

The Grievance Redressal Committee at DITM:

To comply with the University Advisory dated 18.07.2017 and Directions issued under clause 3(ii)(d) of Statute 24 of University, Delhi Institute of Technology & Management has constituted a Grievance Redressal Committee with following staff in different positions.

S.No	Name of the Faculty	Position	Email & Mobile no
1.	Dr. Chandra Shekar	Chairperson	8826252304
2.	Dr. Urvashi Vashisht	Member	9958613335
3.	Dr R K Yadav	Member	9871586262
4.	Mr Kamal Sharma	Member	9899256298
5.	Mr Manoj Sharma	Member	9999804651
6.	Ms. Ritika	Student Representative	9418250756
7.	Mr. Jasmeet	Student Representative	9717739091

All students/parents and other stakeholders, with a genuine grievance may approach the Committee members in person, or lodge a complaint in writing or through e-mail. A Suggestion/Complaint Box has also been installed in the Administrative Block outside the Director's office in which students, who want to remain anonymous, may put in writing their grievances and their suggestions for improving the Academics/Administration in the College.

All complaints are attended to promptly. On receipt of any Complaint, the staff in-charge of the registry of complaints submits the same to the Member Secretary of the Grievance Redressal Committee. With due information to the complainant so that he/she or his/her parents may appear in person to present their case, the Committee meets to enquire into the nature and extent of grievance and decides the action to be initiated at the institutional level for redressal of the same. The Committee will however take up only those matters which have not been solved at departmental level and only those financial complaints which are supported by all relevant documents.

The Committee meets otherwise too at regular intervals to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from higher authorities.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.



GRIEVANCE REDRESSAL COMMITTEE

Every educational institution must have a Grievance Redressal Committee constituted of senior members of the staff for redressing any grievances reported by students, their parents and other stakeholders. Functions of the Committee should be to look into all complaints lodged by students regarding academic, financial or disciplinary matters including any matters of harassment, judge their merits and initiate appropriate action.

Objective:

Objective of the Grievance Redressal Committee is to uphold dignity of the institution by ensuring strife free and harmonious atmosphere in it through -

- Encouraging students to express their grievances/problems freely without any fear of being victimized
- Advising students to respect the rights and dignity of their college mates and show utmost restraint and patience in case any situation of rift arises
- Advising students to refrain from inciting other students against one another, against teachers or against the college administration
- Advising the staff to be cordial to all the students and never have a vindictive attitude towards any one of them for any reason
- Advising all students that ragging in any form is strictly prohibited in and outside the institution and that any violation of ragging or disciplinary rules will be urgently brought to the notice of the Director for necessary & appropriate action.

Scope:

The Grievance Redressal Committee deals with complaints received from students about any of the following matters:-

- **Academic:** Any examination related matters including those related to timely issue of Mark sheets, Transfer certificates, Conduct certificates etc.
- **Financial:** All issues related to payment of dues including those of Hostel and Library.
- **Other:** All matters related to conditions of sanitation, preparation of food, availability of transport etc,



- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

