

## Website Description of Student Grievances Redressal Committee

<https://www.fimt-ggsipu.org/grievance-cell.php>



### **STUDENT GRIEVANCES REDRESSAL COMMITTEE (SGRC) (ACADEMIC YEAR 2022-23)**

The Student Grievances Redressal Committee (SGRC) is dedicated to addressing grievances in an unbiased and impartial manner while maintaining confidentiality. A grievance refers to any formal complaint arising from discontent, dissatisfaction, or negative perception among stakeholders. This can also pertain to the functioning of the institution when it is perceived as unfair or unjust.

A grievant may be a student, parent, staff member, or a group of students, parents, or staff members, or a combination of stakeholders within the institution. The principal, in consultation with the Program-in-charge and with the approval of the Chairman of the governing body, forms a committee consisting of faculty members for a one-year term to handle these grievances.

Grievant means a student, parent, staff member or group of students or parents or staff members or combination of stakeholders of the institution. A committee among faculty is constituted by the principal in consultation with Program-in-charge and with the consent of Chairman, governing body for a period of one year.

### **OBJECTIVES**

- Promote a transparent and fair grievance redressal system for students
- Foster a positive and supportive campus environment
- Uphold the principles of natural justice and due process
- Protect students rights and interests.
- Encourage open dialogue and constructive feedback
- Improve the overall academic and campus experience for students
- Strengthen trust and communication between students, faculty, and staff
- Ensure adherence to institutional policies and guidelines
- Maintain the reputation and integrity of the institution
- Continuously improve the quality of education and student services

## FUNCTIONS

- Receive and address student grievances in a timely and unbiased manner
- Provide a platform for students to voice concerns, complaints, or suggestions
- Conduct investigations and gather evidence on reported issues
- Mediate disputes between students and faculty or staff members
- Work closely with other committees and departments to resolve grievances
- Facilitate communication between parties involved in the grievance
- Develop and implement policies and procedures for grievance handling
- Ensure confidentiality and protect the rights of all parties involved
- Monitor the implementation of resolutions and track progress
- Provide recommendations for improvements to the grievance-handling process

## STUDENT GRIEVANCES REDRESSAL COMMITTEE ("SGRC") IS RECONSTITUTED AS FOLLOWS :

### Internal Member

Name	Designation
1. Prof. Dr. Saroj Vyas	Chairperson
2. Prof. (Dr) K.D Sharma,	Counselor
3. Dr. Noor Ul Amin Naqash	Member Secretary
4. Ms. Ipsa Saxena	Member
5. Ms. Ritika Roy,	Student Member
6. Mr. Ashu	Student Member
7. Mr. Yash	Student Member

### External Member

Name	Designation
1. Ms. Harshita Vyas	Student Alumni Member
2. Mr. Amit Bhabia	Student Alumni Member

## MINUTES OF MEETINGS

NAAC ACCREDITED



# FAIRFIELD

## Institute of Management & Technology

Affiliated to GGSIP University & an 'A' Grade College by DHE, Govt. of NCT Delhi  
Approved by BCI & NCTE Recognised under 2(f) of UGC Act of 1956



भारत 2023 INDIA

वसुधैव कुटुम्बकम्

ONE EARTH • ONE FAMILY • ONE FUTURE

### Student Grievances Redressal Committee ("SGRC") (Academic Year 2022-23)

#### Internal Members

1. Prof. Dr. Saroj Vyas, Chairperson
2. Prof (Dr) K.D Sharma, Counsellor
3. Dr. Noor Ul Amin Naqash, Member Secretary
4. Ms. Ipsa Saxena, Member
5. Ms. Ritika Roy, Student Member
6. Mr. Ashu, Student Member
7. Mr. Yash, Student Member

#### External members

1. Ms. Harshita Vyas, Student Alumni member
2. Mr. Amit Bhabia, Student Alumni member

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ISO 9001:2015 & 14001:2015

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Institute of Management & Technology

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Ref No-FIMT/SGRC/MM/2022-23

## Minutes of Meeting -Student Grievance Redressal Committee

**Date: September 29, 2022**

**Time: 12:30 PM**

**Venue: Director Office**

A meeting of the student grievance redressal committee (SGRC) was held at 12:30 PM on September 29, 2022, to propose the new criteria to invite students to share their personal issues with the committee to get an appropriate solution. This meeting was attended by the following members.

Prof (Dr) Saroj Vyas

Ms, Geeteka

Dr. Noor Ul Amin Naqash

Ms. Ipsa Saxena

Ms. Ananya

Ms. Ritika Roy

Mr Ashu

### **Agenda:**

- To create awareness about the committee among newly admitted students
- Session to be conducted to spread the scope of best mental health

It is proposed that the interaction-based formal criteria related to student interaction with college counselors will be framed in the next few days.

