for a period of 07 days, w.e.f. 30th May 2023 to 5th June, 2023.
3. You are warned that should you be found involved in any act of gross indiscipline in the Institute in future, a severe disciplinary action will be initiated. You may also note that this will be recorded in your Personal Record file and will have a direct bearing on the Character Certificate to be issued to you at the time of leaving the Institute

[Signature]
(Director)

[Signature]
(Proctor)
29-5-2023

Copy to: - 1. Student's Notice Board
2. Student's Personal File

Ref. No. IITM-IP/Student/2023/3490

Date: 29-05-2023

Ramapati Shukla
S/o Sh. Bhim Sen Shukla
Programme-IBBA,
Enrollment No 08690301722
Batch 2022-2025

LETTER OF SUSPENSION ON DISCIPLINARY GROUNDS

Ram,

1. You were found involved in an act of gross indiscipline on 23-05-2023, indulging yourself with other in taking photograph along with the abusive message to disturb the social harmony.
2. Such behavior, on your part, is not acceptable and you are hereby, suspended from the campus/class/teaching learning for a period of 07 days, w.e.f. 30th May, 2023 to 5th June, 2023.
3. You are warned that should you be found involved in any act of gross indiscipline in the Institute in future, a severe disciplinary action will be initiated. You may also note that this will be recorded in your Personal Record file and will have a direct bearing on the Character Certificate to be issued to you at the time of leaving the Institute.

(Director) 29/5/23

(Proctor) 29-5-23

Copy to: - 1. Student's Notice Board
2. Student's Personal File

ADVANCE REDRESSAL COMMITTEE

(79)

May/2023

Ramapati Shukla

VOLUNTEER DAYITVA CLUB

SUBJECT: APOLOGY FOR MISLENEOUS CIRCULATION
R MAM

I AM STUDENT OF BBA, M2, FIRST YEAR. THIS IS TO
CLARIFY THAT BEING A VOLUNTEER I WAS CLICKING
THE EVENT'S ACTIVITY AND BY MISTAKE A SUSPICIOUS
PHOTOGRAPH WAS SHARED IN THE UNOFFICIAL GROUP.
IT WAS ALL A MISTAKE MY INTENTION WAS NOT
TO HURT ANYONE'S SENTIMENT, BUT IF IT EVENTUALLY
HURTED SOMEONE. I WOULD LIKE TO APOLOGIES. AND
WILL MAKE SURE NOT TO REPEAT THIS MISTAKE
FURTHER IN THE FUTURE

YOURS SINCERELY

RAMAPATI SHUKLA

BBA, M2, IInd Semester

CONTACT No = 9999081061

EMAIL ID = amushukla807@gmail.com

Bhuk29
30-05-2023
Bhim Sen Shukla

7042394831

TO
REVENANCE REDRESSAL COMMITTEE

(18)

9/05/2023

AM
UDENT OF BBAM2

BJECT - APOLOGY FOR CLICKING PHOTO WITH
MISLENEOUS CIRCULATION

EAR MAM

I AM STUDENT OF BBA, M2, FIRST YEAR. THIS IS TO
CLARIFY THAT I HAVE ONLY CLICKED PHOTO IN FRONT
OF THAT NOTE AND I HAVE NOT WRITTEN OR PASTED
ANYTHING. THE PHOTO WAS SHARED IN UNOFFICIAL GROUP
BY SOMEONE ELSE. IF BY MISTAKE ANYONE'S SENTIMENTS
HAVE BEEN HURT, SO, I AM SORRY FOR THAT. MY INTENTION
WAS NOT TO HURT ANYONE.

YOURS SINCERELY

RAM
BBA M2 FIRST YEAR

CONTACT - 9811439236
E-mail - mangakha163@gmail.com

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GRIEVANCE RESOLUTION FEEDBACK

I, (Name) Shakti Salil Student of (class) BBA M3 hereby
declare that my grievance reported on 23 May regarding Abusive message
has been resolved and by signing this declaration I state closure of the complaint. towards religion

Date 30 May 2023

Yours sincerely,

(Name) Shakti Salil

(Class) BBA M3

(Signature) Shakti

(Mobile No.) 9925810794

To Grievance Redressal Committee,
Institute of Innovation Technology & Management
IINTM, Tonkpur

Date → 24th May, 2023

Subject → Complaint Against Classmate.

Sir / Ma'am

I Akansha of BCA-E2 (2nd sem) would like to
complaint against my fellow classmate
Arjun Choudhary.

He tries constantly to mimic / copy my voice.
He deliberately speaks whenever I talk to someone.
He creates / makes noise if I am talking to
someone else. He also provokes me.

