



N. L. Dalmia[®]

Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

Grievance Committee



Supporting Documents

7.1.10. The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard

Sr. No.	Details
I	Committee to monitor adherence to the Code of Conduct - Grievance Committee
I	Grievance Committee
1	Composition of Grievance Committee A.Y.2022-23
2	Composition of Grievance Committee A.Y.2021-22
3	Minutes of Grievance Committee A.Y.2021-22
4	Composition of Grievance Committee A.Y.2020-21
5	Minutes of Grievance Committee A.Y.2020-21
6	Composition of Grievance Committee A.Y.2019-20
7	Minutes of Grievance Committee A.Y.2019-20
8	Composition of Grievance Committee A.Y.2018-19
9	Minutes of Grievance Committee A.Y.2018-19
10	Composition of Grievance Committee A.Y.2017-18
11	Minutes of Grievance Committee A.Y.2017-18



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Composition of Grievance Committee A.Y.2022-23

NLDIMSR/UMC/JULY,2022

01st July, 2022

GRIEVANCE COMMITTEE

The Management hereby re-constitutes Grievance Committee with effect from 01/07/2022 and nominates the following members to be on the said committee.

Objective

In accordance with the direction of the All India Council for Technical Education (AICTE), the Grievance Redressal Committee (GRC) has been constituted as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE to deal with grievances of students/ faculty/ stakeholders to provide a mechanism for redressal of grievances.

Sr. No.	Name	Designation
1	Prof. Seema Saini	Chairperson
2	Prof. Pushkar Parulekar	Convenor
3	Dr. Vaishali Kulkarni	Member
4	Dr. Chitra Gounder	Member
5	Ms. Prachi Bharadwaj	Member

The above committee members shall hold office for one year from the date of this notification and shall function in co-ordination with the Management of the Institution.




Prof. Dr. Maqsood Ahmed Khan
Director

Dr. M. A. Khan
Professor & Director
N. L. Dalmia
Institute of Management Studies & Research
Srishti, Sector-1, Mira Road (E), Mumbai-401107.



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Composition of Grievance Committee A.Y.2021-22



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ISO 9001:2015 • Accredited Grade "A" by NAAC • Accredited Grade "MH-A****" (State) & Grade "A***" (National) by CRISIL • "Premier College" by ASIC

NLDIMSR/UMC/JULY,2021

01st July, 2021

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Sr. No.	Name	Designation
1	Prof. Seema Saini	Chairperson
2	Dr. Vaishali Kulkarni	Member
3	Capt. Abhijeet Mane	Member
4	Prof. Khushboo Vora	Convenor
5	Dr. Chitra Gounder	Member
6	Ms. Prachi Bharadwaj	Member

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Prof. Vijay Ramchandran
Director

Prof. Seema Saini
CEO
N. L. Dalmia Educational Society



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**Minutes of Grievance Committee
A.Y.2021-22**

MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Fri, 23rd November 2021, Zoom Meeting at 5:00 pm

Prof. Seema Saini chaired the meeting with the following members being present:

Present: Dr. Seema Saini, Capt. Abhijeet Mane, Dr. Chitra Gounder, Dr. Vaishali Kulkarni, Dr. Khushboo Vora and Ms. Prachi Bharadwaj.

The chairperson welcomed all to the meeting. The meeting started at 3:00 pm with the following Agenda:

1. To take a decision upon the grievance letter received from the student-Ishit Bhushan Singh
2. Any other matter with the permission of the chair

Discussion:

1. A zoom meeting with Ms. Shambhavi was scheduled on 23rd November 2021, from 3 pm to 4 pm to counsel her. Dr. Seema Saini counselled Shambhavi to concentrate on her studies and not indulge in any other irrelevant activity. She was also asked not to involve any non-family members in this matter. Dr. Saini also spoke to Shambhavi's mother and reassured her about the safety protocols in our institute.
2. A zoom meeting with Mr. Ishit was scheduled on 23rd November 2021, from 4 pm to 5 pm to counsel him. Dr. Seema Saini counselled Ishit to concentrate on his studies and not indulge in any other irrelevant activity. He was also asked not to contact Shambhavi or share any messages or emails with her, not even through any social media. She was also asked not to involve any non-family members in this matter.
3. To maintain the secrecy of the case, the details of the grievance are not mentioned in the minutes.

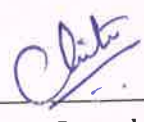
There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



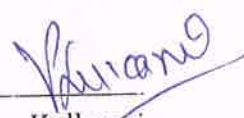
Dr. Vora
Convenor




Capt. Mane
Member




Dr. Gounder
Member



Dr. Kulkarni
Member



Ms. Bharadwaj
Member



Dr. Saini
Chairperson



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Action Taken Report for 2021-22

The Grievance committee received written grievance application from Singh Ishit Bhushan regarding whatsapp messages & notification OTPs, which was disturbing his studies. Details are not mentioned here to maintain the secrecy of the students involved. The grievance involved Shambhavi Pradyumna and their whatsapp conversation.

Zoom meeting was conducted and both the students were counselled to concentrate on their studies, and not to involve non family members in the matter, not to indulge in irrelevant activities. The committee members handled the situation amicably.

GRIEVANCES REDRESSAL POLICY (2021-22)

Updated on Friday 16th July 2021.

In order to meet the increasing legitimate expectations of students, parents, faculties, non-teaching staff and other stakeholders for better, faster and more effective service, the Institute shall constantly endeavor to improve its service delivery standards. Taking this spirit into consideration, the Institute has decided to provide mechanism to all stakeholders for redressal of their grievances as under:

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Bullying
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE WILL BE AS FOLLOWS:

- | | |
|---------------------------|------------------------|
| • Chief Executive Officer | - Chairman |
| • 2 Faculties | - 2 Faculty Members, |
| • 1 Faculty | - 1 Faculty Convener |
| • VP Operations | - Support Staff Member |
| • HR Manager | -HR Member |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.

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PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other stakeholders who has the grievance(s) shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the Library
3. Drop box in the washroom (for feeling free to communicate your grievance) which will be opened every Saturday in the trust office only.

The Grievance Redressal mechanism would be three-tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level i.e. if the stakeholder(s) does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.

Prof. Seema Saini
CEO

NOTICE

Friday, 16th July 2021

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2020-21

○ Prof. Seema Saini -CEO	- Chairman
○ Dr. Vaishali Kulkarni	- Member
○ Dr. Chitra Gounder	- Member
○ Prof. Khushboo Vora	- Convener
○ Capt. Abhijeet Mane	-Member
○ Ms. Prachi Bharadwaj	-Member

The Grievances may broadly include the following complaints/subject matters: Academic, Non-Academic-Administrative, Examination, Accounts, Canteen, House Keeping, IT, Victimization, Bullying, Any other relevant matters

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.