It is also proposed that particular magazines and books will also introduce to students and purchased the same for the library. To develop the academic enhancement

**Ms, Geeteka**  
**Counselor**



FIMT Institutional Campus,  
Kapashera, New Delhi-110037

Tel. - 011-25063208-12  
E-Mail - fimtnd@gmail.com

Web. - www.fimt-ggsipu.org



24x7 Helpline  
8080804002 | 808080700  
9312352942 | 981156815



Ref No-FIMT/SGRC/MM/2023

### Minutes of Meeting -Students Grievance Redressal Committee

**Date:** January 24, 2023

**Time:** 2:30 PM

**Venue:** Director Office FIMT

**Agenda:**

- To find new possibilities to develop and nurture the practical counseling environment in the FIMT campus for both students and Faculties.
- Discussion on the existing status of Psychological based counseling activities in the FIMT campus and planning to propose new action plans for the same.
- This meeting was highly concerned to felicitate an open discussion with the respective chair of the Director FIMT and all members about the existing status of counseling sessions for students

The following Members were present in the meeting

Prof (Dr) Saroj Vyas

Prof.(Dr) K.D Sharma

Dr Noor Ul Amin Naqash

Ms Ipsa Saxena

Ms Ananya

Ms Ritika Roy

Mr Ashu

Mr Yash



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ISO 21001:2018 & ISO 14001:2015 & ISO 9001:2015

# FAIRFIELD

## Institute of Management & Technology

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भारत 2023 INDIA

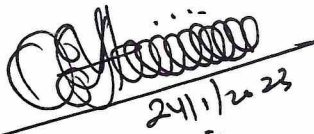
वसुधैव कुटुम्बकम्

ONE EARTH • ONE FAMILY • ONE FU

- The chair of the meeting Prof. K.D Sharma shared his welcome note to all members and submitted his view and role of a neuro counseling session for all students and staff of FIMT New Delhi. The chair of the meeting gave a brief introduction about the importance of a Neuro counseling session and requested the same to members presented in a meeting to introduce the same to the group of students and teaching staff as well.
- The chair of the meeting Prof K.D Sharma submitted his request to spread awareness of the counseling which is accepted and supported by all the present members of the meeting. He also emphasized the role and importance of such counseling and suggested opening a new office to implement the same furtherly. The chair of the meeting also invited all members to look into the present psychological issues faced by both students and the teaching staff of many academic institutions.
- He also made aware all members of how the state of mental abolishment can hamper the academic performance of students of UG and PG courses and push them into the chronic illness like increasing insomniac blurs, depression, loss of control, and confidence during communication and behavior, etc.
- He also shared a worrying condition of the subjective teaching staff of other academic institutions those who are unable to give their best due to the state of increasing depression and anxiety, which found divert their routine teaching schedules at regular intervals.

The submission of opinions and requests shared by the chair of the meeting is noted by the respective chair of Director FIMT and make him ensure to have words with the honorable chair of Executive Director FIMT New Delhi in further.

In the end, the vote of thanks to all presented was shared by the chair of meeting.

  
24/1/2023

Prof (Dr) K. D. Sharma  
Neuro Psychological Counsellor



FIMT Institutional Campus,  
Bijwasan Road, Kapashera,  
New Delhi-110037



Tel. - 011-25063208-12  
E-Mail - fimtnd@gmail.com



Web. - www.fimt-ggsipu.org



24x7 Helpline  
9312352942 | 9811568155  
8096604002 | 8096607002


Dear Student,

We are pleased to inform you that you have been selected as a member of the Student Grievance Redressal Committee. As a member of this committee, you will play a vital role in ensuring that any student grievances are addressed promptly and effectively. As a member of the committee, you will be required to attend meetings and work with other members to investigate and resolve any complaints or grievances brought forward by students. Your role is crucial to ensuring that all students receive fair treatment and that their concerns are heard and addressed appropriately.

To continue your role as a member of the Student Grievance Redressal Committee, we require your consent. Please find attached a consent form that you must sign and return to us as soon as possible. We cannot consider you as an active member of the committee until we receive your signed consent form.

We thank you for your willingness to serve on this important committee and we look forward to working with you to promote a safe and supportive learning environment for all students.

Sincerely,

  
Prof (Dr) Saroj Vyas

Student Grievance Redressal Committee Chairperson (FIMT New Delhi)

### CONSENT FORM

I, YASH VATS.....agree to serve as a member of the Student Grievance Redressal Committee. I understand that my role involves attending meetings and working with other members to investigate and resolve any complaints or grievances brought forward by students.

I am committed to upholding the principles of fairness and justice and will do my best to ensure that all student grievances are addressed promptly and effectively.

Signature: 

Date: 12/05/2025





Dear Student,

We are pleased to inform you that you have been selected as a member of the Student Grievance Redressal Committee. As a member of this committee, you will play a vital role in ensuring that any student grievances are addressed promptly and effectively. As a member of the committee, you will be required to attend meetings and work with other members to investigate and resolve any complaints or grievances brought forward by students. Your role is crucial to ensuring that all students receive fair treatment and that their concerns are heard and addressed appropriately.

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We thank you for your willingness to serve on this important committee and we look forward to working with you to promote a safe and supportive learning environment for all students.

Sincerely,



Prof (Dr) Saroj Vyas

Student Grievance Redressal Committee Chairperson (FIMT New Delhi)

#### CONSENT FORM

I, Ritika Rai.....agree to serve as a member of the Student Grievance Redressal Committee. I understand that my role involves attending meetings and working with other members to investigate and resolve any complaints or grievances brought forward by students.

I am committed to upholding the principles of fairness and justice and will do my best to ensure that all student grievances are addressed promptly and effectively.

Signature: 

Date: 12/05/2023





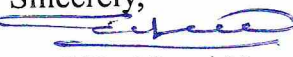
Dear Student,

We are pleased to inform you that you have been selected as a member of the Student Grievance Redressal Committee. As a member of this committee, you will play a vital role in ensuring that any student grievances are addressed promptly and effectively. As a member of the committee, you will be required to attend meetings and work with other members to investigate and resolve any complaints or grievances brought forward by students. Your role is crucial to ensuring that all students receive fair treatment and that their concerns are heard and addressed appropriately.

