

LMTSM/Admin/2023/

Dated: 01.07.2023

OFFICE ORDER

GRIEVANCES COMMITTEE

The institute's policy on grievance redressal has been formulated in order to make all the students and employees aware of the complaint handling process. This system would ensure that the redressal sought is just and fair and is within the given frame-work of rules and regulation. The Committee shall discuss and analyze the causes for the complaints, the complaint resolution process and to discuss the progress and action plans on the same.

Role & Responsibility:

- Formation of grievance redressal cells to handle grievances.
- Redress students', staff and faculty grievances separately
- Redress girl students', lady staff and faculty grievances separately.
- A separate cell for ladies.
- Suitable timings for students', staff and faculty.
- Redress grievances promptly.
- To let employees present their issues without prejudging or commenting
- Use positive, friendly ways to resolve the crisis than punitive steps, which disturb the system.
- Reassure them that the authorities will be acting impartially and will try to resolve the matter as amicably as possible.
- Ensure effective, sensitive and confidential communication between all involved
- Ensure that there is proper investigation of the facts and figures related the problem
- Follow documentation of the procedures and of all necessary steps taken to resolve the problem/complaint

The Grievance Committee which consists of the following members is formed for the period of two years from July 01, 2023 to June 30, 2025.

Committee Members:

Dr. Ankit Mahindroo	9888698668
Assistant Dean, Faculty Affairs & Academic Operations (ex-officio)	
Dr. Sonia Garg	9872790238
Associate Professor, Finance	
Mr. Abhinav Sharma	9310093002
Administrative Officer	
Dr. Pankaj Narula	9882242222
Warden – Boys Hostel (ex-officio)	
Dr. Aastha Dhoopar	7838082678
Warden – Girls Hostel (ex-officio)	

Rajesh Chakrabarti

Director and Dean
LM Thapar School of Management