Prof. Khushboo Vora
Convener



Prof. Seema Saini (CEO)
Chairman

MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Fri, 19th November 2021, Meeting Room 6th Floor at 3:00 pm

Prof. Seema Saini chaired the meeting with the following members being present:

Present: Dr. Seema Saini, Capt. Abhijeet Mane, Dr. Chitra Gounder, Dr. Vaishali Kulkarni, Dr. Khushboo Vora and Ms. Prachi Bharadwaj.

The chairperson welcomed all to the meeting. The meeting started at 3:00 pm with the following Agenda:

1. To discuss and decide upon the course of action to be taken on the grievance letter received from the student-Ishit Bhushan Singh.
2. Any other matter with the permission of the chair


Discussion:

1. All the members were briefly updated about the details mentioned in grievance letter sent by Ishit's father Mr. Shashi Singh to the director.
2. Singh Ishit Bhushan Shashi Manju (Roll No. PM2123-D181) is a first year student PGDM student of Division D and Pradyumna Shambhavi Pradyumna (Roll No. PF2123-C264) is a first year student PGDM student of Division C.
3. Capt. Mane briefed all about his telephonic conversation with Ishit and his family and Dr. Vora briefed all about her telephonic conversation with Shambhavi and her mother.
4. After understanding both sides of the story, it was decided to have a counselling discussion over a zoom meeting with both the students separately and sort the matter out. 23rd November 2021 was the most convenient date to all the members for the meeting.
5. To maintain the secrecy of the case, the details of the grievance are not mentioned in the minutes

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



Dr. Vora
Convenor



Capt. Mane
Member



Dr. Gounder
Member



Dr. Kulkarni
Member



Ms. Bharadwaj
Member



Dr. Saini
Chairperson

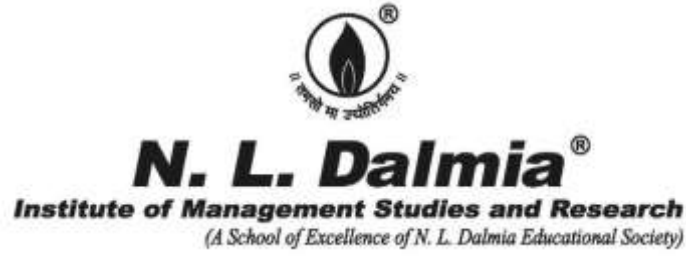


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Composition of Grievance Committee A.Y.2020-21



GRIEVANCE COMMITTEE

The Management hereby re-constitutes Grievance Committee with effect from 01/07/2020 and nominates the following members to be in the said committee.

Objective

In accordance with the direction of the All India Council for Technical Education (AICTE), the Grievance Redressal Committee has been constituted as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE to deal with grievances of students/ faculty/ stakeholders to provide a mechanism for redressal of grievances.

Sr. No.	Name	Composition
1	Prof. Seema Saini	Chairperson
2	Prof. Khushboo Vora	Convenor
3	Dr. M.R.Koshti	Member
4	Dr. Chitra Gounder	Member

The above committee members shall hold office for one year from the date of this notification and shall function in coordination with the Management of the Institution.

Prof. Seema Saini
CEO
N. L. Dalmia Educational Society



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Minutes of Grievance Committee
A.Y.2020-21



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Action Taken Report for 2020-21

The Grievance committee did not receive any written grievance application either online or in grievance box.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff. Hence Grievance boxes (drop box) were placed in washroom for free communication of one's grievance. This drop box used to get opened every Saturday in Trust Office only.



Khushboo Vora

MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Fri, 19th February 2021, Meeting Room 6th Floor at 4:30 pm

Prof. Seema Saini chaired the meeting with the following members being present:

Present: Prof. Seema Saini, Dr. MR Koshti, Dr. Chitra Gounder, Prof. Khushboo Vora.

The chairperson welcomed all to the meeting. The meeting started at 4:30 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider grievance(s) if any.
3. Any other matter with the permission of the chair

Discussion:

1. Minutes of the previous meeting held on Friday, 9th October 2020 was unanimously approved.
2. There was no grievance reported, either in the grievance box or using the web portal, since the last meeting.
3. It was discussed and agreed by all that we should develop a culture for written communication. If any stakeholder is coming up with a grievance, we should motivate them to use the right channel (i.e. either the grievance box or online portal).

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



Prof. Vora
Convenor



Dr. Koshti
Member



Dr. Gounder
Member



Prof. Saini
Chairperson



MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Friday 9th October 2020, Zoom Meeting at 4:00 pm

Prof. Seema Saini chaired the meeting with the following members being present:

Present: Prof. Seema Saini, Dr. MR Koshti, Dr. Chitra Gounder, Prof. Khushboo Vora.

The chairperson welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To revisit the Grievance Redressal Policy
3. To finalise the composition of Grievance Redressal Committees for the AY 2020-21
4. To consider grievance(s) if any.
5. Any other matter with the permission of the chair

Discussion:

1. Minutes of the previous meeting held on Wednesday, 19th February 2020 was unanimously approved. Proposed by Prof. Vora and seconded by Dr. Koshti.
2. The basic composition of grievance redressal committee was revised as below

Chief Executing Officer	- Chairman
Director/Dean	- Member
3 Faculties	- Faculty Representatives
Asst. Registrar	- Support Staff representative
Registrar	-Member Secretary
3. The basic composition of grievance redressal committee for AY 2020-21 is as follows:

○ Prof. Seema Saini -CEO	- Chairman
○ Dr. MR Koshti -Associate Professor	- Faculty Representative
○ Dr. Chitra Gounder	- Faculty Representative
○ Prof. Khushboo Vora-Assistant Professor	- Faculty Representative
4. There was no written grievance reported since the last meeting. The non-receipt of grievance does not mean that there are no grievances. It's just that students are used to communicating their grievances orally, and we resolve there only. All the oral grievances



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received so far from faculties, support staff, or students were resolved and no written communication was received for redressal of any grievance.

5. It was discussed and agreed by all that we should develop a culture for written communication. If any stakeholder is coming up with a grievance, we should motivate them to use the right channel (i.e. either the grievance box or online portal).