To continue your role as a member of the Student Grievance Redressal Committee, we require your consent. Please find attached a consent form that you must sign and return to us as soon as possible. We cannot consider you as an active member of the committee until we receive your signed consent form.

We thank you for your willingness to serve on this important committee and we look forward to working with you to promote a safe and supportive learning environment for all students.

Sincerely,


  
Prof (Dr) Saroj Vyas

Student Grievance Redressal Committee Chairperson (FIMT New Delhi)

#### CONSENT FORM

I... Ashu Singhmar.....agree to serve as a member of the Student Grievance Redressal Committee. I understand that my role involves attending meetings and working with other members to investigate and resolve any complaints or grievances brought forward by students.

I am committed to upholding the principles of fairness and justice and will do my best to ensure that all student grievances are addressed promptly and effectively.

Signature: 

Date: 12 / May / 23.



----- Forwarded message -----

From: Ayushi Anand <[ayushianand78@gmail.com](mailto:ayushianand78@gmail.com)>  
Date: Mon, 1 May 2023 at 12:45  
Subject: Student portal inaccessible  
To: FIMT COLLEGE <[collegefairfield@gmail.com](mailto:collegefairfield@gmail.com)>

Respected college authority

I'm Ayushi Anand from 6th semester BALLB looking for help from admin department . I can't get access to my student portal . My id and password showing invalid. So kindly resolve my problem.

Yours sincerely

Ayushi Anand

Enrollment no. 03690103820

I cannot accept responsibility for any loss or damage arising from the use of this email or any of its attachments.

On Mon, 24 Apr 2023 at 19:18, Ayush Rajput <[ayushrajput332211@gmail.com](mailto:ayushrajput332211@gmail.com)> wrote:

Greetings to you,

Sir/mam i am Ayush Tondak 6th sem student of BA(jmc) and i am not able to access my student portal . Please help me in this so that i can able to access my student portal. My enrolment number is 00190102420  
And student portal id is IPU048119

Thank you.....

Your sincerely

Ayush

From: fairfield college <[knsingh@fairfieldcollege.co.in](mailto:knsingh@fairfieldcollege.co.in)>  
Date: Wed, 1 Sept 2021 at 18:31  
Subject: Re: Microsoft teams password is not working  
To: FIMT COLLEGE <[collegefairfield@gmail.com](mailto:collegefairfield@gmail.com)>

your password is fairfield@1234



## Documentary evidence of the effectiveness of the SGRC.

On Sat, 15 Apr 2023 at 14:55, Himanshu Dagar <[himanshudagar4586@gmail.com](mailto:himanshudagar4586@gmail.com)> wrote:

Hi i am student of BALLB 6sem my student portal is not open i am trying many time but they show incorrect user id and password. Please help me for logging to portal.

Enrollment no. 06290103820

Contact no. 9999199513

----- Forwarded message -----

From: **FIMT COLLEGE** <[collegefairfield@gmail.com](mailto:collegefairfield@gmail.com)>

Date: Tue, 18 Apr 2023 at 10:46

Subject: Re: Student protal

To: Himanshu Dagar <[himanshudagar4586@gmail.com](mailto:himanshudagar4586@gmail.com)>

ID 06290103820

Password 06290103820

----- Forwarded message -----

From: **Akshay Pratap** <[akshaypratap7890@gmail.com](mailto:akshaypratap7890@gmail.com)>

Date: Sat, 22 Apr 2023 at 13:53

Subject: Re:

To: <[collegefairfield@gmail.com](mailto:collegefairfield@gmail.com)>

My enrollment number 01290103820

Couse ballb

6th semester

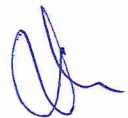
On Sat, 22 Apr, 2023, 1:51 pm Akshay Pratap, <[akshaypratap7890@gmail.com](mailto:akshaypratap7890@gmail.com)> wrote:

Good afternoon Ma'am

My student portal is not working..

It is showing you user l'd and password is wrong..

Can you please help me with this?



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तेजस्वि नावधीतमस्तु  
100 7071,2015 & 11001,2015

# FAIRFIELD

## Institute of Management & Technology

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Approved by BCI & NCTE Recognised under 2(f) of UGC Act of 1956

75  
Azadi Ka  
Amrit Mahk

FIMT / DCA No. : 47769

Date 25.05.2022

The Joint Registrar (Affiliation Branch)  
Guru Gobind Singh Indraprastha University  
Sec 16-C, Dwarka New Delhi -110075

Subject: - Regarding GRC Compliance Report of University's advisory & direction  
of  
Hon'ble High Court of Delhi

Respected Sir

With reference to your email Regarding compliance with directions of the Hon'ble High Court in the matter of writ Petition no 793/2017(Courts on its own motion in Suicide Committed by Sushant Rohilla) dated 23.05.2022 Please find enclosed the GRC Compliance report of the University's advisory & direction of Hon'ble High Court of Delhi dated 08.03.2019, 17.05.2019, 24.05.2019,12.07.2019 and 23.08.2019.

Encl:

1. Constitution of GRC Committee.
2. Medical Psychiatrist Counselor.
3. Notice Display on Institutional Website.
4. Information is displayed on Student Notice Board.