Cha
Gri I have ignored him for a long time but now
want a strict action against him.

Your Sincerely

Akansha

BCA - E2 (2nd Sem)

Received by - Mrs. Sanjay Shukla
on - May 24, 2023

~~Akansha~~

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E-mail: director@itmjp.ac.in Website: www.itmjp.ac.in

Ref. No. IITM-JP/ Notice/2023/1511A

Date: May 24, 2023

Notice No: 1511A

Grievance Redressal Committee Meeting

This is to inform that a grievance is received by a student, Ms Akanksha, BCA, Batch 2022 -2025 on May 24, 2023, against another student Mr. Aryan Choudhary BCA, Batch 2022 -2025 for mimicking and making fun of the student in front of other classmates. A meeting regarding grievance resolution is scheduled on May 25, 2023 at 3:30 pm in meeting room (Ground Floor). All the Grievance Redressal Committee members are required to be present in the meeting for the same.

Geetali

(Prof.) Dr. Geetali Banerji
Chairperson
Grievances Redressal Cell



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E-mail: director@itnjp.ac.in Website: www.itnjp.ac.in

Minutes of Meeting of Grievance Redressal Committee held on 25th May, 2023 in Meeting Room (Ground Floor)

The meeting was being called by Chairperson Prof. (Dr.) Geetali Banerji in the context of Grievance Resolution on behalf of complaint submitted by Ms. Akanksha, BCA (Batch 2022-25). Following designated persons were present in the meeting-

- | | |
|-------------------------------|----------------------------|
| 1. Prof.(Dr.) Geetali Banerji | Chairperson <i>Geetali</i> |
| 2. Dr. Narinder Kaur | Convener <i>NK</i> |
| 3. Mr. Arun Kumar Uttam | Member <i>Arun</i> |
| 4. Dr. Renu Sharma | Member <i>Renu</i> |
| 5. Dr. Mohita Mathur | Member <i>Mohita</i> |

Following points were taken in the meeting:

- Ms. Akanksha (complainant) and Mr. Aryan Choudhary (respondent), students of BCA, Batch 2022-25 were called in the meeting and given a fair hearing on the complaint.
- It was found that Mr. Aryan Choudhary was mimicking Ms. Akanksha from past four months and making fun of her in front of other classmates without any reason.

Plan of Action

- The committee members asked Mr. Aryan Choudhary to submit an apology letter.
- It was decided unanimously to suspend Mr. Aryan Choudhary from the Institute for two weeks.



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E-mail: director@itmnp.ac.in Website: www.itmnp.ac.in

Grievances Redressal Cell

Report

| | |
|--|--|
| Type of Grievance | Complaint against Mr. Aryan Choudhary, student of BCA, Batch 2022-25 for mimicking and making fun of her in front of other classmates. |
| Complainant Details | Ms Akanksha, BCA, Batch 2022 -2025 |
| Receiving date | 24 th May, 2023 |
| Mode of filing complaint | Submitted written complaint to Grievances Redressal Cell |
| Date & Time of the Meeting with Grievances Redressal committee members | 25 th May, 2023 at 03:30 pm |
| Venue of the meeting | Meeting Room (Ground Floor) |

A meeting of Grievances Redressal committee was held on 25th May 2023 to discuss the grievance received by Ms Akanksha, BCA, Batch 2022 -2025 and to plan course of action. Mr. Aryan Choudhary was asked to present his complaint in details.

- It was found that Mr. Aryan Choudhary was involved in act of gross indiscipline indulging in mimicking female students and making fun of Ms. Akanksha.
- He was warned by the committee members to not get involved in such activities, in future.
- It was decided unanimously by the committee to suspend Mr. Aryan Choudhary from the Institute for two weeks w.e.f. 25th May 2023 till 8th June 2023.

[Handwritten signatures]
Grievance Committee Members

[Handwritten signature]
Convener

[Handwritten signature]
Chairperson

[Handwritten signature]
Director

Prof. (Dr.) Monika Kulshreshtha
Director
Institute of Innovation in Technology
& Management, New Delhi

Ref. No. IITM-IP/Student/2023/1190

25-05-2023

Aryan Choudhary
S/o Sh. Parveen Choudhary
Programme-BCA,
Enrollment No.35324102022
Batch 2022-2025