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



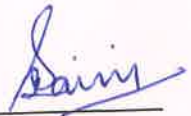
Prof. Vora
Convenor



Dr. Koshti
Member



Dr. Gounder
Member



Prof. Saini
Chairperson



NOTICE

Saturday, 10th October 2020

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2020-21

- | | |
|---|--------------------------|
| ○ Prof. Seema Saini -CEO | - Chairman |
| ○ Dr. MR Koshti -Associate Professor | - Faculty Representative |
| ○ Dr. Chitra Gounder | - Faculty Representative |
| ○ Prof. Khushboo Vora-Assistant Professor | - Faculty Representative |

The Grievances may broadly include the following complaints/subject matters: Academic, Non-Academic-Administrative, Examination, Accounts, Canteen, House Keeping, IT, Victimization, Bullying, Any other relevant matters

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the Library
3. Drop box in the washroom (for feeling free to communicate your grievance) which will be opened every Saturday in the trust office only.

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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.



Mr. Anil Sawant
Asst. registrar



Prof. Seema Saini
CEO





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GRIEVANCES REDRESSAL POLICY (2020-21)

Updated on Friday 9th October 2020.

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7. IT
8. Victimization
9. Bullying
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE WILL BE AS FOLLOWS:

- | | |
|---------------------------|--------------------------------|
| • Chief Executing Officer | - Chairman |
| • Director/Dean | - Member |
| • 3 Faculties | - Faculty Representatives |
| • Asst. Registrar | - Support Staff representative |
| • Registrar | - Member Secretary |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.





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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.

Prof. Seema Saini
CEO





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Action Taken Report for 2020-21

The Grievance committee did not receive any written grievance application either online or in grievance box.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff. Hence Grievance boxes (drop box) were placed in washroom for free communication of one's grievance. This drop box used to get opened every Saturday in Trust Office only.

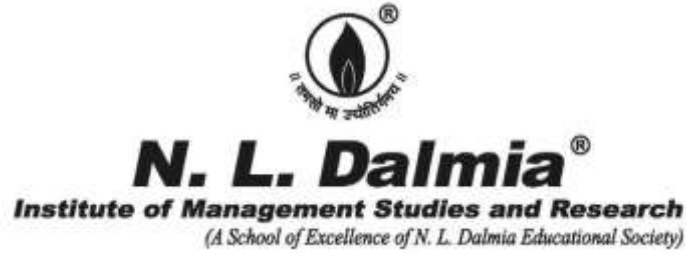


N. L. Dalmia[®]

Institute of Management Studies and Research

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Composition of Grievance Committee A.Y.2019-20



GRIEVANCE COMMITTEE

The Management hereby re-constitutes Grievance Committee with effect from 03/07/2019 and nominates the following members to be in the said committee.

Objective

In accordance with the direction of the All India Council for Technical Education (AICTE), the Grievance Redressal Committee has been constituted as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE to deal with grievances of students/ faculty/ stakeholders to provide a mechanism for redressal of grievances.

Sr. No.	Name	Composition
1	Prof. Seema Saini	Chairperson
2	Prof. Khushboo Vora	Convenor
3	Dr. M.R.Koshti	Member
4	Dr. Dinesh Hegde	Member

The above committee members shall hold office for one year from the date of this notification and shall function in coordination with the Management of the Institution.

Prof. Seema Saini
CEO
N. L. Dalmia Educational Society



N. L. Dalmia[®]

Institute of Management Studies and Research
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Minutes of Grievance Committee
A.Y.2019-20



N. L. Dalmia[®]
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

Action Taken Report for 2019-20

The Grievance committee did not receive any written grievance application either online or in grievance box.

The Grievance committee replaced 'Harassment' with 'bullying' as one of the complaints/subject matter.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff. Hence Grievance boxes (drop box) were placed in washroom for free communication of one's grievance. This drop box used to get opened every Saturday in Trust Office only.



Khushboo Vora

MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Thursday 13th June 2019, CEO's Cabin at 4:30 pm

The meeting was chaired by Prof. Seema Saini with the following members being present:

- Prof. Seema Saini-Chairperson
- Dr. Dinesh Hegde-member
- Dr. MR Koshti-member
- Prof. Khushboo Vora-member and Convenor

Absent with apology: Mr. Anil Sawant, Mr. Rajendra Kamble.

The chairperson welcomed all to the meeting. The meeting started at 2:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider grievance(s) if any.
3. To revisit the Grievance Redressal policy
4. To finalise the composition of Grievance Redressal Committees for the AY 2019-20
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 12th April 2019 at Dean's Cabin was unanimously approved. Proposed by Prof. Vora and seconded by Dr. Koshti.

2. To consider grievance(s) if any.

There was no grievance reported since the last meeting.

3. To revisit the Grievance Redressal policy.

- The word 'Harassment' to be replaced with 'Bullying' as one of the complaints/ subject matter handled by grievance committee.
- The students, faculty, support staff and other Stakeholders can communicate the grievance directly to the management by dropping the grievance(s) in the drop box placed in washroom (for feeling free to communicate one's grievance). This drop box will be opened every Saturday in the Trust Office only. This measure is taken to make sure that all stakeholders feel free to report grievance(s), if any.



4. COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2019-20:

- Prof. Seema Saini -CEO - Chairman
- Dr. Dinesh Hegde -Dean Academics - Member
- Dr. MR Koshti -Associate Professor - Faculty Representative
- Prof. Khushboo Vora-Assistant Professor - Faculty Representative
- Mr. Anil Sawant-Asst. Registrar - Support Staff representative
- Mr. Rajendra Kamble- Registrar - Member Secretary
- Head of Concerned Department(s) - Member(s)

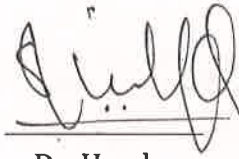
There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



Prof. Vora
Convenor



Dr. Koshti
Member



Dr. Hegde
Member



Prof. Saini
Chairperson



MINUTES OF THE GRIEVANCE COMMITTEE MEETING
Held on Thursday 13th June 2019, CEO's Cabin at 4:30 pm

The meeting was chaired by Prof. Seema Saini with the following members being present:

- Prof. Seema Saini-Chairperson
- Dr. Dinesh Hegde-member
- Dr. MR Koshti-member
- Prof. Khushboo Vora-member and Convenor

Absent with apology: Mr. Anil Sawant, Mr. Rajendra Kamble.

The chairperson welcomed all to the meeting. The meeting started at 2:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider grievance(s) if any.
3. To revisit the Grievance Redressal policy
4. To finalise the composition of Grievance Redressal Committees for the AY 2019-20
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 12th April 2019 at Dean's Cabin was unanimously approved. Proposed by Prof. Vora and seconded by Dr. Koshti.