*Alomay Jaina*  
26/05/2022  
Affiliation Branch  
Guru Gobind Singh Indraprastha University  
Sector-16C, Dwarka, New Delhi-110078

The FIMT Institutional Campus



शाश्वतम्  
FIMT USE UNIT



FIMT Institutional Campus,  
- 110027

Tel. - 011-25063208-12  
E-Mail - fimtnd@gmail.com

Web. - www.fimt-ggsipu.org



24x7 Helpline  
8080804002 |



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**Fwd: Compliance of directions of Hon'ble High Court in matter of Writ Petition No. 793/2017 (Courts on its own motion in Suicide Committed by Sushant Rohilla)**

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FIMT COLLEGE <collegefairfield@gmail.com>  
To: Ggsip University <affiliationbranch123@gmail.com>  
Bcc: fimtnd <fimtnd@gmail.com>

26 May 2022 at 09:37

Respected Sir/Madam,

Please find the attached details as required.

1. **Direction 1:**

(a) Publish information regarding the constitution and availability of the Student Grievance Redressal Committee ("SGRC") on the website and brochure and prominent public places on campus. :- **Annexure Attached**

2. **Direction 2:**

(a) **Constitute SGRC. :- Annexure Attached**

(b) **Appoint one elected student representative on the SGRC:- Student representative selection is done by the Nomination (Unanimous).**

(c) **Describe the Mechanism for election. :- Not Applicable**

3. **Direction 3:**

(a) **Engage the services of a medical practitioner(s), including specifically a Psychiatrist and/ or a Psychologist and/ or a Professional Student Counselor for regular consultation with students within the premises of such colleges/institutions. : CV Attached**

(b) **Indicate Availability in terms of Days and Timing. : Fulltime (Around the Clock 09:00 AM to 05:00 PM)**

(c) **Ensure discrete Access in terms of Location and Infrastructure of medical practitioner's clinic within college premises. : - Fulltime (Around the Clock 09:00 AM to 05:00 PM)**

Regards  
Team  
FIMT

FOLLOW US ON:



**IMPORTANT NOTICE: CONFIDENTIAL AND LEGAL PRIVILEGE**

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## Grievances & Redressal Committee

### Brief Overview of the Grievance and Redressal Committee

The Grievance Committee looks into the grievances of the employees and students. Grievance/suggestion boxes are installed in the campus and hostels where anyone can register their feedback. Apart from that, there is an active Email-Id (collegefairfield@gmail.com), where suggestions of all kinds are entertained and the authorities take further relevant actions. Besides, the students can approach the staff in person and bring their feedback and suggestions. The concerned authorities for relevant actions address the Grievances.

Parent's Grievances are handled through Parent Teacher Meeting as and when required and in between, they are always welcomed to pay visits to the college after 03:30 pm (Monday – Friday) and on Saturday from 10:30 am – 03:30 pm and know the status and progress of their wards and express their concerns.

The Grievance and Redressal Committee of the college address grievance regarding evaluation/examinations at internal level. At University level, the student can approach the university within fifteen (15) days of the declaration of the result for checking/re-totaling.

Further, teaching, non-teaching and other supporting staff college can confidentially express their grievances to the Principal. The Non-Teaching Staff can bring their grievances to the Chief Administrative Officer. The Principal handles grievance against the Colleague/Head of the Department expressed by a staff.

### Objectives

- Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and student-teacher relationship etc.
- Encouraging the employees and students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising employees and students of the college to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the employees and the students to refrain from inciting others.







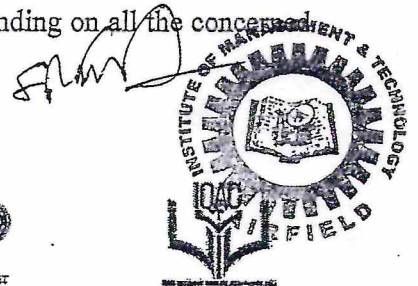
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### Members of Grievances & Redressal Committee

- **Internal Members**
  1. Prof. Dr. Saroj Vyas, Chairperson
  2. Ms. Kavya Nayar, Counselor
  3. Dr. Noor Ul Amin Naqash, Member Secretary
  4. Ms. Shikha Dutt, Member
  5. Ms. Hency, Member
  6. Ms. Akshita L. Shah, Student Member
  7. Mr. Vinayak Consul Student Member
  8. Mr. Shreyas Piplani, Student Member
- **External members**
  1. Ms. Harshita Vyas, Student Alumni member
  2. Mr. Amit Bhubia, Student Alumni member

### Proceedings before the Committee

1. Committee shall conduct a meeting once a month for hearing the compliances and deciding on the matters that are presented to it.
2. The Committee shall commence the proceedings of a disciplinary matter after receiving a complaint in written/oral form.
3. Committee evaluating all the evidence provided by the concerned parties shall conduct the inquiry.
4. The decisions by Committee shall be taken after careful deliberation and giving equal opportunities of hearing to.
5. The decisions by Committee shall be applicable, final and binding on all the concerned parties.



Link for Institutional website: <https://www.fimt-ggsipu.org/grievance-cell.php>

**FAIRFIELD INSTITUTE OF MANAGEMENT & TECHNOLOGY**

HOME ABOUT **GRIEVANCE CELL**

## GRIEVANCE REDRESSAL AND APPRASSAL COMMITTEE

Grievance Redressal and Appraisal Committee (GRAC) facilitates the redressal of grievances in a fair and impartial manner maintaining confidentiality.

