



INDRA INSTITUTE OF MANAGEMENT STUDIES

(Approved by AICTE & Govt. of MP)

S.no- Indra/2025/020

DATE:- 03/02/25

GRIEVANCE REDRESSAL COMMITTEE

As per the F.No. 1-103/AICTE/GRC/Regulation/2021 of the All-India Council for Technical Education, notification dated March 22, 2021, 'A Grievance Redressal Committee (GRC) for faculty/staff members has been constituted. The committee aims to provide opportunities for redressal of certain grievances of Faculty/Staff Members already appointed in any institution, as well as those seeking appointment to such institutions, and a mechanism thereto.

DEFINITION: In these regulations, unless the context otherwise requires

- "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- "grievances" include the following complaints of the aggrieved students, namely:
 - Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;
 - Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
 - Non publication of prospectus/broacher, as specified;
 - Denial of quality education as promised at the time of admission or required to be provided;
 - Publishing any information in the prospectus, which is false or misleading, and not based on facts;
 - Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
 - On provision of student amenities as may have been promised or required to be provided by the Institution;

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- Non transparent or unfair evaluation practices;
- Nonpayment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- "Grievance Redressal Committee" means a committee constituted under these regulations;
- Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956.

OBJECTIVES:

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the grievances.

ROLES AND RESPONSIBILITIES:

- Public Grievance Redressal Committee has been dealing with the following matters.
- Grievance of students/faculty/stakeholders of AICTE approved Technical Institutions.
- Grievance received through CPGRAMS portal.
- Complaints of Ragging
- Complaints of violation of Norms & Standard by the AICTE approved Institutions
- Coordination of work related to VIP/MHRD references.
- MISC Matters:
 - Court Matters related to PGRC
 - Parliament Questions related to PGRC
 - RTI matters

INTERNAL ENQUIRY PROCESS

- The Committee shall immediately proceed with the enquiry and communicate the same to the complainant and person against whom complaint is made.
- The Committee shall prepare and handover the statement of allegation to the person against whom complaint is made and give him an opportunity to submit a written explanation if he so desires within 7 days of receipt of the same.
- The complainant shall be provided with a copy of the written explanation submitted by the person against whom complaint is made.
- If the complainant or the person against whom complaint is made desires any witness/es to be called, they shall communicate in writing to the Committee the names of witness/es whom they propose to call.
- If the complainant desires to tender any documents by way of evidence before the Committee, she shall supply original copies of such documents. Similarly, if the person against whom complaint is made desires to tender any documents in evidence before the Committee he shall supply original copies of such documents. Both shall affix their signature on the respective documents to certify these to be original copies.
- The Committee shall call upon all witnesses mentioned by both the parties.
- The Committee shall provide every reasonable opportunity to the complainant and to the person against whom complaint is made, for putting forward and defending their respective case.
- The Committee shall complete the "Enquiry" in the shortest possible time, not exceeding 3 (three) months from the date on which the complaint is made and communicate its findings and its

recommendations for action to the Head GRC. The report of the Committee shall be treated as an enquiry report on the basis of which an erring person can be awarded appropriate punishment straightaway.

- The Head GRC will direct appropriate action in accordance with the recommendation proposed by the Committee within one month of the receipt of the report from the Committee.
- The disciplinary action will be commensurate with the nature and impact of the sexual harassment.
- As per AICTE regulations (Clause 3 of the AICTE regulations, 2012), an Ombudsman has been appointed and a Grievance Redressal Committee is formed in the College in order to address the grievances of the students and parents.

According to the guidelines of AICTE, New Delhi, the members of the Anti-Sexual Harassment Committee are as follows:

S.N	NAME	POST	CONT. NO	E-MAIL	Signature
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