2. To consider grievance(s) if any.

There was no grievance reported since the last meeting.

3. To revisit the Grievance Redressal policy.

- The word 'Harassment' to be replaced with 'Bullying' as one of the complaints/ subject matter handled my grievance committee.
- The students, faculty, support staff and other Stakeholders can communicate the grievance directly to the management by dropping the grievance(s) in the drop box placed in washroom (for feeling free to communicate one's grievance). This drop box will be opened every Saturday in the Trust Office only. This measure is taken to make sure that all stakeholders feel free to report grievance(s), if any.



4. COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2019-20:

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- Dr. Dinesh Hegde -Dean Academics - Member
- Dr. MR Koshti -Associate Professor - Faculty Representative
- Prof. Khushboo Vora-Assistant Professor - Faculty Representative
- Mr. Anil Sawant-Asst. Registrar - Support Staff representative
- Mr. Rajendra Kamble- Registrar - Member Secretary
- Head of Concerned Department(s) - Member(s)

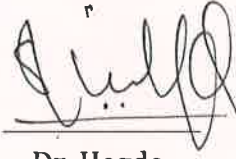
There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



Prof. Vora
Convenor



Dr. Koshti
Member



Dr. Hegde
Member



Prof. Saini
Chairperson



NOTICE

Monday, 17th June 2019

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2019-20

- | | |
|---|--------------------------------|
| ○ Prof. Seema Saini -CEO | - Chairman |
| ○ Dr. Dinesh Hegde -Dean Academics | - Member |
| ○ Dr. MR Koshti -Associate Professor | - Faculty Representative |
| ○ Prof. Khushboo Vora-Assistant Professor | - Faculty Representative |
| ○ Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| ○ Mr. Rajendra Kamble- Registrar | - Member Secretary |
| ○ Head of Concerned Department(s) | - Member(s) |

The Grievances may broadly include the following complaints/subject matters: Academic, Non-Academic-Administrative, Examination, Accounts, Canteen, House Keeping, IT, Victimization, Bullying, Any other relevant matters

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

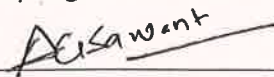
The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the Library
3. Drop box in the washroom (for feeling free to communicate your grievance) which will be opened every Saturday in the trust office only.

The Grievance Redressal mechanism would be three-tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level i.e. if the stakeholder(s) does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

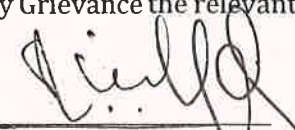
If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.



Mr. Anil Sawant
Asst. registrar





Dr. Dinesh Hegde
Dean Academics

NOTICE

Monday, 17th June 2019

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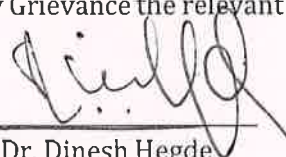
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Mr. Anil Sawant
Asst. registrar





Dr. Dinesh Hegde
Dean Academics

NOTICE

Monday, 17th June 2019

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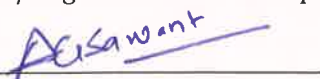
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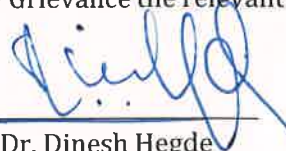
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While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.



Mr. Anil Sawant
Asst. registrar





Dr. Dinesh Hegde
Dean Academics



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GRIEVANCES REDRESSAL POLICY (2019-20)

Updated on Thursday, 13th June 2019.

In order to meet the increasing legitimate expectations of students, parents, faculties, non-teaching staff and other stakeholders for better, faster and more effective service, the Institute shall constantly endeavor to improve its service delivery standards. Taking this spirit into consideration, the Institute has decided to provide mechanism to all stakeholders for redressal of their grievances as under:

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Bullying
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE WILL BE AS FOLLOWS:

- | | |
|---------------------------------------|--------------------------------|
| • Chief Executing Officer | - Chairman |
| • Director/Dean | - Member |
| • Head of the Concerned Department(s) | - Member(s) |
| • 2 Faculties | - Faculty Representatives |
| • Asst. Registrar | - Support Staff representative |
| • Registrar | - Member Secretary |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.



Saini
17/6/19



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PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint, the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind.

Dr. Dinesh Hegde
Dean Academics

Prof. Seema Saini
CEO





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Action Taken Report for 2019-20

The Grievance committee did not receive any written grievance application either online or in grievance box.

The Grievance committee replaced 'Harassment' with 'bullying' as one of the complaints/subject matter.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff. Hence Grievance boxes (drop box) were placed in washroom for free communication of one's grievance. This drop box used to get opened every Saturday in Trust Office only.

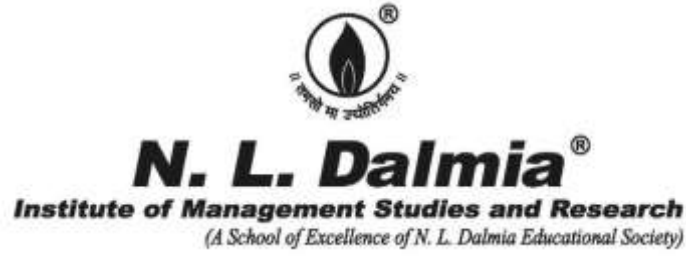


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Composition of Grievance Committee A.Y.2018-19



GRIEVANCE COMMITTEE

The Management hereby re-constitutes Grievance Committee with effect from 04/07/2018 and nominates the following members to be in the said committee.

Objective

In accordance with the direction of the All India Council for Technical Education (AICTE), the Grievance Redressal Committee has been constituted as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE to deal with grievances of students/ faculty/ stakeholders to provide a mechanism for redressal of grievances.

Sr. No.	Name	Composition
1	Prof. Seema Saini	Chairperson
2	Prof. Khushboo Vora	Convenor
3	Dr. M.R.Koshti	Member
4	Dr. Dinesh Hegde	Member
5	Mr. Anil Sawant	Member
6	Mr. Rajendra Kamble	Member

The above committee members shall hold office for one year from the date of this notification and shall function in coordination with the Management of the Institution.

Prof. Seema Saini
CEO
N. L. Dalmia Educational Society



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**Minutes of Grievance Committee
A.Y.2018-19**



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Action Taken Report for 2018-19

The Grievance committee did not receive any written grievance application either online or in grievance box.

The Grievance committee solved all the oral grievances received by the students, faculties, support staff.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff.