A grievance means a formal complaint about any kind of discontent, dissatisfaction or negative perception among stakeholders. It could also be related with the functioning of the Institute that is unfair or unjust.

Grievance means a student, parent, staff member or group of students or parents or staff members or combination of stated others of the institution. A committee among faculty is constituted by the principal in consultation with HoDs and with the consent of Chairman, governing body for a period of one year.

### OBJECTIVES

- To ensure a fair, impartial and convenient way for redressal of various issues faced by the stakeholders.
- To uphold the dignity of the college by promoting cordial Student/Student relationship, Student teacher relationship, and teacher-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the college campus.
- To ensure that grievances are resolved with complete confidentiality.
- To ensure that the terms of grievance and respondents are respected and that any party to a grievance is not discriminated or vilified.
- To ensure stakeholders to respect the rights and dignity of one another.

### THE GRIEVANCE REDRESSAL AND THE APPRASSAL COMMITTEE (GRAC) IS RECONSTITUTED AS FOLLOWS:

**ABOUT US**

- FIMT Logo
- Chairman Desk
- Vision and Mission
- Objectives
- FIMT Publication
- Infrastructure
- Faculty Development Programme

**RELATED LINKS**

- NAAC/UGC
- NAAC/SSR
- ISS/FIMT
- Code of Conduct
- Contact Us
- Examination Map

**FAIRFIELD INSTITUTE OF MANAGEMENT & TECHNOLOGY**

HOME ABOUT PROGRAMS ADMISSIONS PLACEMENTS STUDENT SUPPORT SERVICES

## THE GRIEVANCE REDRESSAL AND THE APPRASSAL COMMITTEE (GRAC) IS RECONSTITUTED AS FOLLOWS:

In-house Member	Designation
1. Prof. Dr. Surey Vyas	Chairperson
2. Mr. Kaavya Nayyar	Councillor
3. Dr. Neeraj Anand Nayyar	Member Secretary
4. Mr. Shikha Dutt	Member
5. Mr. Hanay	Member
6. Mr. Akhila L. Shah	Student Member
7. Mr. Vinayak Chandel	Student Member
8. Mr. Suryan Tejpal	Student Member

External Member	Designation
1. Mr. Hrushika Vyas	Student Alumni Member
2. Mr. Anil Sharma	Student Alumni Member

### MINUTES OF MEETINGS

Minutes of meeting on 04/05/2023

**REGISTER FOR FREE WEBINAR (GGSIPU CET PREPARATION) AND APPLY ONLINE**

*[Handwritten signature]*





(1)

### **Availability of student grievance redressal committee (SGRC)**

The Federation of Indian Chambers of Commerce and Industry (FICCI) has issued guidelines to educational institutions for establishing grievance redressal mechanisms for students. The guidelines are in accordance with the latest UGC regulations and relevant court orders. The FIMT Kapashera, New Delhi, is an educational institution that has implemented the grievance redressal mechanism in compliance with the guidelines. The Student Grievance Redressal Committee (SGRC) at FIMT Kapashera is authorised for addressing the grievances of students and ensuring a conducive environment for learning. In this detail, we will discuss the details of the SGRC and its availability to students at FIMT Kapashera, New Delhi.

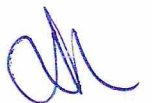
#### **Overview of Student Grievance Redressal Committee (SGRC):**

The SGRC is a mechanism for addressing the grievances of students in educational institutions. The committee is authorised for ensuring that students have access to a fair and efficient mechanism for resolving their grievances. The SGRC at FIMT Kapashera comprises a group of members from different courses of the college. The committee includes representatives or members from the administration, faculty, non-teaching staff, and a student representative.

The SGRC operates under the guidance of the Director of FIMT Kapashera. The Director is authorised for overseeing the functioning of the committee and ensuring that it operates in accordance with the guidelines laid down by the UGC and the relevant court orders. The SGRC is also authorised for ensuring that the students' grievances are addressed in a timely and efficient manner.

#### **Availability of SGRC at FIMT Kapashera New Delhi**

The availability of the SGRC at FIMT Kapashera is crucial for ensuring that students have access to a mechanism for resolving their grievances. The



factors. However, it is imperative to ensure a fair and transparent process, training and sensitizing the committee members, and creating a culture of trust and respect to foster a positive learning environment practised by FIMT New Delhi.



(2)

**Whether the Students Grievance Redressal Committee has elected students representative and compliance with latest UGC regulations and relevant court order**

In Today's educational landscape, students have become more aware of their rights and are increasingly raising their voice against any perceived injustice or wrongdoings. This has led to the establishment of Students grievance redressal mechanisms in educational institutions to address the concerns of students. The Federation of Indian Chambers of Commerce and Industry (FICCI) has also laid down guidelines to create such mechanisms in accordance with the latest UGC regulations and relevant court orders.

The FIMT Kapashera Student Grievance Redressal Committee (SGRC) is one such mechanism established by FIMT Kapashera New Delhi to address the grievances of its students. This committee comprises representatives/ members from different courses of the college and the student community.

**Details of the FIMT Kapashera New Delhi Student Grievance Redressal committee(SGRC)**

The FIMT Kapashera (SGRC) New Delhi is a body that was established to address the grievances of students of the college. The committee comprises members from different courses of the college, including the Director, Counsellor head of departments, professors, non-teaching staff, and student representatives. The committee has been constituted in accordance with the guidelines issued by the UGC and the relevant court orders.

