

JAIPURIA INSTITUTE OF MANAGEMENT LUCKNOW



Grievance Redressal Policy



VISION

To be an educational institution of choice for all stakeholders which promotes human well-being through continuous learning.



MISSION

To provide learner-centric education that focuses on developing learners as competent, ethical and socially conscious management professionals through continuous improvement in the quality of teaching-learning process and research.



1. Scope

Grievance Redressal Committee has been formulated for employees and students of Jaipuria Institute of Management, Lucknow (As per All India Council For Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations 2012, F. No. 37-3/, Legal 112012, dated 25.05.2012) with the objective of preventing unfair practices and to provide a mechanism to employees, students and parents for redressal of their grievances.

2. Grievance Redressal Committee Constitution and its tenure

Grievance Redressal Committee will be constituted / reconstituted every year by Director of the Institute

3. Structure of Grievance Redressal Committee

Grievance Redressal Committee will comprise of four to five faculty members of the Institute, Senior administrative manager of the Institute and an Ombudsman appointed by Director of the Institute

4. Procees of Redressal

Any aggrieved employee, student and parent can approach the Grievance Redressal Committee of the Institute in one of the following ways:

- a. Putting their complaint in complaint / suggestion box installed in the ground floor of the lobby area of the old block near the stair case.
- b. Sending an E mail on the following email id: grc.lucknow@jaipuria.ac.in
- c. Directly approaching the committee members.

In case if aggrieved employee, student or parent is not satisfied with the decision of the Committee, they may send their appeals to the “Ombudsman” who will hear the grievance and ensure its disposal within one month of receiving the appeal.

5. Procedure for Committee Meetings

Periodicity and procedure for attending meetings will be as follows:

- a.** The Committee will meet once a month. However, if necessary, it may meet more than once with prior information.
- b.** At least three members of the Committee should be present in a meeting.
- c.** If a member of the Committee is connected with the grievance of the aggrieved individual, the concerned member of the Committee will not participate in deliberations regarding that individual's case.
- d.** If the aggrieved person happens to be a member of the Committee, then he/she will not participate in the deliberations as a member of the Committee during his/her representation.
- e.** The Committee will have access to all files confidential or otherwise relevant to the individual's grievance.
- f.** The Committee will study the petition and look into the relevant documents than discuss with the grievance of the concerned person and submit its report and recommendations to the Director within one month of the date of petition.

Grievance Redressal Committee for Academic Year 2018-19

The committee comprises of following members:

Serial number	Name	Designation	E-mail id
1	Prof. Anupam Saxena	Chairperson	anupam.saxena@jaipuria.ac.in
2	Prof. Shalini Nath Tripathi	Member	shalini.tripathi@jaipuria.ac.in
3	Prof. Shalini Singh	Member	shalini.singh@jaipuria.ac.in
4	Prof. Richa Srivastava	Member	richa.srivastava@jaipuria.ac.in
5	Prof. Mahima Sharma	Member	mahima.sharma@jaipuria.ac.in
6	Mr. Pradeep Kumar	Member	pradeep.kumar@jaipuria.ac.in

Details of Ombudsman for Academic Year 2018-19

Name	Designation	Email	Telephone number
Prof. J.V. Vaishampayan	Retired Vice Chancellor, Kanpur University	ivvaishampayan@yahoo.com	9335902670