LETTER OF SUSPENSION ON DISCIPLINARY GROUNDS

Aryan Choudhary

1. You were found involved in an act of gross indiscipline on 23-05-2023, indulged eve teasing with one of your class mate.
2. Such behavior, on your part, is not acceptable and you are hereby, suspended from the campus/class teaching learning for a period of 15 days, w.e.f. 25th May 2023 to 8th June, 2023.
3. You are warned that should you be found involved in any act of gross indiscipline in the Institute in future, a severe disciplinary action will be initiated. You may also note that this will be recorded in your Personal Record file and will have a direct bearing on the Character Certificate to be issued to you at the time of leaving the Institute.

for 25/5/23
(Director)

raig
(Proctor)

Copy to:- 1. Student's Notice Board
2. Student's Personal File

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GRIEVANCE RESOLUTION FEEDBACK

I, (Name) Akansha Student of (class) BCA-E2 hereby
declare that my grievance reported on 24-05-23 regarding my grievance
has been resolved and by signing this declaration I state closure of the complaint.

Date 26/05/23

Yours sincerely,

(Name) Akansha

(Class) BCA-E2

(Signature) Akansha

(Mobile No.) 9354999769



AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

D-27/28, Institutional Area, Janakpuri, New Delhi-110058

5 (d)

Availability of Psychiatrist, Psychologist and professional students counselors.

| S.No | Documents |
|------|------------------------------------|
| 1. | Appointment Letter |
| 2. | Website Page |

AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

D-27/28, Institutional Area, Janakpuri, New Delhi-110058

Clinical Psychologist - Appointment Letter

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Tele : 011-2852 0890, 2852 0894 Fax : 011-2852 0239
E-mail : director@iitmp.ac.in Website : www.iitmp.ac.in

Ref. No. IITM(OP)-IPU/Rec./2023/170 Date: 03.02.2023

To:
Ms. Ranu Bhatia
C-7/172, Keshav Puram
Delhi-110027
E-mail: drncubhatia@gmail.com

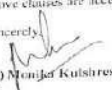
Subj: Appointment letter for the post of Clinical Psychologist at IITM, Janakpuri-reg.

Dear Ms. Bhatia,

With reference to your letter and subsequent to our discussion, the management is pleased to offer you the position of Clinical Psychologist on the following terms and conditions:

1. You will be appointed on contract basis initially for two days per week during teaching days of Academic Session 2022-23 and subject to your performance, aptitude and attitude, the term of contract may be extended further.
2. You will be paid at 2500/- (Rs.2000/- per visit plus Rs.500/- conveyance) per hour for providing your professional services as Clinical Psychologist to students and faculty/staff members of the Institute of Innovation in Technology & Management as per time table.
3. You are required to perform the duties related to your field for the benefit of students, faculty and staff members.
4. You will maintain absolute confidentiality in respect of students' interaction and follow ethics of clinical psychology.
5. You will maintain record registers of the cases.
6. You will be liable and responsible for taking care of the clinical psychology of the students and staff.
7. You are hereby advised to report to the Director of Institute for your day-to-day activities.
8. Your appointment is subject to approval by the Governing Body of Institute of Innovation in Technology & Management, Janakpuri, New Delhi.
9. In case you wish to quit the responsibility of post accepted by you, you will have to give advance intimation of at least 15 days and vice versa by Institute.
10. Your appointment can be terminated by giving 15 days notice to you.
11. You are required to submit the photocopies of your documents related to qualifications, experience, Aadhar, PAN Card etc.

If the above clauses are accepted to you, please join your duties immediately.

Yours sincerely,

Prof. (Dr.) Manjira Kulkarnireshtha
Director

Psychologist - Appointment Letter

IITM
Nurturing Excellence

INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT
Affiliated to G.G.S. Indraprastha University, New Delhi
'A' Grade by GNCTD, A+ by SFRC, NAAC Accredited and Recognized U's 2(f) of UGC Act.
(ISO : 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified)
D-27 & D-28, Institutional Area, Janakpuri, New Delhi-110058
Tele : 011-2852 0890, 2852 0894 Fax : 011-2852 0239
E-mail : director@iitmp.ac.in Website : www.iitmp.ac.in

Ref. No.: IITM/Offer letter/2023 Date: 14th August 2023

To,
Ms. Malavika Srivastava
BE-17, DDA Flats, Janakpuri,
New Delhi-110058.


Subject: Offer for the post of 'Psychologist'

Dear Ms. Srivastava,

With reference to your application and the subsequent interview, the management is pleased to offer you the position of 'Psychologist' on probation at Institute of Innovation in Technology & Management, Janakpuri, Delhi in the pay scale of Rs.15600-39100 plus usual allowances.

The terms and conditions of the service contract shall be elaborated in the Appointment Letter.