The committee is authorised for receiving complaints from students and addressing them in a timely and efficient manner. The committee aims to resolve grievances within a stipulated time frame to ensure that the students have a satisfactory experience at the college.





committee is available to all students of the college, and the students can approach the committee for any grievances they may have. The SGRC at FIMT Kapashera is committed to addressing the grievances of students in a fair and efficient manner.

The SGRC is accessible to students in multiple ways. Students can approach the committee through email, phone, or in-person. The committee members are available during college hours, and students can approach them with their grievances. The committee also has a dedicated email address and phone number that students can use to contact them.

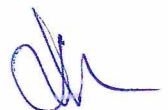
The SGRC at FIMT Kapashera is also available online. The college has a dedicated portal for the SGRC, where students can register their grievances. The portal is accessible through the college's website, and students can use it to register their grievances from anywhere, at any time. The portal is designed to ensure that the students grievances are addressed in a timely and efficient manner.

The SGRC at FIMT Kapashera also conducts regular meetings to address the grievances of students. The committee meets regularly to review the grievances registered through various channels and takes appropriate action to resolve them. The committee also ensures that the students are kept informed of the progress made in addressing their grievances.

### **Compliance with UGC Regulations:**

The SGRC at FIMT Kapashera is designed to comply with the latest UGC regulations. The UGC has laid down guidelines for the establishment of grievance redressal mechanisms in educational institutions. The guidelines aim to ensure that educational institutions have a robust mechanism to address the grievances of students, faculty, and staff members.

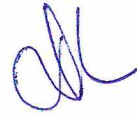
The SGRC at FIMT Kapashera has been constituted in accordance with these guidelines. The committee comprises members from different courses of the college, including the Director, head of departments, Professors, non-teaching staff, and a student representative. The committee is authorised for receiving complaints from students and addressing them in a timely and efficient manner.





## **Compliance with Relevant Court Orders**

The FIMT Kapashera (SGRC) New Delhi also complies with relevant court orders. The Supreme Court of India has issued several orders regarding the establishment of grievance redressal mechanisms in educational institutions. These orders aim to ensure that students have access to a robust mechanism to address their routine complaints and issues.



(3)

**Whether Meticulous and verifiable documentation of the proceeding of students' grievance redressal committee is maintained.**

In every educational institution, it is essential to have a mechanism for students to voice their grievances, and have a committee that can address their concerns. Such committees, known as the students' grievance redressal committee, are responsible for resolving disputes and conflicts between students and the institution. These committees are vital to maintain a healthy academic environment that is conducive to learning and growth. Fairfield Institute of Management and Technology (FIMT) is no exception, and has a meticulous and verifiable documentation system in place to maintain the proceedings of the students' grievance redressal committee.

The objective of this detail is to understand the documentation system in place for the students' grievance redressal committee at FIMT. The research aims to explore the methods used to document the proceedings of the committee, the criteria for documentation, and the extent to which the documentation system ensures accuracy and transparency. The research also aims to analyse the effectiveness of the documentation system in resolving disputes and conflicts between students and the institution.

This detail is based on a qualitative study of the documentation system for the students' grievance redressal committee at FIMT. The study was conducted using a case study approach, which involved collecting data from various sources, including primary and secondary data. The primary data was collected through interviews with members of the students' grievance redressal committee, faculty members, and students. The secondary data was collected from official documents, such as the institution's grievance redressal policy and other related documents.

The details suggests that FIMT has a well-established documentation system in place for the students' grievance redressal committee. The system includes detailed documentation of all proceedings, including the minutes of meetings, recordings of hearings, and written communication between the committee and the parties involved. The documentation system ensures that all proceedings are



The committee operates under the supervision of the Director of FIMT Kapashera New Delhi. The Director is authorised for overseeing the functioning of the committee and ensuring that it is operating in accordance with the guidelines laid down by the UGC and the relevant court orders.

### **Student Representative /Member (SGRC)**

The FIMT Kapashera (SGRC) New Delhi also includes a student representative who is nominated by the student community. The duty of student member is representing the interests of the student community and raising their concerns before the committee. The student representative also plays a crucial role in ensuring that the committee is operating in the best interest of the student community.

The student representative is elected through an academic process that involves all students of the college. The candidate who receives the most relevant feedback is nominated as the student representative. The student member/representative is expected to be unbiased and impartial while representing the interests of the student community.

### **Compliance with UGC Regulations**

The FIMT Kapashera (SGRC) New Delhi is designed to comply with the latest UGC regulations. The UGC has laid down guidelines for the establishment of grievance redressal mechanisms in educational institutions. These guidelines aim to ensure that educational institutions have a robust mechanism to address the grievances of students.

The FIMT Kapashera (SGRC) New Delhi has been constituted in accordance with these guidelines. The committee comprises representatives from different courses of the college, including the Director, Counsellor, head of departments, professors, non-teaching staff, and student representatives. The committee is authorised for receiving complaints from students and addressing them in a timely and efficient manner.

The UGC guidelines also require that educational institutions establish a Student Grievance Redressal Cell (SGRC) to address the grievances of students. The FIMT Kapashera SGRC(New Delhi) operates as a Grievance Redressal Cell and aims to resolve grievances within a stipulated time frame.





