



SRI GURU TEGH BAHADUR INSTITUTE OF MANAGEMENT & INFORMATION TECHNOLOGY

'A' Grade Institute affiliated to Guru Gobind Singh Indraprastha University, Delhi
(Unit-DSGMC Group of Institutions) : ISO 9001:2015 Certified

Adjacent to Gurdwara Nanak Piao, State Bank Colony, Near Model Town Metro Station, Delhi-110009
Tel. : 27124670, 27465798, Website : www.sgtbimit.com, E-mail : sgtbimit@hotmail.com

Ref. No. SGTB/11/23/3214/4

Dated 19/5/23

OFFICE-ORDER

Student's Grievance Redressal Committee

The Student's Grievance Redressal Committee has been revised including elected students for the same on 19/05/2023, comprising the following Staff Members and Student's Representatives:

S.No.	Name of the Staff Member	Designation	Post in the Students Grievance Redressal Committee	Contact No.
1.	Ms. Inderpreet Kaur	H.O.D- Management	Convener	9899040505
2.	Dr. Raj Kumar	H.O.D- I.T Dept.	Member	9911659221
3.	Ms. Ritinder Kaur	IT Dept.	Member	9899930070
4.	Mr. Satpal Singh	Office Supdt.	Member	9891389380
5.	Mr. Amanpreet Singh	Program-BCA	Student Representative	8920663044
6.	Ms. Vanshita Kakkar	Program- BBA	Student Representative	7982568189

If in Case, any of the Grievance/Complaint is not resolved within the time frame as directed in the said statute, Prof. (Dr.) Abnash Kaur will perform the duties as Ombudsman as appellate authority.

Asst. Director

Director



SRI GURU TEGH BAHADUR INSTITUTE OF MANAGEMENT

&

INFORMATION TECHNOLOGY

(Affiliated to Guru Gobind Singh Indraprastha University, Delhi)
(Under the management of Delhi Sikh Gurdwara Management Committee)

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

Ph: 011-27124670, 27465798, Email: sgtbimit@hotmail.com

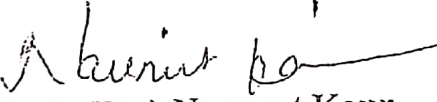
SGTB/1/21/1845

9/4/2024

LIST OF STUDENT COUNSELLORS/ PSYCHOLOGIST/ PSYCHIATRIST

This is to certify that the following are working as Psychiatrist, Psychologist and student Counselors at our Institute:

1. Dr. (Mrs.) Bhawna Arora - Psychiatrist
2. Ms. Dilpreet Kaur - Student Counselor and Psychologist
3. Ms. Damanpreet Kaur - Student Counselor
4. Ms. Harpreet Kaur - Student Counselor


Prof. (Dr.) Navneet Kaur
Director



Director

SRI GURU TEGH BAHADUR
INSTITUTE OF MANAGEMENT &
INFORMATION TECHNOLOGY
ADJ. TO GD. NANAK PIAO, STATE
BANK COLONY, DELHI-110009



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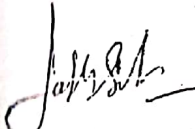
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Dated 29/10/2020

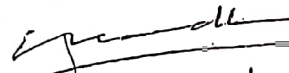
APPOINTMENT LETTER

Ms. Dilpreet Kaur
House. No- 334
Dr. Mukhrji Nagar
Delhi-110009

The undersigned are pleased to inform you that you are hereby appointed as Psychologist cum Student Counselor at Sri Guru Tegh Bahadur Institute of Management & Information Technology, Nanak Piao, Delhi in the Pay Band of 15600-39100-with GP 6600 w.e.f November 20, 2020. You are directed to report to the Director of the Institute for duties. The other norms regarding service and leave will be as per Rules and Regulations of DSGMC/Institute. You are also required to submit your medical fitness certificate duly filled and certified by the Doctor of Government/DSGMC hospital along with other documents.


Jasbir Singh Jassi

Co-Chairman


MPS Chadha

Chairman

Copy to: All Concerned


Nameet Kaur
Director

SRI GURU TEGH BAHADUR
INSTITUTE OF MANAGEMENT &
INFORMATION TECHNOLOGY
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BANK COLONY, DELHI-110009



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Ref. No. SGTB/PP/21/1688/1

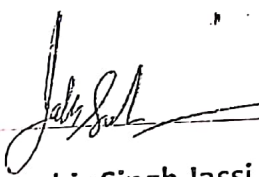
O/C

Dated 14/11/2021

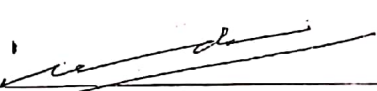
Ms. Gurjeet Kaur
H. No 5586, Gali No 115/9
Block B, Sant Nagar
Burari
Delhi-110084

Sub: Appointment for the post of Student Counselor.

We are pleased to inform you that you are hereby appointed as Student Counselor in the pay scale of 5200-20200 with Grade pay 2000 and your basic salary is fixed at Rs. 7060/- per month w.e.f February 1, 2021. You are directed to report to the Director of the Institute for duties. The other Norms regarding service and leave will be as per rules and Regulations of DSGMC/Institute. You are required to submit the medical fitness certificate within 15 days after joining.