Khushboo Vora



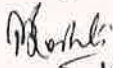
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GRIEVANCE COMMITTEE MINUTES OF MEETING
Friday 2nd November 2018, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Mr. Rajendra Kamble. 

Absent with apology: Prof. Seema Saini

Dr. Dinesh Hegde welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To investigate the reason for non-receipt of grievance(s)
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 10th August 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Rajendra Kamble.



2. To investigate the reason for non-receipt of grievance(s):

Dr. Dinesh Hegde explained that, non-receipt of grievance does not mean that there are no grievances. He stated that students are used to communicating their grievances orally, and we resolve there only. All the oral grievances received so far from faculties, support staff, or students were resolved and no written communication was received for redressal of any grievance.

It was discussed and agreed by all that we should develop a culture for written communication. If any stakeholder is coming up with a grievance, we should motivate them to use the right channel (i.e. either the grievance box or online portal).

3. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



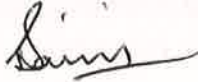



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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 10TH AUGUST 2018, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19
3. To check the status of online redressal mechanism
4. To consider any grievances
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 9th March 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19:

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2018-19:

- | | |
|--------------------------------------|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Dinesh Hegde -Dean Academics | - Member |
| • Dr. MR Koshti -Associate Professor | - Faculty Representative |
| • Khushboo Vora-Assistant Professor | - Faculty Representative |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Mr. Rajendra Kamble- Registrar | - Member Secretary |
| • Head of Concerned Department(s) | - Member(s) |



Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

3. To check the status of online redressal mechanism

Prof. Vora confirmed that our grievance redressal mechanism is now digital (online). It was live by 31st March 2018.

- In the first week of April, all the stakeholders: parents, students, faculties and support staff were informed about the same through sms.
- Notice was also displayed on the flex board near the Directors Office
- Thanked the web developer for his valuable contribution and work

4. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.





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NOTICE

Friday, 17th August 2018

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2018-19:

- | | |
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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance.

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.



Registrar





Asst. Registrar

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - August -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No grievance received



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NOTICE

Friday, 17th August 2018

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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.

Registrar

Asst. Registrar

Message / Complaint (Max. 150 to 200 words) *

My details are as follows

Name: Sanjay P. Varma

Course: MFM - Sem 6

Year - 3

Roll No. 279

As per the result published for Sem - 5, there's an error in the sheet. I was present in the exam while in result its showing "Of". Kindly cross check your data and provide me with updated result.

Also want you to cross check my other subject marks too, there's high probability that my marks may get flipped, as in the attendance sheet my roll no. was not in sequence, as it got flipped with Roll no. 278....For Example - after roll no. 277, it was 279 and then 278...same was reported to admin department but they didn't pay any heed to this.

kindly do the needful and update me on this. Awaiting your response.

This form was created inside N. L. Dalmia Institute of Management Studies & Research.

Google Forms



Talked to Mr. Sapan More
in Exams. Matter has
been sorted out and
marksheet has been
issued.

PROF. PIUS MORAS
Head - PT MBA Courses
7.2.19



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NOTICE

Friday, 17th August 2018

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2018-19:

- | | |
|--------------------------------------|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Dinesh Hegde -Dean Academics | - Member |
| • Dr. MR Koshti -Associate Professor | - Faculty Representative |
| • Khushboo Vora-Assistant Professor | - Faculty Representative |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Mr. Rajendra Kamble- Registrar | - Member Secretary |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other Stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.


The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the stakeholder(s) does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

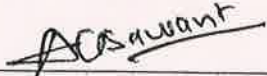
If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.



Registrar





Asst. Registrar

Message / Complaint (Max. 150 to 200 words) *

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Google Forms



Talked to Mr. Sapan More
in Exams. Matter has
been sorted out and
marksheet has been
issued.

PROF. PIUS MORAS
Head of MBA Course
7.2.19

Grievance Monthly Report - October -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance Received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - September -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance received

Message / Complaint (Max. 150 to 200 words) *

My details are as follows

Name: Sanjay P. Varma

Course: MFM - Sem 6

Year - 3

Roll No. 279

As per the result published for Sem - 5, there's an error in the sheet. I was present in the exam while in result its showing "Of". Kindly cross check your data and provide me with updated result.


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in exams. Matter has
been sorted out and
marksheet has been
issued.


Prof. Pius Moras
Head of MBA Courses
7.2.19

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - July -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No. Grievance received



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NOTICE

Friday, 16th March 2018

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other Stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.


The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the stakeholder(s) does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.


Asst. Registrar



GRIEVANCE COMMITTEE MINUTES OF MEETING
Friday 12th April 2019, Dean Sir's Cabin at 2:00 pm

The meeting was chaired by Dr. Dinesh Hegde with the following members being present

Present:

Dr. Dinesh Hegde,

Dr. MR Koshti,

Prof. Khushboo Vora.

Absent with apology: Prof. Seema Saini, Mr. Anil Sawant, Mr. Rajendra Kamble.

Dr. Dinesh Hegde welcomed all to the meeting. The meeting started at 2:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To investigate the reason for non-receipt of grievance(s)
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 2nd November 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Prof. Vora and seconded by Dr. Koshti.



2. **To investigate the reason for non-receipt of grievance(s):**

Dr. Dinesh Hegde explained that, non-receipt of grievance does not mean that there are no grievances. He stated that students are used to communicating their grievances orally, and we resolve there only. All the oral grievances received so far from faculties, support staff, or students were resolved and no written communication was received for redressal of any grievance.

It was discussed and agreed by all that we should develop a culture for written communication. If any stakeholder is coming up with a grievance, we should motivate them to use the right channel (i.e. either the grievance box or online portal).

3. **To consider any grievances:**

Dr. Koshti, confirmed that no written grievance application was received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.






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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 10TH AUGUST 2018, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19
3. To check the status of online redressal mechanism
4. To consider any grievances
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 9th March 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19:

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2018-19:

- | | |
|--------------------------------------|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Dinesh Hegde -Dean Academics | - Member |
| • Dr. MR Koshti -Associate Professor | - Faculty Representative |
| • Khushboo Vora-Assistant Professor | - Faculty Representative |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Mr. Rajendra Kamble- Registrar | - Member Secretary |
| • Head of Concerned Department(s) | - Member(s) |



Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

3. To check the status of online redressal mechanism

Prof. Vora confirmed that our grievance redressal mechanism is now digital (online). It was live by 31st March 2018.