In case, the above is acceptable to you, please give your acceptance of this offer letter and join the Institute on or before 25th August-2023. You are advised to bring self attested photocopies of your academic, experience, salary certificate along with original 04 colored photographs, Aadhar & PAN card at the time of joining.

Yours faithfully,

(Director)

I accept the offer. Signature:

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D-27/28, Institutional Area, Janakpuri, New Delhi-110058**

Website Page

The screenshot shows a web browser window displaying the IITM website. The browser's address bar shows the URL iitm.ac.in/dil-ki-baat/. The website has a navigation menu with links for Home, About Us, Academics, Faculty, NAAC, Events, Placement, Scholarship, Alumni, Dil Ki Baat, Feedback Form, and Contact Us. The main heading is "Dil Ki Baat" with the tagline "Just let your stress fly away". Below this, a paragraph states: "Grievance Redressal Cell of IITM is pleased to announce the launch of counseling services by Experts where you can get free advice on stress management, time management, exam phobia, anxiety etc and tips to take good care of your Mental Health." The page features two vertical promotional banners. The left banner is for Ms. Renu Bhatia, a Clinical Psychologist, located at Cabin No. 1, Ground Floor, IITM. It provides her phone number (9811298477) and specifies her availability on Friday from 10:30 AM to 11:30 AM. The right banner is for Dr. Malavika Srivastava, a Psychologist, also at Cabin No. 1, Ground Floor. It lists her availability on Tuesday and Saturday from 12:30 PM to 1:30 PM and provides a contact number (9958675588). At the bottom of the page, a quote reads: "It's not stress that kills us, it's our reaction to it." attributed to Hans Selye. The Windows taskbar at the bottom shows the system tray with a search bar, links, and system information including 25°C, Smoke, ENG, and 5:26 PM.

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5 (e)

Whether the institute has published/notified prominently the details of SGRC on website and

| S.No | Documents |
|------|---|
| 1. | SGRC Webpage |
| 2. | Student Handbook Screen shot |

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1. SGRC Webpage

Grievance Redressal Mechanism

PREAMBLE

Institute of Innovation in Technology & Management is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee was set up at Institute of Innovation In Technology & Management in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Dept./Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances. Student with a grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in person, grievances may be dropped in writing at the Complaint/Suggestion box. Students may also represent their grievances through student representatives or via email at grievanceredressal@iitm.ac.in

OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students.
- To uphold the dignity of the Institute by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the students, thereby maintaining a harmonious atmosphere in the Institute.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.

GRIEVANCE

A "Grievance/Complaint" can be defined as any communication that conveys dissatisfaction about an action or lack of action, about services/deficiency of services in an institute and the complainant asks for remedial action. Grievances pertaining to admission, attendance, discipline matters, student conduct, fee related matter, evaluation process, observation of norms and standards, violation of rules, discrimination, harassment and other academic and non-academic issues.

GRIEVANCE REDRESSAL MECHANISM IN RELATION TO THOSE INVOLVED

```
graph TD; Student([STUDENT]) <--> GRM[GRIEVANCE REDRESSAL COMMITTEE]; Student <--> Mentor[MENTOR]; Mentor <--> PD[PROGRAMME DIRECTOR (PD)]; PD <--> HOD[HEAD OF THE DEPARTMENT (HOD)]; HOD <--> Director[/DIRECTOR/]; GRM <--> Mentor; GRM <--> PD; GRM <--> HOD; GRM <--> Director;
```

GRIEVANCE REDRESSAL COMMITTEE

Committee Members

1. Dr. Geetali Banerji – Chairperson (9555217983)
2. Dr. Narinder – Convener (9667263726)
3. Dr. Renu Sharma – Member (9717552406)
4. Dr. Mohita Mathur – Member (9718391155)

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Screenshot of the IITM Grievance Redressal Mechanism website showing student representatives and grievance types.