(4)

**Availability of Psychiatrist, Psychologist and professional student Counsellor**

Mental health has become a major concern worldwide, and India is no exception. The prevalence of mental health disorders has been increasing in India over the years. It has been observed that many students in India suffer from mental health issues due to various reasons like academic pressure, peer pressure, family issues, relationship problems, financial constraints, etc. In such a scenario, it is essential to have access to mental health professionals who can help students cope with their issues. One such institution that provides mental health services to its students is the FIMT Kapeshera New Delhi.

FIMT Kapeshera New Delhi is an educational institution that offers various courses in the field of Education, Management, Computer science and Humanities. The institution has a well-established counselling and guidance cell that provides mental health services to its students. The counselling and guidance cell at FIMT Kapeshera New Delhi comprises of Psychologists, and professional student counsellors who are well-versed in dealing with mental health issues.

The availability of psychologist at FIMT Kapeshera New Delhi is a significant advantage for its students who specialize in the treatment of mental health disorders. They can prescribe different therapies to manage mental health disorders like depression, anxiety, bipolar disorder, schizophrenia, etc. The availability of psychologists at FIMT Kapeshera New Delhi ensures that students can receive appropriate psychological treatment for their mental health disorders.



The psychologists at FIMT Kapeshera New Delhi play a crucial role in providing mental health services to its students. Psychologists are professionals who specialize in the diagnosis and treatment of mental health disorders. They use various techniques like cognitive-behavioural therapy, psychotherapy, and other therapeutic techniques to help students cope with their mental health issues. The availability of psychologists at FIMT Kapeshera New Delhi ensures that students can receive the appropriate psychological treatment for their mental health disorders.

Professional student counsellors are also available at FIMT Kapeshera New Delhi to provide guidance and support to its students. Student counsellors are professionals who specialize in providing guidance and support to students. They help students cope with various issues like academic stress, peer pressure, relationship problems, family issues, etc. The availability of student counsellors at FIMT Kapeshera New Delhi ensures that students can receive appropriate guidance and support to overcome their issues.

The counselling and guidance cell at FIMT Kapeshera New Delhi is well-equipped to handle various mental health issues. The cell has a team of experienced mental health professionals who are trained to deal with various mental health disorders. The cell also conducts various workshops and seminars to create awareness about mental health issues among its students.

The counselling and guidance cell at FIMT Kapeshera New Delhi provides various services to its students. The cell provides individual counselling sessions to students who require personalized attention. The cell also provides group counselling sessions to students who require support from their peers. The cell also conducts various workshops and seminars to create awareness about mental health issues among its students. The cell also provides crisis intervention services to students who require immediate attention.

In conclusion, the availability of mental health professionals like psychologists, and professional student counsellors at FIMT Kapeshera New Delhi is a significant advantage for its students. The counselling and guidance cell at FIMT Kapeshera New Delhi is well-equipped to handle various mental health issues. The cell provides various services to its students like individual counselling sessions, group counselling sessions, crisis intervention services, etc. The cell also conducts various workshops and seminars to create awareness





accurately recorded, and the minutes of the meetings are verified and signed by all members of the committee.

The criteria for documentation are well defined and include the names of the parties involved, the nature of the complaint, the actions taken by the committee, and the decisions made. The documentation system also includes a tracking mechanism that enables the committee to monitor the progress of the complaint and ensure that all actions are taken in a timely and efficient manner.

The documentation system is also designed to ensure transparency, as all documentation is shared with the parties involved in the complaint. The documentation system also enables the committee to maintain confidentiality where necessary, and all documentation is stored securely to prevent unauthorized access.

The findings also suggest that the documentation system is effective in resolving disputes and conflicts between students and the institution. The documentation system enables the committee to track the progress of the complaint and ensure that all actions are taken in a timely and efficient manner. The documentation system also enables the committee to maintain a record of all decisions made, which can be used to evaluate the effectiveness of the committee's actions.

The detail suggests that FIMT has a meticulous and verifiable documentation system in place for the students' grievance redressal committee. The system ensures accuracy and transparency in all proceedings, and the documentation is shared with the parties involved in the complaint. The documentation system is also effective in resolving disputes and conflicts between students and the institution. The findings of this research can be used as a model for other educational institutions that are looking to establish an effective documentation system for their students' grievance redressal committee.





(5)

**Whether the institute has Published /Notified prominently the details of SGRC on website and admission process**

Student Grievance Redressal Committee (SGRC) is a committee formed by educational institutions to address the grievances of the students. SGRC is responsible for handling various issues such as complaints related to academics, infrastructure, administration, and other grievances that the students may face during their academic journey.

Fairfield Institute of Management and Technology, New Delhi, being an educational institution, have an SGRC in place to handle student grievances. However, they positively believed to practice and published the details of SGRC and the admission process prominently on their website time to time.

It is always recommended that students should visit the institute's official website or contact the admission department to get the most up-to-date information about the admission process, eligibility criteria, application forms, and deadlines.

As for the detail prompt regarding the details of SGRC and the admission process, the Fairfield Institute of Management and Technology's website and other official resources to gather information is available. Anyone can also check with current students or alumni of the institute to get a better understanding of the admission process and how SGRC operates by FIMT New Delhi.

In this detail, the importance of SGRC and how it helps students to address their grievances. FIMT Kapeshera New Delhi also provide detailed information about the admission process, eligibility criteria, and documents required to apply for admission at the Fairfield Institute of Management and Technology.

about mental health issues among its students. It is essential for educational institutions to have a well-established counselling and guidance cell to provide mental health services to their students.

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a horizontal line and a small flourish.