- In the first week of April, all the stakeholders: parents, students, faculties and support staff were informed about the same through sms.
- Notice was also displayed on the flex board near the Directors Office
- Thanked the web developer for his valuable contribution and work

4. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



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Friday 12th April 2019, Dean Sir's Cabin at 2:00 pm

The meeting was chaired by Dr. Dinesh Hegde with the following members being present

Present:

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Dr. MR Koshti,

Prof. Khushboo Vora.

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GRIEVANCE COMMITTEE MINUTES OF MEETING
Friday 2nd November 2018, 6th Floor Conference Room at 4:00 pm

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Present:

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

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Absent with apology: Prof. Seema Saini

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Discussion:

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Minutes of the previous meeting held on Friday 10th August 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Rajendra Kamble.



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GRIEVANCES REDRESSAL POLICY (2018-19)

Updated on Friday, 16th March 2018

In order to meet the increasing legitimate expectations of students, parents, faculties, non-teaching staff and other stakeholders for better, faster and more effective service; the Institute shall constantly endeavor to improve its service delivery standards. Taking this spirit in consideration the Institute has decided to provide mechanism to all stakeholders for redressal of their grievances as under:

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Harassment
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE WILL BE AS FOLLOWS:

- | | |
|---------------------------------------|--------------------------------|
| • Chief Executing Officer | - Chairman |
| • Director/Dean | - Member |
| • Head of the Concerned Department(s) | - Member(s) |
| • 2 Faculties | - Faculty Representatives |
| • Asst. Registrar | - Support Staff representative |
| • Registrar | -Member Secretary |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.





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PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 10TH AUGUST 2018, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19
3. To check the status of online redressal mechanism
4. To consider any grievances
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 9th March 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To finalise the composition of Grievance Redressal Committees for the AY 2018-19:

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2018-19:

- | | |
|--------------------------------------|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Dinesh Hegde -Dean Academics | - Member |
| • Dr. MR Koshti -Associate Professor | - Faculty Representative |
| • Khushboo Vora-Assistant Professor | - Faculty Representative |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Mr. Rajendra Kamble- Registrar | - Member Secretary |
| • Head of Concerned Department(s) | - Member(s) |

Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

3. To check the status of online redressal mechanism

Prof. Vora confirmed that our grievance redressal mechanism is now digital (online).

It was live by 31st March 2018.

- In the first week of April, all the stakeholders: parents, students, faculties and support staff were informed about the same through sms.
- Notice was also displayed on the flex board near the Directors Office
- Thanked the web developer for his valuable contribution and work

4. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.




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GRIEVANCE COMMITTEE MINUTES OF MEETING
Friday 2nd November 2018, 6th Floor Conference Room at 4:00 pm

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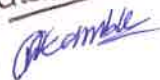
Present:

Dr. Dinesh Hegde, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Mr. Rajendra Kamble. 

Absent with apology: Prof. Seema Saini

Dr. Dinesh Hegde welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

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Discussion:

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Minutes of the previous meeting held on Friday 10th August 2018, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Rajendra Kamble.

2. To investigate the reason for non-receipt of grievance(s):

Dr. Dinesh Hegde explained that, non-receipt of grievance does not mean that there are no grievances. He stated that students are used to communicating their grievances orally, and we resolve there only. All the oral grievances received so far from faculties, support staff, or students were resolved and no written communication was received for redressal of any grievance.

It was discussed and agreed by all that we should develop a culture for written communication. If any stakeholder is coming up with a grievance, we should motivate them to use the right channel (i.e. either the grievance box or online portal).

3. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received both online or grievance box.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - October -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance Received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - September -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - August -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No grievance received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - July -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No. Grievance received



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Action Taken Report for 2018-19

The Grievance committee did not receive any written grievance application either online or in grievance box.

The Grievance committee solved all the oral grievances received by the students, faculties, support staff.

Also culture of written application for any grievance has to be inculcated hence sessions were organized for faculties, students & support staff.

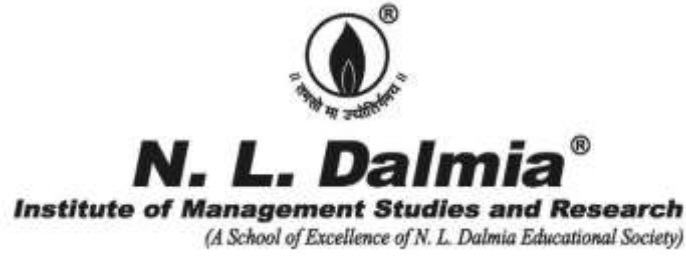


N. L. Dalmia[®]

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

Composition of Grievance Committee A.Y.2017-18



GRIEVANCE COMMITTEE

The Management hereby re-constitutes Grievance Committee with effect from 06/07/2017 and nominates the following members to be in the said committee.

Objective

In accordance with the direction of the All India Council for Technical Education (AICTE), the Grievance Redressal Committee has been constituted as per clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987) AICTE to deal with grievances of students/ faculty/ stakeholders to provide a mechanism for redressal of grievances.

Sr. No.	Name	Composition
1	Prof. Seema Saini	Chairperson
2	Prof. Khushboo Vora	Convenor
3	Dr. Raja Roy Choudhury	Member
4	Dr. Anil Gor	Member
5	Mr. Anil Sawant	Member

The above committee members shall hold office for one year from the date of this notification and shall function in coordination with the Management of the Institution.

Prof. Seema Saini
CEO
N. L. Dalmia Educational Society



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Minutes of Grievance Committee
A.Y.2017-18



GRIEVANCES REDRESSAL POLICY (2017-18)

Updated on Friday, 15th December 2017

In order to meet the increasing legitimate expectations of students, parents, faculty, non-teaching staff and other Stakeholders for better, faster and more effective service; the Institute shall constantly endeavor to improve its service delivery standards. Taking this spirit in consideration the Institute has decided to provide mechanism to all stakeholders for redressal of their grievances as under:

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Harassment
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES WILL BE AS FOLLOWS:

- | | |
|---------------------------------------|--------------------------------|
| • Chief Executing Officer | - Chairman |
| • Director/Dean | - Member |
| • Head of the Concerned Department(s) | - Member(s) |
| • 2 Faculties | - Faculty Representatives |
| • Asst. Registrar | - Support Staff representative |
| • Registrar | -Member Secretary |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.



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PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved students, parents, faculties, non-teaching staff and other Stakeholders who have the Grievance(s) shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

The Stakeholder can communicate the grievance to the committee by dropping an application in the Grievance Box that is place in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the stakeholder does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the stakeholder is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.



MINUTES OF THE MEETING

GRIEVANCE COMMITTEE

There was a meeting conducted by the Grievance Committee on 11th August 2017 for discussing any grievances of the students.