Student Representatives

| S.No. | Name | Class | Year | Contact No. |
|-------|---------------------|-----------|------|-------------|
| 1 | Nakha Aggarwal | BCA | I | 8076850511 |
| 2 | Muskan Tyagi | BCA | I | 7827554880 |
| 3 | Perepa Surva Ayushi | BCA | I | 8860166456 |
| 4 | Nitin Bhandari | BCA | II | 9311658063 |
| 5 | Dilmeet Singh | BCA | II | 9354926603 |
| 6 | Harsh | BCA | II | 7414806604 |
| 7 | Vidhi Goyal | BCA | III | 8860271337 |
| 8 | Nihar Ladia | BCA | III | 9999828225 |
| 9 | Rohit Kumar | B.COM (H) | II | 8527800119 |
| 10 | Bhuvan Arora | B.COM(H) | III | 9910511190 |
| 11 | Krati Arora | B.COM(H) | III | 6394172820 |
| 12 | Shaurya Vats | B.COM(H) | I | 7703948728 |
| 13 | Kriti Narang | B.COM(H) | I | 7703940169 |
| 14 | Lokesh Chopra | BBA | I | 9971975761 |
| 15 | Mayank Jain | BBA | I | 9968618709 |
| 16 | Neeraj Chand | BBA | I | 9310253363 |
| 17 | Sehajbir Singh | BBA | I | 8368791081 |
| 18 | Deepak Sangani | BBA | II | 9971585602 |
| 19 | Jaanyl Khetwani | BBA | II | 9289255285 |
| 20 | Ishita Aggarwal | BBA | II | 9999204378 |
| 21 | Ishu Mehta | BBA | III | 9873212249 |
| 22 | Riya Saini | BBA | III | 7015403284 |

Specialty

| Specialty | Name | Contact | Availability | Timings | Location |
|------------------------|-------------------------|--------------------|----------------------|----------------------|---------------------------|
| Psychologist | Dr. Malavika Srivastava | 9958875888 | Tuesday and Saturday | 12:30 pm to 01:30 pm | Ground Floor, Cabin No. 1 |
| Psychiatrist (On-Call) | Dr. Deepak Gupta | Ganga Ram Hospital | On call basis | — | — |
| Clinical Psychologist | Dr. Renu Bhatia | N/A | Wednesday and Friday | 11:30 am to 12:30 pm | Ground Floor, Cabin No. 1 |

Student Counselors

Ms. Preeti Sharma
Ms. Shalini Rana

Functions of the Committee:

- To provide with proper advocacy to students to express their grievances freely and frankly without any fear of being victimized.
- To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues.
- To ensure speedy disposal of every grievance.

TYPES OF GRIEVANCES

Types Of Grievances

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Types of Grievances

01 Academic Related Issues

- Admissions
- Attendance
- Examinations
- Assignments
- Grading System
- Library facilities
- Issuance of certificates etc.

02 Amenities & Maintenance

- Projectors in the Classroom
- Wi-Fi connectivity
- Computer Facilities
- Drinking Water
- Sanitation & Hygiene
- Messeteria
- Medical Facilities etc.

03 General Administration

- Fees
- IC Cards
- Scholarships etc.

04 Other Related Issues

- Safety & Security
- Unrest/Disorder
- Misbehavior
- Emergency services etc.

STANDARD OPERATING PROCEDURE (SOP)

Any student who wants to initiate a grievance may first bring the issue to the notice of the Mentor/Programme Director/Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

STANDARD OPERATING PROCEDURE (SOP)

Any student who wants to initiate a grievance may first bring the issue to the notice of the Mentor/Programme Director/Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/office or student is dissatisfied with response/resolution to his/her grievance, then he/she is free to represent his/her grievance to the Grievance Redressal Committee.

- **Formal Registration:** Any aggrieved student with a genuine grievance will submit his/her Grievance in any of the following modes:
 - via e-mail at "grievanceredressal@iitmjp.ac.in"
 - grievances may be dropped in writing at the Complaint/Suggestion box
 - represent their grievances through student representatives
 - may approach the Grievance Redressal Committee Members in person
- **Acknowledgement:** The Grievance Redressal Committee acknowledges the receipt of each grievance complainant immediately. In the case of e-mail at "grievanceredressal@iitmjp.ac.in" the sender will receive an instant auto reply acknowledging the receipt of his/her e-mail.
- **Forwarding:** Upon receipt of grievance the Grievance Redressal Committee shall analyze, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.
- **Follow Up & Monitoring:** Grievance Redressal Committee shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Committee will follow them up regularly till their final disposal by way of reminders.

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ITM Institute of Innovation in Technology & Management

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- **Scrutiny:** Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective department/office individual, then it will intimate the same to the student. Once the student indicates acceptance of the resolution at this level, then the matter is deemed.

General Guidelines:

- **Timeframe:** It shall be the endeavour of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.
- **Prohibition against Retaliation:** Institute will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee via grievanceredressal@itm.ac.in
- **Alternative avenues for redressal of grievances:** Although all students may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

Exclusions: The following complaints/grievances shall not be construed by the Grievance Redressal Committee for consideration and disposal:

- Complaints involving policy matters.
- Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed.

