

Date: 01-03-2022

Establishment of Grievance Redressal Mechanism

Grievance Redressal Committee is reconstituted with effect from July and the committee consists of the following members

Grievance Redressal Committee 2022-23

S I N O	Descripti on	Design ation	Appointment Order Reference No.	Date of Appoi nt	Name of the Commit tee Member	Profes sion	Address	Mobil e No.	E-Mail Address
1	Director	Chairp erson	JAGSoM/GR /01/2022-23	01.01. 2022	Dr. Atish Chattopa dhyay	Direct or	JAGSoM,# 8P & 9P, KIADB Industrial Area, Electroics City 1st Phase, Bangalore 560 100	9833 3930 17	director@ifi mbschool.co m
2	Asst. Professor	Memb er	JAGSoM/GR /02/2022-23	01.01. 2022	Prof. Binita Vartak	Asst. Profes sor	B321, Century Park 48 Richmond Road Bangalore 560025	9844 0627 03	binita_vartak @ifim.edu.in
3	Associate Professor	Memb er	JAGSoM/GR /03/2022-23	01.01. 2022	Dr. Sasmith a Giri	Profes sor	Pheonix Orchid Apartment Manipal Counry Road, Singasandra	9861 4947 58	sasmita.giri@ ifim.edu.in
4	Professor	Memb er	JAGSoM/GR /04/2022-23	01.01. 2022	Dr. Shaji Kurian	Profes sor	#77, Income Tax Quarters Jayamahal Extension, Bangalore - 560048	9738 4417 57	shaji.kurian@ ifim.edu.in
5	Special Invitee - A Student Represen tative	Memb er	JAGSoM/GR /05/2022-23	01.01. 2022	Rajkuma r Guntam ukkala	Studen t	Hostel, Hulimangala, Electronic City Phase-I, Bangalore- 560 100	6300 8829 15	rajkumar.gunt amukkala2123 @jagsom.com



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6	Admin Staff-OBC	Member	JAGSoM/GR /06/2022-23	01.01.2022	Mr. Manju Poojari	Admin	Hostel, Hulimangala, Electronic City Phase-I, Bangalore-560 100	96113 49396	manju.poojari@ifim.edu.in
7	OMBUDSMAN	Ombudsman	JAGSoM/GR /07/2022-23	01.01.2022	Dr. V.A. Sastry	Director, Musa Software Engineering Pvt Ltd	568, 6th Cross, HAL 2nd Stage, Bangalore - 560 038	98450 25121	sastryva123@gmail.com
8	Library-Staff	Member	JAGSoM/GR /08/2022-23	01.01.2022	Mr. Honnappa Ramannanavar	Staff	Hostel, Hulimangala, Electronic City Phase-I, Bangalore-560 100	9620 7143 48	honnappa.dr@ifimbschool.com
9	Registrar	Executive Council Member	JAGSoM/GR /09/2022-23	01.01.2022	Mr. Raju S Poojari	Registrar	Hostel, Hulimangala, Electronic City Phase-I, Bangalore-560 100	9448 0323 53	registrar@ifimbschool.com




Registrar

Jagdish Sheth School of Management

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Jagdish Sheth School of Management has a Students' Grievance Redressal Committee. A Grievance is a documented manifestation of dissatisfaction of a student. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of JAGSoM and erode its image. It is therefore expected that all shall devote attention, time and effort to resolving the Grievances of the students within the framework of JAGSoM's guidelines and the terms of the policy. The Committee deals with the complaints lodged by the students and redresses them. The student's grievances may be sent through also be sent through e-mail to the Convenor of Students' Grievance Redressal Committee

The objective of the Grievance Redressal Cell is:

- To develop a responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute.
- To provide an avenue for the aggrieved students to redress their individual grievances to have a healthy atmosphere among students, staff & management in the institute.

Grievance Committee at the JAGSoM Constitution:

- I. Nominee of Institution designated as Director— Jagdish Sheth School of Management.
- II. One member of Executive Council.
- III. Director/ Registrar
- IV. One Associate Professor by rotation for two academic years.
- V. One member of the administrative/technical staff, to be nominated by the Director/Registrar, by rotation for two academic years.
- VI. Three representatives of students (from the JAGSoM's students council) are nominated by the Director/Registrar. However, these student representatives shall be invited only to those meetings in which grievances of students are to be considered and they shall attend only that part of the meeting, during which grievances of students are considered.

Grievances' may include the following complaints of the aggrieved students namely:

- I. Making admission opposite to the norms determined in accordance with the declared admission policy of the institute.
- II. Refusing admission in accordance with the declared admission policy of the institute.
- III. Withhold or refuse to return any document in the form of certificates of degree, any other award, or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue.
- IV. Demand for money more than that specified in the declared admission policy or approved by the competent authority to be charged by such institution.



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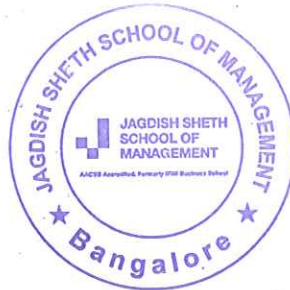
- V. Breach of the policy for reservation in admission as may be applicable.
- VI. Delay in the conduct of examinations or declared admission of results beyond that specified in the academic calendar.
- VII. On provision of student amenities as may have been promised or required to be provided by the institution.
- VIII. Denial of quality education as promised at the time of admission or required to be provided.
- IX. Nontransparent or unfair evaluation practices.
- X. Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per JAGSoM instructions from time to time.
- XI. Any hostel/facilities related.

To resolve grievances a "Grievance Procedure" is established. A student grievance form is created for the students to express their complaints & grievance. For any grievance to be addressed the form must be filled and dropped in the grievance box. The form can be procured from the office. They can also mail their grievance to, grievanceredressal@ifim.edu.in.

The convenor of the grievance committee will fully investigate the complaint, review it with the concerned head and will discuss the same with the Director/Registrar and finally will convey the decision within 3 (three) working days. In the event the complaint is not satisfied with the mode and manner of disposal and/or the designated superior fails to dispose of the complaint within a period of 3 (three) working days, then the aggrieved student shall be free to present his / her case to the management.



Deputy Registrar



Registrar