It was noted by the committee that no grievances from the students. So, no cases were filed.

The meeting was attended by:

1. Prof.R.Subramanian – Committee Head

R.Subramanian

2. Prof. Chetna Asbe – Member

Chetna Asbe

3. Prof. Pius Moras – Member

Pius Moras





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NOTICE

Friday, 18th August 2017

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student who has the Grievance(s) shall communicate to the Grievance Redressal Committee. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the student. The Student can communicate the grievance to the committee by dropping an application in the Grievance Box that is place in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the student does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Head of the Institute as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the student is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any student for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind and no such order will be passed in contradiction of the same.

The Grievances may broadly include the following subject matters of the aggrieved students' Academic, Non-Academic/Administrative, Examination, Accounts, Canteen, Victimization, Harassment, Any other relevant matters

ASawant

Asst. Registrar



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NOTICE

Friday, 16th March 2018

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other Stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.


The students, faculty, support staff and other Stakeholders can communicate the grievance to the committee in the following 2 ways

1. Website- <https://www.nldalmia.in/> - Grievance Redressal
2. Drop a grievance application in the Grievance Box which is placed in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the stakeholder(s) does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.


Asst. Registrar



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NOTICE

Friday, 18th August 2017

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student who has the Grievance(s) shall communicate to the Grievance Redressal Committee. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the student. The Student can communicate the grievance to the committee by dropping an application in the Grievance Box that is place in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the student does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Head of the Institute as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the student is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any student for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind and no such order will be passed in contradiction of the same.

The Grievances may broadly include the following subject matters of the aggrieved students' Academic, Non-Academic/Administrative, Examination, Accounts, Canteen, Victimization, Harassment, Any other relevant matters

ASawant

Asst. Registrar





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NOTICE

Friday, 16th March 2018

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student, faculty, support staff and other Stakeholders who has the Grievance or Grievances shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

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If the stakeholder(s) is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.


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NOTICE

Friday, 18th August 2017

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES FOR THE AY 2017-18

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved student who has the Grievance(s) shall communicate to the Grievance Redressal Committee. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the student. The Student can communicate the grievance to the committee by dropping an application in the Grievance Box that is place in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the student does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Head of the Institute as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the student is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any student for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind and no such order will be passed in contradiction of the same.

The Grievances may broadly include the following subject matters of the aggrieved students' Academic, Non-Academic/Administrative, Examination, Accounts, Canteen, Victimization, Harassment, Any other relevant matters

ACSawant

Asst. Registrar





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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 9TH MARCH 2018, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider online redressal mechanism
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 8th December 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To consider online redressal mechanism:

2

It was hereby suggested by all the members that grievance committee should consider going digital. It was decided that we must add a tab of grievance redressal on our institute website, which will include the grievance redressal policy in detail and a google form where stakeholder(s) can share all the important information of the grievance.

Prof. Vora took the charge of making online redressal live. For which she will have to

- Speak with the institute's web developer
- Inform Mr. Vikram Somani to create a common email id so that secrecy is maintained.
- To update all the stakeholders about the same

3. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 8TH DECEMBER 2017, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To widen the umbrella of grievance committee
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 11th August 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Dr. MR Koshti and seconded by Dr. Anil Gor.

2. To widen the umbrella of grievance committee:

It was hereby suggested by all the members that grievance committee should also cater to faculties, support staff along with students. Moreover it was also agreed that housekeeping and IT will be added to the subject matters addressed by grievance committee. Thus to summarize now, the stakeholders of grievance committee are

- a. students,
- b. faculty,
- c. support staff,
- d. parents
- e. Any other Stakeholders

✓

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Harassment
10. Any other relevant matters

3. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.



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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 11TH AUGUST 2017, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To get an update on the work assigned in previous meeting
3. To finalise the new composition on Grievance committee for AY 2017-18
4. To consider any grievances
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 7th April 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Dr. Anil Gor and seconded by Prof. Khushboo Vora.

2. To get an update on the work assigned in previous meeting :

Dr. MR Koshti confirmed that the grievance box is fitted on 5th floor library and the notice was also displayed. Moreover an SMS was also sent to all students notifying them about the same.

3. To finalise the new composition on Grievance committee for AY 2017-18

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE FOR THE AY 2017-18:

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

4. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

5. Any other matter with the permission of the chair:

Seema Ma'am requested all the members to decide the subject area of this committee. She also mentioned that our subject should not clash with other committee. It was then discussed and decided that, grievance committee will resolve matters related to the following subjects

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. Victimization
7. Harassment
8. Any other relevant matters

The meeting adjourned with a vote of thanks to the chair.



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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 9TH MARCH 2018, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider online redressal mechanism
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 8th December 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To consider online redressal mechanism:



It was hereby suggested by all the members that grievance committee should consider going digital. It was decided that we must add a tab of grievance redressal on our institute website, which will include the grievance redressal policy in detail and a google form where stakeholder(s) can share all the important information of the grievance.

Prof. Vora took the charge of making online redressal live. For which she will have to

- Speak with the institute's web developer
- Inform Mr. Vikram Somani to create a common email id so that secrecy is maintained.
- To update all the stakeholders about the same

3. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.





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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 9TH MARCH 2018, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, *Saini*

Dr. Anil Gor, *Anil*

Dr. MR Koshti, *Koshti*

Prof. Khushboo Vora, *Vora*

Mr. Anil Sawant, *Anil Sawant*

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To consider online redressal mechanism
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 8th December 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Anil Sawant and seconded by Dr. Anil Gor.

2. To consider online redressal mechanism:



It was hereby suggested by all the members that grievance committee should consider going digital. It was decided that we must add a tab of grievance redressal on our institute website, which will include the grievance redressal policy in detail and a google form where stakeholder(s) can share all the important information of the grievance.

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- Speak with the institute's web developer
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- To update all the stakeholders about the same

3. To consider any grievances:

Koshti Sir, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.





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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 8TH DECEMBER 2017, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To widen the umbrella of grievance committee
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 11th August 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Dr. MR Koshti and seconded by Dr. Anil Gor.

2. To widen the umbrella of grievance committee:

It was hereby suggested by all the members that grievance committee should also cater to faculties, support staff along with students. Moreover it was also agreed that housekeeping and IT will be added to the subject matters addressed by grievance committee. Thus to summarize now, the stakeholders of grievance committee are

- a. students,
- b. faculty,
- c. support staff,
- d. parents
- e. Any other Stakeholders



The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
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9. Harassment
10. Any other relevant matters

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Dr. Koshti, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.





