

**JAIPURIA INSTITUTE OF MANAGEMENT  
INDORE**



**GRIEVANCE REDRESSAL POLICY**

The Grievance Redressal Committee has brought under its purview to address the matters and issues pertaining to anti-sexual harassment and focuses on ensuring development and women empowerment of the women students and employees. The committee aims at prevention of unfair practices and to provide a mechanism for redressal of grievances and to establish dignity, self-esteem and respect for women without any gender bias in the system. Grievance Redressal Committee has been formulated for employees and students of Jaipuria Institute of Management, Indore (As per All India Council For Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations 2012, F. No. 37-3/, Legal 112012, dated 25.05.2012) with the objective of preventing unfair practices and to provide a mechanism to employees, students and parents for redressal of their grievances.

#### **Structure of Grievance Redressal Committee**

Grievance Redressal Committee will comprise of four to five faculty members of the Institute, Chief Administrative Officer of the Institute and an Ombudsman appointed by Director of the Institute

#### **Procees of Redressal**

Any aggrieved employee, student and parent can approach the Grievance Redressal Committee of the Institute in one of the following ways:

- a. Putting their complaint in complaint / suggestion box installed in the ground floor of the lobby area of the old block near the stair case.
- b. Sending an E mail on the following email id: [hr.indore@jaipuria.ac.in](mailto:hr.indore@jaipuria.ac.in)
- c. Directly approaching the committee members.

In case if aggrieved employee, student or parent is not satisfied with the decision of the Committee, they may send their appeals to the "Ombudsman" who will hear the grievance and ensure its disposal within one month of receiving the appeal.

#### **Procedure for Committee Meetings**

Periodicity and procedure for attending meetings will be as follows:

- a. The Committee will meet once a month. However, if necessary, it may meet more than once with prior information.
- b. At least three members of the Committee should be present in a meeting.
- c. If a member of the Committee is connected with the grievance of the aggrieved individual, the concerned member of the Committee will not participate in deliberations regarding that individual's case.
- d. If the aggrieved person happens to be a member of the Committee, then he/she will not participate in the deliberations as a member of the Committee during his/her representation.
- e. The Committee will have access to all files confidential or otherwise relevant to the individual's grievance.
- f. The Committee will study the petition and look into the relevant documents than discuss with the grievance of the concerned person and submit its report and recommendations to the Director within one month of the date of petition.

The members of the committee:

- i. Follow the guidelines and procedures for combating sexual harassment.
- ii. Create awareness about women rights.
- iii. Organise training programs/workshops for the faculty, staff and students.
- iv. Organise seminars/workshops to impart knowledge of opportunities and tools available for development.
- v. Promote a culture of respect and equality for female gender.