(6)

**Whether students are satisfied with the effectiveness of the student grievance redressal committee.**

The satisfaction of students is based with the effectiveness of the Student Grievance Redressal Committee (SGRC) at Fairfield Institute of Management and Technology, New Delhi, conducting a survey or interviewing the students. However, based on the student's feedback and in a general understanding of the role of SGRC and the importance of grievance redressal in the educational sector, it can be assured that the effectiveness of SGRC plays a crucial role in ensuring the satisfaction of students.

SGRC is an essential component of any educational institution that ensures the students' rights and wellbeing by addressing their grievances and resolving conflicts. It helps in maintaining a healthy and positive learning environment for students, thereby enhancing their academic performance.

The effectiveness of SGRC depends on various factors, such as the committee's composition, transparency in its functioning, responsiveness to grievances, and the resolution mechanism. A well-functioning SGRC with a fair and transparent process would enable students to trust the system and be more forthcoming in reporting grievances.

To ensure the effectiveness of SGRC, FIMT New Delhi provide training to the committee members and sensitizing them to student issues. A responsive and proactive SGRC could foster a culture of trust and respect between students and the institution, leading to greater satisfaction and a sense of security.

In conclusion, the effectiveness of SGRC at Fairfield Institute of Management and Technology, New Delhi, and the satisfaction of students depend on various





Additionally, you can highlight the benefits of pursuing higher education at Fairfield Institute of Management and Technology, such as the quality of education, infrastructure, faculty, and placement opportunities.

Overall, The concerned detail should provide a comprehensive overview of the Fairfield Institute of Management and Technology's admission process and the role of SGRC in addressing student grievances.



(7)

**Whether report of the proceedings of SGRC sent to the university every semester**

The student grievance and redressal committee (SGRC) at Fairfield Institute of Management and Technology (FIMT) plays an essential role in promoting the welfare and interests of the students while fostering a sense of community and student involvement in campus life. The SGRC organizes various programs, projects, and events throughout the semester, all aimed at providing the students with a better college experience. As such, it is crucial for the SGRC to keep detailed records of its activities and accomplishments throughout the semester. The report of proceedings is a crucial document that should be submitted to the university every semester. This essay will outline the significance of the report of proceedings, its contents, and how it should be prepared, specifically for FIMT.

**Report of Proceedings**

The report of proceedings is a document that highlights the SGRC's activities during the semester. It provides a summary of the students' grievance, issues, and events that were treated by the SGRC for the benefit of the student body. The report of proceedings is important because it allows the university to assess the SGRC's effectiveness in achieving its goals and objectives. It also serves as a record of the SGRC's accomplishments, which can be used to evaluate the department's performance over time.

Another reason why the report of proceedings is important is that it helps the SGRC to plan for future programs and events. By analysing the successes and failures of the previous semester's activities, the SGRC can identify areas that

need improvement and develop strategies to enhance their performance. The report of proceedings also helps to communicate the SGRC's activities and accomplishments to the student body, which is essential for building a sense of community and student involvement.

### **Contents of the Report of Proceedings**

The report of proceedings usually includes a summary of the SGRC's activities, programs, and events during the semester. It should provide an overview of the objectives of each activity, the target students, and the outcomes achieved. The report should also include a financial summary of the SGRC's activities, including the sources of solutions and how the therapies were used.

The report of proceedings should also highlight the SGRC's achievements and challenges during the semester. It should provide a comprehensive analysis of the SGRC's performance, including the strengths and weaknesses of its programs and activities. The report is also including recommendations for improvement, based on the SGRC's experiences during the semester.

### **Preparing the Report of Proceedings**

Preparing the report of proceedings requires careful planning and its executions. The SGRC at FIMT should keep detailed records of all its activities throughout the semester, including attendance records, financial statements, and feedback from students and staff. This information should be compiled and analysed to create a comprehensive report of proceedings.

The report of FIMT proceedings usually framed in a clear and concise manner, using language that is easy to understand. It should be well-structured, with headings and subheadings that guide the reader through the document. The report also expressed visually appealing, with charts, graphs, and other visual aids that help to illustrate the SGRC's activities and achievements.





(8)

**Whether the directions of the university w.r.t redressal of student's grievances are compiled**

FIMT New Delhi have a grievance redressal mechanism that is designed to address any complaints or grievances that students may have. This mechanism typically involves several steps, which may include the following:

1. Informal resolution: Students are encouraged to try to resolve their grievances informally by discussing the issue with the relevant faculty member or staff member. This may involve scheduling a meeting with the individual to discuss the problem and explore potential solutions.
2. Formal complaint: If the issue cannot be resolved informally, students may be required to submit a formal complaint in writing to the appropriate department or office. The complaint should detail the nature of the grievance and the desired resolution.
3. Investigation: The college will typically investigate the complaint by gathering information from the student, staff members, and any relevant witnesses. This may involve conducting interviews, reviewing documents, and gathering other evidence related to the grievance.
4. Resolution: Once the investigation is complete, the college will attempt to resolve the complaint by reaching a decision that is fair and reasonable to all parties involved. This may involve mediation, negotiation, or other forms of conflict resolution.



5. Appeal: If the student is not satisfied with the outcome of the grievance redressal process, they may have the option to appeal the decision to a higher authority within the university, such as an ombudsperson or an appeals committee.

It is important to note that the specific policies and procedures for addressing student grievances may vary depending on the institution. Students consult FIMT New Delhi SGRC New Delhi's policies and procedures to understand how to file a grievance and what steps are involved in the process.