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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 8TH DECEMBER 2017, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

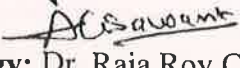
Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To widen the umbrella of grievance committee
3. To consider any grievances
4. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 11th August 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Dr. MR Koshti and seconded by Dr. Anil Gor.

2. To widen the umbrella of grievance committee:

It was hereby suggested by all the members that grievance committee should also cater to faculties, support staff along with students. Moreover it was also agreed that housekeeping and IT will be added to the subject matters addressed by grievance committee. Thus to summarize now, the stakeholders of grievance committee are

- a. students,
- b. faculty,
- c. support staff,
- d. parents
- e. Any other Stakeholders



The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Harassment
10. Any other relevant matters

3. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

There being no other matters to discuss, the meeting adjourned with a vote of thanks to the chair.





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Institute of Management Studies and Research
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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 11TH AUGUST 2017, 6th Floor Conference Room at 4:00 pm

The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

Prof. Seema Saini welcomed all to the meeting. The meeting started at 4:00 pm with the following Agenda:

1. Approval of minutes of previous meeting
2. To get an update on the work assigned in previous meeting
3. To finalise the new composition on Grievance committee for AY 2017-18
4. To consider any grievances
5. Any other matter with the permission of the chair

Discussion:

1. Approval of minutes of previous meeting:

Minutes of the previous meeting held on Friday 7th April 2017, 6th Floor Conference Room at 4:00 pm was unanimously approved. Proposed by Dr. Anil Gor and seconded by Prof. Khushboo Vora.

2. To get an update on the work assigned in previous meeting :

Dr. MR Koshti confirmed that the grievance box is fitted on 5th floor library and the notice was also displayed. Moreover an SMS was also sent to all students notifying them about the same.

3. To finalise the new composition on Grievance committee for AY 2017-18



COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE FOR THE AY 2017-18:

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
| • Head of Concerned Department(s) | - Member(s) |

Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

4. To consider any grievances:

Dr. Koshti, confirmed that no written grievance application were received. That the grievance box at the 5th floor library was empty.

5. Any other matter with the permission of the chair:

Seema Ma'am requested all the members to decide the subject area of this committee. She also mentioned that our subject should not clash with other committee. It was then discussed and decided that, grievance committee will resolve matters related to the following subjects

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. Victimization
7. Harassment
8. Any other relevant matters

The meeting adjourned with a vote of thanks to the chair.





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GRIEVANCE COMMITTEE MINUTES OF MEETING
FRIDAY 11TH AUGUST 2017, 6th Floor Conference Room at 4:00 pm


The meeting was chaired by Prof. Seema Saini with the following members being present

Present:

Prof. Seema Saini, 

Dr. Anil Gor, 

Dr. MR Koshti, 

Prof. Khushboo Vora, 

Mr. Anil Sawant, 

Absent with apology: Dr. Raja Roy Choudhury

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3. To finalise the new composition on Grievance committee for AY 2017-18



COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE FOR THE AY 2017-18:

- | | |
|--|--------------------------------|
| • Prof. Seema Saini -CEO | - Chairman |
| • Dr. Raja Roy Choudhury -Director | - Member |
| • Dr. Anil Gor -Head of Finance Department | - Member |
| • Dr. MR Koshti- Associate Professor | - Member Secretary |
| • Prof. Khushboo Vora-Assistant Professor | - Faculty Representatives |
| • Mr. Anil Sawant-Asst. Registrar | - Support Staff representative |
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Head of the Concerned Department(s) will be requested to join the meeting as per the subject matter of the grievance(s).

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7. Harassment
8. Any other relevant matters

The meeting adjourned with a vote of thanks to the chair.





GRIEVANCES REDRESSAL POLICY (2017-18)

Updated on Friday, 15th December 2017

In order to meet the increasing legitimate expectations of students, parents, faculty, non-teaching staff and other Stakeholders for better, faster and more effective service; the Institute shall constantly endeavor to improve its service delivery standards. Taking this spirit in consideration the Institute has decided to provide mechanism to all stakeholders for redressal of their grievances as under:

The Grievances may now broadly include the following complaints/subject matters of the aggrieved stakeholders

1. Academic
2. Non-Academic-Administrative
3. Examination
4. Accounts
5. Canteen
6. House Keeping
7. IT
8. Victimization
9. Harassment
10. Any other relevant matters

COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEES WILL BE AS FOLLOWS:

- | | |
|---------------------------------------|--------------------------------|
| • Chief Executing Officer | - Chairman |
| • Director/Dean | - Member |
| • Head of the Concerned Department(s) | - Member(s) |
| • 2 Faculties | - Faculty Representatives |
| • Asst. Registrar | - Support Staff representative |
| • Registrar | -Member Secretary |

This committee will deal with all the Grievances directly which is related to the common problems at Institute level.





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PROCEDURE FOR REDRESSAL OF GRIEVANCE(S)

An aggrieved students, parents, faculties, non-teaching staff and other Stakeholders who have the Grievance(s) shall communicate to Grievance Redressal Committee, N. L. Dalmia Institute of Management Studies & Research. The committee, after verifying the facts will try to redress the grievance within a reasonable time, preferably within 30 days of the receipt of application from the stakeholder.

The Stakeholder can communicate the grievance to the committee by dropping an application in the Grievance Box that is place in the library

The Grievance Redressal mechanism would be three tiered with the CEO functioning at the apex level, the Director/Dean at the middle level, and the Grievance Redressal Committee at the Entry Level. I.e. if the stakeholder does not receive any revert from the Grievance committee within 30 days of the application, then he/she can escalate the issue to the Director/Dean as a middle level escalation. After another 30 days of non-receipt of any communication from middle level, the matter can be escalated to the apex level.

If the stakeholder is not satisfied with the verdict or solution, then he/she same can submit a re-appeal before the Grievance Redressal Committee within a week from the date of the receipt of the reply. A Maximum of 2 appeals will be allowed/granted to any stakeholder for the same grievance

While dealing with the complaint the committee will observe law of natural justice and hear the complainant and concerned people. While passing an order on any Grievance the relevant provisions of Act/Regulations will be kept in mind while passing the order.



N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - May -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance Received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - April -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

Grievance Not received

N. L. Dalmia Institute of Management Studies & Research

Grievance Monthly Report - March -2018

Timestamp	Name (It is optional and restricted to Grievance Cell only)	Email ID	Contact No.	Stakeholder	Subject	Message / Complaint (Max. 150 to 200 words)

No Grievance Received