Notices

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Notices

- DGC Regulations 2012
- GGSIU Grievance Redressal Committee
- GGSIU Advisory under clause 3(i)(d) of Statute 24 of the University
- GGSIU Directions issued under clause 3(i)(d) of Statute 24 of University
- Grievance Redressal Committee Sensitization Drive
- Student Representatives for Grievance Redressal Committee
- Elected Student Representatives from First year BCA, BBA, B.Com (H) for Grievance Redressal Committee

Student Rule Book

[Student-Rule-Book](#)

INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT
Location: D-27/28, Institutional Area, D-Block, Janakpuri, New Delhi – 110058

EXPLORE
About The Institute
About Library
Admissions 2023 (Academic Session: 2023-24)

ACTIVITIES
Co-Curricular Activities
Extra Curricular Activities
Alumni Meet
Eco Club

COMMITTEE
Governing Body
Grievance Redressal Mechanism
Internal Complaints Committee
Objectives and Composition of IQAC

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2. Student Handbook Screen shot

Grievance Redressal Committee

The grievance redressal committee functions as an official body of college that is responsible for promoting a positive and harmonious environment within the college, as it allows individuals to voice their concerns and seek resolution in a structured manner. The committee ensures that all grievances are treated with utmost fairness and impartiality. The organization ensures that the decisions and recommendations of the grievance redressal committee are followed and implemented.

Chairperson – Dr. Geetali Banerjee

Convener – Dr. Narinder Kaur Seera

Members

Dr. Mohita Mathur

Dr. Renu Sharma

Student Coordinators

Ms. Vidhi (BCA)

Ms. Krati (BCOM)

Mr. Ishu (BBA)

Anti-Ragging Committee

The primary purpose of the anti-ragging committee is to create a safe and inclusive environment for all students, ensuring that no individual is subjected to any form of physical or psychological harassment or humiliation. The committee works proactively to raise awareness about the consequences of ragging and promotes a culture of respect and kindness on campus. The committee monitors the implementation and effectiveness of anti-ragging measures, continuously reviewing and improving the anti-ragging policy. The committee organizes workshops, seminars, and campaigns to sensitize the college community about the negative consequences of ragging and the importance of a ragging-free campus.

Faculty Coordinators

Dr. Mohita Mathur

Mr. Tapan Kumar Jha

Student Coordinators

Mr. Md Farhan (B.COM)

Mr. Anirudha (BBA)

Mr. Malkeet (BCA)

Internal Complaints Committee/POSH (Prevention of Sexual Harassment)

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5 (f)

