



Deccan Education Society
Institute of Management Development and Research (IMDR®), Pune

Grievance Redressal mechanism for Faculty, staff and students

- In order to provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as for those seeking admission to such institutions, AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. As per these rules and regulations addressed by the AICTE, for student or other stake holders in an Institution, “Grievance Redressal Committee” of Institute of Management Development and Research, Pune, has been constituted with following Staff in different positions to enquire the nature and extent of grievance with the following guidelines -
- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - Principal of the College- Chairperson
 - Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category
 - A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities-
 - Special Invitee.
- The term of the members and the special invitee shall be of two years.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

Students and Staff / Faculty Grievance Redressal Committee

Name	Designation
Dr. Shikha Jain	Director- IMDR
Dr. Sanmath Shetty	Faculty Member
Dr. Suraj Kamble	Faculty Member
Dr. Pritha Ubgade	Faculty Member
Amita Kulkarni	Controller of Examinations
Harshad Abhyankar	Exam Co-ordinator
Lata Jori	Non-Teaching Member
Aparna Malvatkar	Non-Teaching Staff member
Aditi Dhanavade	Student Member
Sejal Patil	Student Member
Sarvesh Vaidya	Student Member

Online Grievance Redressal Mechanism

Student grievances may be submitted online using the following link –

<https://www.imdr.edu/student-centre/#online-gieveance-redressal>

Ombudsman details are as follows -

Committee type	OMBUDSMAN
AICTE Notification no.	F.No. 1-101/PGRC/AICTE/Regulation/2019
Dated	13-08-2020
Name of the Ombudsperson	Dr. Devi Singh
Address	C/o Grievance Redressal Cell, All India Council of Technical Education, Nelson Mandela Marg, New Delhi -110070
e-mail address	pubgrv@aicte-india.org
Designation (Not below the rank of District Retired Judge or a Retired Professor)	Former Director, IIM, Lucknow