

Grievance Redress Mechanism

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved by maintaining the following process:

Process

- 1) The employee/Student makes a formal, written to any of the members of the committee (mentioned below) or by filling the [Online Grievance Redressal](#)
- 2) Grievance Redressal Committee (GRC) shall consider only individual grievances of specific nature of faculty, staff and students.
- 3) The GRC shall not consider any grievance of general applicability or of collective nature of raised collectively by more than one person.
- 4) Post receipt of the complaint/application, the committee will decide on the merit of case regarding scope of further discussion/investigation and act promptly.
- 5) Give oral hearing during its sitting or may also consider written brief submitted to the committee, mediator may be called in when an official investigation begins.
- 6) The GRC shall mediate between complainant and defendant against who the complaint has been made, if required.
- 7) GRC shall consider redressing of grievances within a reasonable time.
- 8) The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Functions:

Grievances Redressal cell deals with all types of grievances, complaints and malpractices including those received from Students, Faculty and other Stakeholders.

- 1) The cases will be attended promptly on receipt of written grievances from the students
- 2) The cell formally will review all cases and will act accordingly as per the Management policy
- 3) The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

- 1) The students may feel free to put up a grievance in writing and drop it in box available in the reception area
- 2) The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents

- 3) The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell

Composition:

IMI Kolkata has constituted the **Grievance Redressal Cell for Faculty, Staff & Students with the following members:**

Grievance Redressal Cell - Faculty & Staff

Name	Role	email id	Contact number
Professor Mohua Banerjee	Chairperson	m.banerjee@imi-k.edu.in	9874684991
Professor Rachana Chattopadhyay	Members	r.chattopadhyay@imi-k.edu.in	9007480237
Dr. Sahana Roy Chowdhury	Members	s.roychowdhury@imi-k.edu.in	9873835021
Dr. Rohit Singh	Members	r.singh@imi-k.edu.in	8218383168
Ms. Abhisikta Chakraborty	Members	a.chakraborty@imi-k.edu.in	9836350455
Dr. Mitali Chakraborty	Member Secretary	m.chakraborty@imi-k.edu.in	7980665195

Grievance Redressal Cell - Student

Name	Role	email id	Contact number
Professor Mohua Banerjee	Chairperson	m.banerjee@imi-k.edu.in	9874684991
Professor Rachana Chattopadhyay	Members	r.chattopadhyay@imi-k.edu.in	9007480237
Dr. Avinash Kumar Shrivastava	Members	a.shrivastava@imi-k.edu.in	8991915372
Dr. Tinu Jain	Members	t.jain@imi-k.edu.in	9332604440
Dr. Roma Puri	Members	r.puri@imi-k.edu.in	9831608228
Mr. Subrata Debnath	Members	s.debnath@imi-k.edu.in	9830292930
Ms. Abhisikta Chakraborty	Members	a.chakraborty@imi-k.edu.in	9836350455
Ms. Dhvani Doshi, student	Members	dhwani.doshi@imi-k.edu.in	9874115043
Ms. Karabi Bhattacharya Rao	Member Secretary	k.rao@imi-k.edu.in	8697147008

For the redressal of grievances of students of AICTE approved PGDM institutions, AICTE has a requirement of appointing Ombudsperson as per detail below:

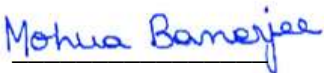
Dr. Devi Singh
Former Director, IIM Lucknow
C/o Public Grievance Redressal Cell
All India Council for technical Education
Nelson Mandela Marg
New Delhi- 110070
E-mail : pubgrv@aicte-india.org

[AICTE letter attached](#)

In the similar context, IMI Kolkata has appointed an Ombudsperson as per detail below:

Professor Rajib Dasgupta
KOBASIA VIN, D-28
185, Srirampur Road. Kolkata - 700084
E-mail : rajibdasgupta@hotmail.com

[Online Grievance Redressal](#)



Professor (Dr.) Mohua Banerjee
Director