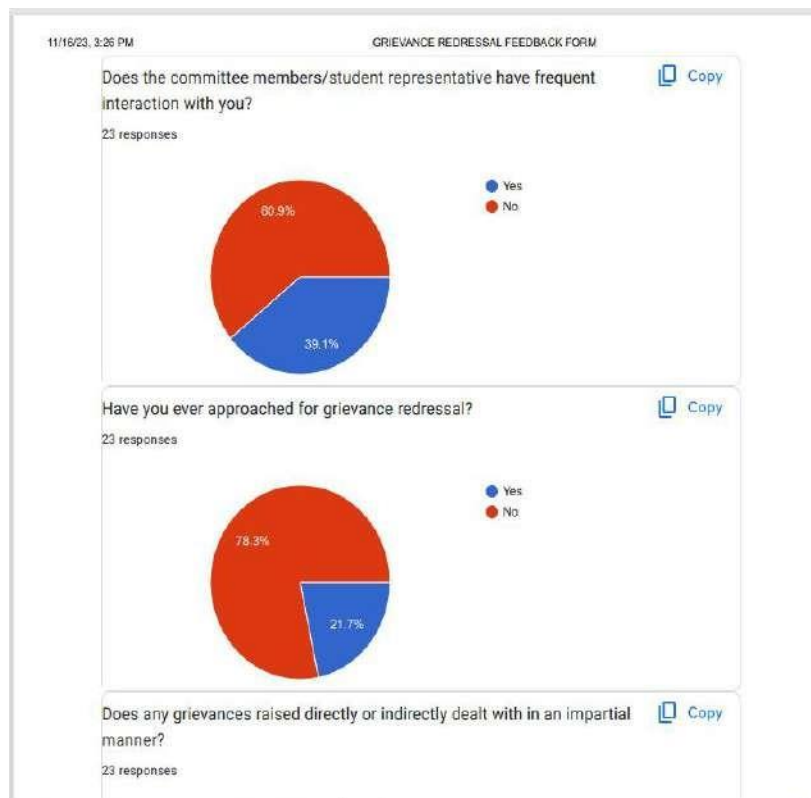
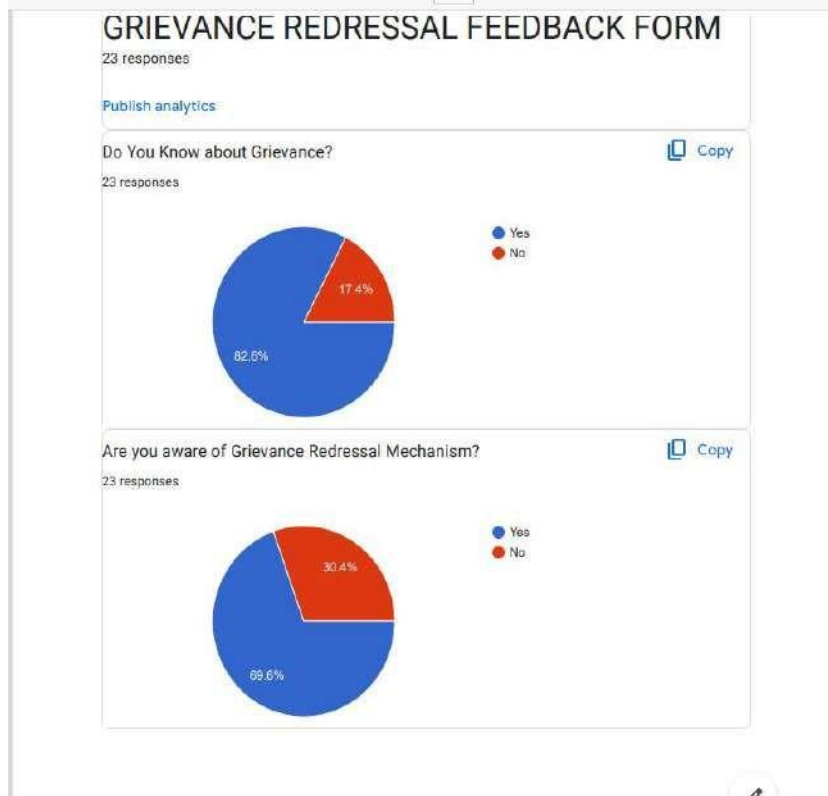
Whether students are satisfied with the effectiveness of the SGRC.

| S.No | Documents |
|------|------------------|
| 1. | Feedback Summary |

AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

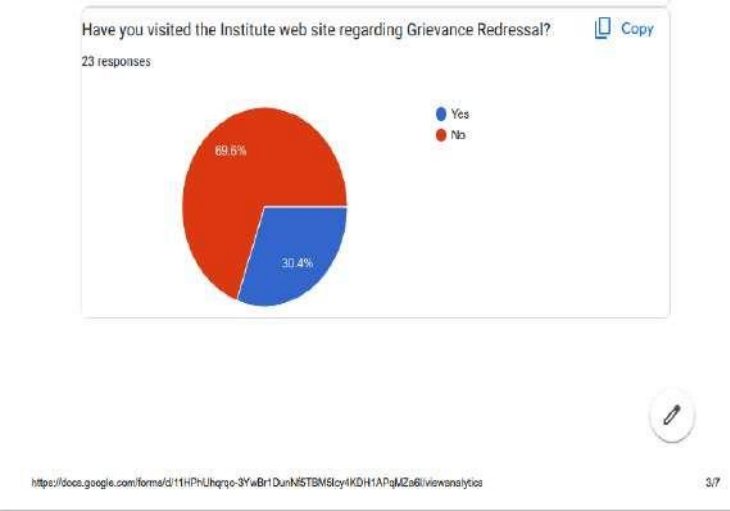
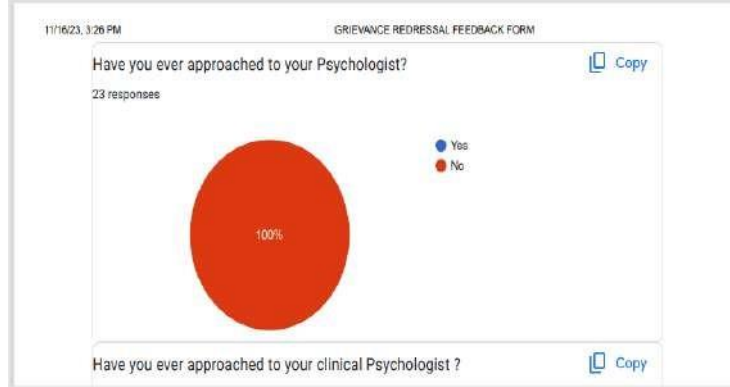
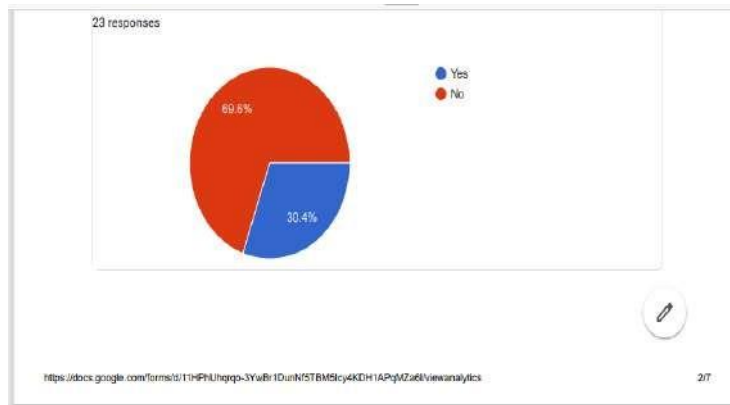
D-27/28, Institutional Area, Janakpuri, New Delhi-110058

