

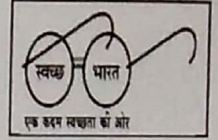


# MBICEM

(ISO 9001:2008)

(Registered Under Societies Registration Act XXI of 1860)

(Affiliated to Guru Gobind Singh Indraprastha University, Delhi)



Ref. No.:MB/1-31/2019/2

Dated: 8-01-2020

## MBICEM GRIEVANCE REDRESSAL COMMITTEE

The competent Authority has been pleased to constitute a "Grievance Redressal Committee" of the following members to address the grievance of students, parents, faculty etc. related to Madhu Bala Institute of Communication & Electronic Media.

- |  |                |
|--|----------------|
| 1. Dr. Parul Malhotra, Professor           | Chairman       |
| 2. Ms. Manju Khanna, Assistant Professor   | Member         |
| 3. Sh. Aditya Ojha, Assistant Professor    | Member         |
| 4. Sh. Pawan Raj (BA(JMC) Sem V            | Student's Rep. |
| 5. Dr. Urvashi Sharma, Assistant Professor | Member Secy.   |

(Dr. Ruchika Gupta)  
Director



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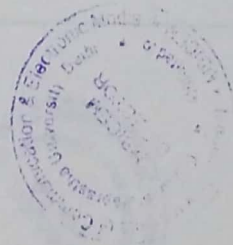
## **MBICEM Student's Grievance Redressal and Welfare Committee**

### **Objectives:**

- i. shall receive grievances from students, consider and address them
- ii. shall regularly engage in welfare activities of the students
- iii. shall apprise the Director/Principal of the institute on any issue(s) relating to arbitrary action, personal vendetta or personal grudges against student by teacher/staff
- iv. shall approach the university level mechanism for grievance redressal, if the issue(s) are not resolved at the level of the institute
- v. shall hold its meeting once every three months
- vi. shall engage the services of a psychiatrist, a psychologist and a professional student counsellor for consultation and counselling of students/faculty/staff
- vii. shall maintain documentation of proceedings of grievance redressal committee and welfare services provided to students faculty/staff

### **Procedure**

- i. The complainant shall submit a handwritten complaint to the Member Secretary in the given proforma
- ii. The Member Secretary shall call a meeting and discuss the matter. If desired, the complainant student/faculty/staff and the other party may be called to put forward his/her views
- iii. The Member Secretary shall record the minutes of the meeting
- iv. The committee shall resolve the issue within a period of four weeks after hearing the parties concerned
- v. The final decision shall be published on the institute's website



**Proforma for Grievance Redressal  
(Student/Parent)**

Name of Complainant: \_\_\_\_\_

Enrolment Number : \_\_\_\_\_

Programme : \_\_\_\_\_

Semester : \_\_\_\_\_

Nature of Complaint :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Complaint : \_\_\_\_\_

Signature of Student/ Parent

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**For Office Use**

Date of Receipt:

Signature

Compliance

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Proforma for Grievance Redressal  
(Faculty/Staff)

Name of Complainant: \_\_\_\_\_

Designation : \_\_\_\_\_

Nature of Complaint :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Complaint : \_\_\_\_\_

Signature of Complainant

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For Office Use

Date of Receipt:

Signature

Compliance

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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