



Lloyd School of Management Studies

Plot No. 3, Knowledge Park II, Greater Noida – 201306 (Uttar Pradesh)

Grievance Redressal Cell

The Grievances Redressal Cell (GRC) is responsible to settle any type of grievances raised by the students, teachers and non-teaching staff of the institute. The committee is also authorized to initiate *suo moto* proceedings. It sometimes functions in tandem with the Discipline Committee and the Internal Complaints Cell, depending on the nature of the complaint, and membership of these three might overlap.

| Members | Position | Mobile | Email id | Status | Frequen cy of Meetings | Attendance |
|-------------------------|---------------------|------------|----------------------------------|---------------------------|------------------------------|----------------------------|
| Dr. Vandana Pareek | Director, | 9871381222 | registrar@lloydcoll ege.in | Chairperson | As and when Required | Full quorum required |
| Dr Alka Jyoti | Faculty | 8979460002 | alka.jyoti@lloydcol lege.in | Member Secretary | | |
| Mr. Faisal Noman | Faculty | 9953071325 | faisalnoman007@g mail.com | Member | | |
| Ms. Monika Kadam | Faculty | 9911436648 | monika.kadam@llo ycollege.in | | | |
| Mr Anup Nautiyal | Faculty | 8273738487 | anup.nautiyal@ lloycollege.in | | | |
| Mr. Manohar Thairani | President, Lloyd | 9810025192 | mthairani@yahoo.c om | Adjudication Authority | | |

Scope

- The Grievance Redressal Committee shall consider only individual grievances of specific nature of staff and students of the Institute raised individually by the concerned aggrieved employee/ student of the Institute.
- The Grievance Redressal Committee shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student.
- After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.

Procedure, Periodicity and Attendance at Meetings

- The Grievance Committee will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Chairperson or at the request of the other members to discuss the various issues received.
- At least three members of the Grievance Committee shall be present in a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then he/she shall not participate in the deliberations as a member of the Committee when his/her representation is being considered.
- The Grievance Redressal Committee shall consider all grievances submitted in writing by an individual member of the Institute regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the Institute.

Procedure of Submitting Grievance

- The aggrieved member shall submit his/her petition to the Chairperson, Grievance Redressal Committee in a sealed envelope marked "confidential", along with supporting documents.
- The same can be submitted online through the Grievance Redressal link given on the Institute's website.

Mechanism of Redressal

- The Grievance Redressal Committee shall study the petition/ application and after looking into the relevant documents discuss with persons/ departments concerned.
- The Grievance Redressal Committee may mediate between the complainant and defendant against whom the complaint has been made, if required, and the aggrieved person may take back the complaint.
- The Committee shall submit its recommendations and report to the Director as expeditiously as possible, but in no case is to take more than three months of the date of petition/application.
- In case of any difficulties, the Grievance Committee shall have discussion with the Director before a decision is taken.
- The Director, as far as possible, shall be guided by the advice of the Grievance Redressal Committee unless the recommendations of Committee violate basic rules and norms of the Institute.
- After the recommendations are submitted to the Director, the final settlement of any grievance shall be made within a reasonable period (normally not exceeding two weeks).
- The decision of the Director shall be final and binding to all involved. Any dead-lock shall be resolved by the Director.
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Competent Authority to take appropriate action against the complainant.

STUDENT GRIEVANCE FORM

FILL GRIEVANCES FORM

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| Full Name | Mobile Number |
| <input type="text" value="Full Name"/> | <input type="text" value="Mobile Number"/> |
| Email ID | Programme/Course |
| <input type="text" value="Email ID"/> | <input type="text" value="Select Program"/> |
| Year Of Admission | Roll No. |
| <input type="text" value="Year of admission"/> | <input type="text" value="Roll No."/> |
| Issue | |
| <input type="text" value="Issue"/> | |
| <input type="submit" value="Submit"/> | |