Feedback Summary



AFFILIATED TO GGSIPU, NAAC Grade 'A', ISO 14001:2015, 17020:2012, 21001:2018 & 50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC

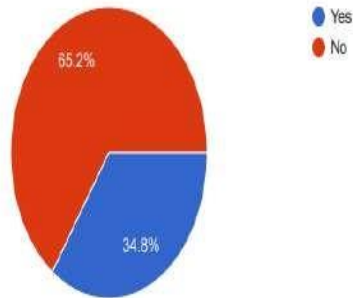
D-27/28, Institutional Area, Janakpuri, New Delhi-110058



Are you properly communicated about Grievance Redressal through Social Media?

 Copy

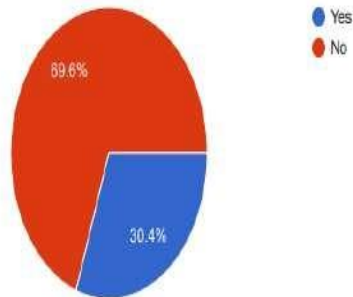
23 responses



Do you feel shy while approaching to Grievance Redressal Committee?

 Copy

23 responses





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5 (g)

Whether reports of the proceedings of SGRC is sent to the University every semester.

| S.No | Documents |
|------|--------------------------|
| 1. | Email sent to university |

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Email to GGSIPU

11/16/23, 3:38 PM

IITMJP Mail - Regarding reporting of Student Redressal committee proceedings



grievance redressal <grievanceredressal@itmj.ac.in>

Regarding reporting of Student Redressal committee proceedings

grievance redressal <grievanceredressal@itmj.ac.in>
To: affiliationbranch123@gmail.com
Cc: Director IITM Janakpuri <director@itmj.ac.in>

Sat, Sep 24, 2022 at 5:24 PM

Dear Sir/Madam,

Greetings of the Day!

With reference to the University Guidelines, reports of the proceedings SGRC is sent every semester.

In this regard, we are informing you that there were no such grievances received during April 2022 to till date.

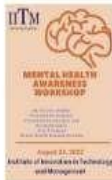
The following two activities were conducted under SGRC during last semester:

1. Seminar on "Mental Health (कह के तो देखो)"
2. Mental Health Awareness Workshop

Thanks & Regards

Student Redressal Committee
Institute of innovation in Technology and Management

2 attachments



mental health workshop Poster.png
296K



GRC Seminar Poster.jpeg
211K

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D-27/28, Institutional Area, Janakpuri, New Delhi-110058

11/16/23, 3:35 PM

IITMJP Mail - Regarding reporting of Student Redressal committee proceedings



grievance redressal <grievanceredressal@iitmjp.ac.in>

Regarding reporting of Student Redressal committee proceedings

grievance redressal <grievanceredressal@iitmjp.ac.in>

Wed, Apr 12, 2023 at 4:07 PM

To: affiliationbranch123@gmail.com

Cc: Director IITM Janakpuri <director@iitmjp.ac.in>, Registrar IITM <registrar@iitmjp.ac.in>

Dear Sir/Madam,

Greetings of the Day!

With reference to the University Guidelines, reports of the proceedings SGRC is sent every semester .

In this regard, we are informing you that there were no such grievances received during December 2022 to till date.

Thanks & Regards

Student Grievance Redressal Committee

Institute of Innovation in Technology and Management

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50001:2018 Certified, A Grade by GNCTD, A Grade by SFRC**

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