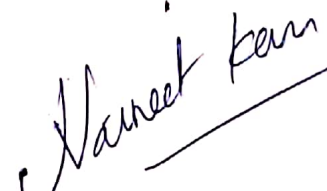
Jasbir Singh Jassi
Co-Chairman-SGTBIMIT


M.P.S. Chadha

Chairman-SGTBIMIT

Copy to: All Concerned

 8920695844


Director

SRI GURU TEGH BAHADUR
INSTITUTE OF MANAGEMENT &
INFORMATION TECHNOLOGY
ADJ. TO GD. NANAK PIAO, STATE
BANK COLONY, DELHI-110009



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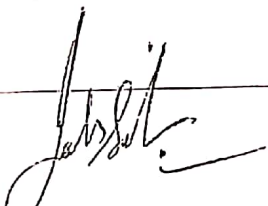
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Dated: 14/1/2021

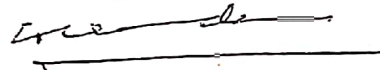
Ms. Harpreet Kaur
22A, Shalimar Bagh,
BB-Block
Delhi-10088

Sub: Appointment for the post of Student Counselor.

We are pleased to inform you that you are hereby appointed as Student Counselor in the pay scale of 5200-20200 with Grade pay 2000 and your basic salary is fixed at Rs. 7700/- per month w.e.f February 1, 2021. You are directed to report to the Director of the Institute for duties. The other Norms regarding service and leave will be as per rules and Regulations of DSGMC/Institute. You are required to submit the medical fitness certificate within 15 days after joining.


Jasbir Singh Jassi

Co-Chairman-SGTBIMIT



M.P.S. Chadha

Chairman-SGTBIMIT

Copy to: All Concerned

Harpreet Kaur


Director

SRI GURU TEGH BAHADUR
INSTITUTE OF MANAGEMENT &
INFORMATION TECHNOLOGY
ADJ. TO G.D. NANAK PIAO STA.
BANK COLONY, DELHI-110009
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SRI GURU TEGH BAHADUR INSTITUTE OF MANAGEMENT & INFORMATION TECHNOLOGY

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Tel. : 27124670, 27465790, Website : www.sglbimit.com, E-mail : sglbimit@hotmail.com

Ref. No. SGTB/PP/19/941/2

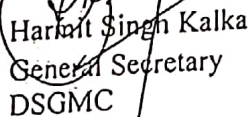
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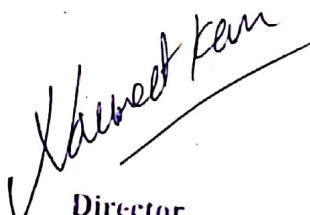
APPOINTMENT LETTER

Dr. Bhawna Arora
Psychiatrist
Registration No. DMC 43820

We are pleased to inform you that you are hereby appointed as Psychiatrist as a member of Student Grievance Redressal Committee of Sri Guru Tegh Bahadur Institute of Management & Information Technology, Nanak Piao, Delhi and she will serve our Institute on social service basis for counseling of our Institute with immediate effect till further orders.

You are required to report to the Director of the Institute for joining and submit your credentials for the office records.


Harjit Singh Kalka
General Secretary
DSGMC


Director

SRI GURU TEGH BAHADUR
INSTITUTE OF MANAGEMENT &
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ADJ. TO GD. NANAK PIAO, STATE
BANK COLONY, DELHI-110009

Students' Grievance Redressal

Procedure for filling complaints, Procedure for conduct of the proceedings and the time frame for disposal of the complaints/grievances are published on website, Admission Brochure and Prospectus.

- 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.
 - vii) Course or program of study which such person does not intend to pursue.
 - viii) 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.
 - ix) Breach of the policy for reservation in admission as may be applicable,
 - x) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled Categories.
 - xi) 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.
 - xii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
 - xiii) On provision of student amenities as may have been promised or required to be provided by the institution;
 - xiv) Denial of quality education as promised at the time of admission or required to be provided;
 - xv) Non transparent or unfair evaluation practices,
 - xvi) 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.

Narinder Kaur
INSTITUTE OF INFORMATION TECHNOLOGY
ADJ. TO GD, NANKAR ROAD, NEW
BANK COLONY, DELHI-110009

- 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 authorized 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.

The Grievance Redressal Committee:

Sr.No.	NAME OF STAFF MEMBERS	DESIGNATION	POST IN THE STUDENTS GRIEVANCE REDRESSAL COMMITTEE	CONTACT NO.
1	Ms. Inderpreet Kaur	H.O.D. - Management	Convener	9899040505
2	Dr. Raj Kumar	H.O.D. - IT Department	Member	9911659221
3	Ms. Ritinder Kaur	IT Department	Member	9899930070
4	Mr. Satpal Singh	Office Supt.	Member	9891389380
5	Mr. Amanpreet Singh	Program - BCA	Student Representative	8920663044
6	Ms. Vanshita Kakkar	Program - BBA	Student Representative	7982568189