



## Online Grievance Redressal Mechanism

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019, IMS Noida constituted Student Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. Provision has been made available in the Institute website, for registering the grievance. The students and their parents may henceforth approach the Grievance Redressal Committee and submit / register any grievance online.

### **1. Submission of Grievance**

- Any **aggrieved student** can submit complaint online.
- Types of grievances include:
  - Admission irregularities
  - Fee issues
  - Discrimination
  - Academic or administrative issues

### **2. Processing Mechanism**

#### **Step 1: Receipt of Complaint**

- Complaint is received through **online portal**

#### **Step 2: Forwarding to SGRC**

- Institution must forward the complaint to:
  - Student Grievance Redressal Committee (SGRC)**
- Timeline: **Within 15 days** of receipt

#### **Step 3: Hearing**

- SGRC:
  - Fixes a hearing date
  - Communicates to student & institution
- Student may:
  - Appear personally OR
  - Authorize a representative

#### **Step 4: Decision**

- SGRC examines and resolves the grievance

#### **Step 5: Appeal (If Not Satisfied)**

- Unresolved cases are escalated to:
  - Ombudsperson (appointed by University)**



**IMS** **NAAC**  
**NOIDA** **GRADE A+**

## **5. Institutional Responsibilities**

- **Maintain:**
  - **Students Grievance Redressal Committee (SGRC)**
  - **Online complaint system**
- **Ensure:**
  - Transparency
  - Time-bound resolution
  - Proper record keeping
- **Extend cooperation to:**
  - Ombudsperson
  - AICTE authorities