

SRI GURU TEGH BAHADUR INSTITUTE OF MANAGEMENT & IT

Adjacent to Gurdwara Nanak Piao, State Bank Colony, Near Model Town Metro Station, Delhi-110009

Procedure for filling complaints, Procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances shall be published on its website. Admission Brochure and Prospectus at a prominent and conspicuous places.

A. **Procedure for filling complaints by the students:** The complaints/grievance of the student will be entertained, if falls in the following parameters:

- i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute;
- (iii) Refusing admission in accordance with the declared admission policy of the institute,
- (iv) Non publication of prospectus, as specified;
- (v) Publishing any information in the prospectus, which is false or misleading, and not based on facts;
- (vi) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay. any fee or fees in respect of any
- (vii) Course or program of study which such person does not intend to pursue;
- (vii) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (viii) Breach of the policy for reservation in admission as may be applicable,
- (ix) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) Non payment, or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- (xi) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (xii) On provision of student amenities as may have been promised or required to be provided by the institution;
- (xiii) Denial of quality education as promised at the time of admission or required to be provided;
- (xiv) Non transparent or unfair evaluation practices,
- (xv) harassment and victimization of students, including sexual harassment;

B. Procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances.

- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy ~ to the institution for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person* may appear either in person or represented by such person as may be authorised to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (8) The institution shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.
- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (11) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.
- (12) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
- (13) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

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