



Jagannath International Management School

MOR, Pocket-105, Kalkaji, New Delhi-110019

(Affiliated to Guru Gobind Singh Indraprastha University and Approved under Section 2(f) of UGC Act 1956)

Accredited by National Assessment and Accreditation Council (NAAC)

5. Framework for Students' Grievance Redressal Mechanism:

5(f) Whether students are satisfied with the effectiveness of the SGRC:



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Student Satisfaction Survey
Grievance Redressal Cell
Analysis report
2023-24

The Student Grievance Redressal Cell thrives to provide a supportive campus culture to its students. In order to know the awareness and level of satisfaction of students with regard to Grievance Redressal, a Student Satisfaction Survey was conducted for the year 2023-24. For this purpose, a questionnaire was developed and administered. A few items in the questionnaire sought answers to the awareness of the Grievance Redressal Cell in the college, its working mechanism, what kind of grievance they have faced (if any), and if it was redressed. The question-wise report of analysis is provided below:

- More than 50% students of BCom Hons and BBA have responded to the survey.
- Almost all the students from both the courses are aware of the procedure being followed for Redressal of Grievance in the College.
- 98% of the students have understood the time taken and the procedure of Grievance handling.
- More than 95% of the students agree that the Grievances reported are redressed within 15 days of report.
- Almost 50% of the students are satisfied with the Grievance Redressal Mechanism being followed in the Institute.

Overall, the students were well aware of the existence of different support mechanisms in the college and majority of them were satisfied with their working as well.

Grievance Redressal

B *I* U  

Student Satisfaction Form

Name *

Short answer text

Gender *

☐ Male

☐ Female

Course *

☐ BBA

☐ BCom Hons

Year *

☐ 1st year

☐ 2nd year

☐ 3rd year

Are you aware of Grievance Redressal procedure followed in your Institute? *

☐ Yes

☐ No

Is the grievance handling procedure explained to you? *

☐ Yes

☐ No

Does the Grievance Committee redress your grievance? *

☐ Yes

☐ No

Do they gather all relevant facts about the grievance? *

☐ Yes

☐ No

How much time has been taken to redress your grievance? *

☐ Within 15 days

☐ More than 15 days

Are you satisfied with Grievance Handling procedure of the Institute? *

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

55 responses

 [Link to Sheets](#)



Not accepting responses ☐

Message for respondents

This form is no longer accepting responses

Summary

Question

Individual

Name

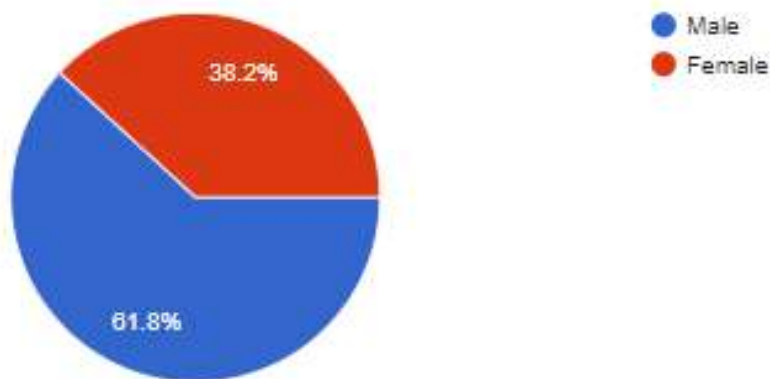
55 responses

pratham singh
Anjini
Vipasha Rakheja
DHEENAN CHAWLA
Khushi Garg
Aarzoo Vashisht
Vanshika
Vaishnav Nair
Akshita Saraswat

Gender

55 responses

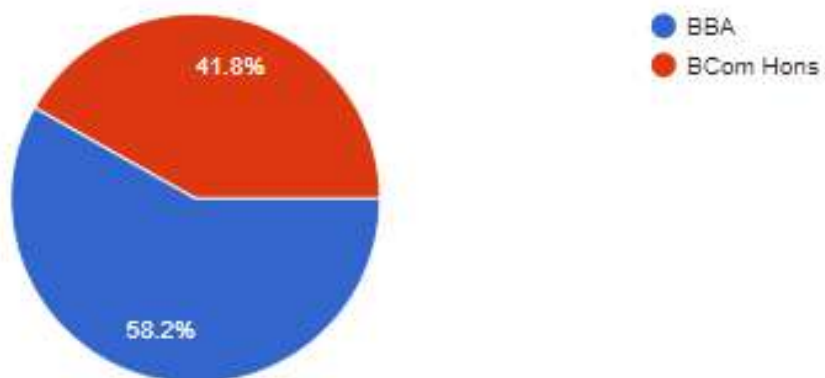
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Course

55 responses

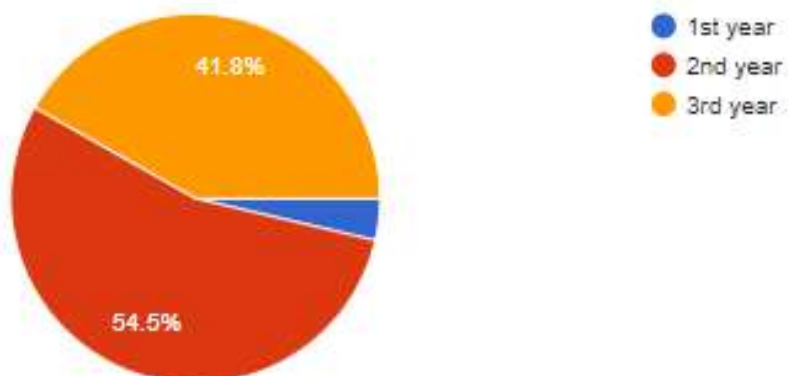
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Year

55 responses

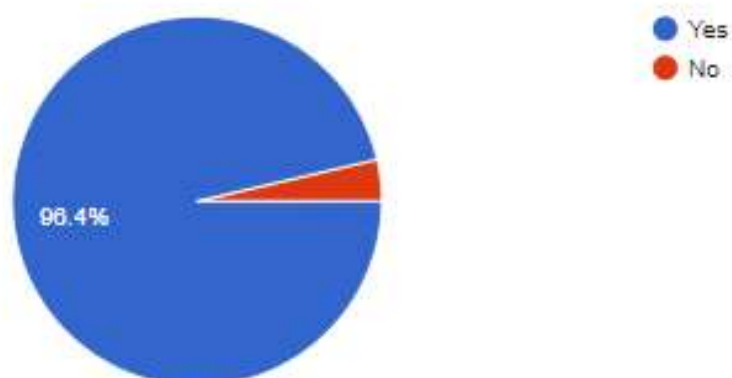
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Are you aware of Grievance Redressal procedure followed in your Institute?

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55 responses



Is the grievance handling procedure explained to you?

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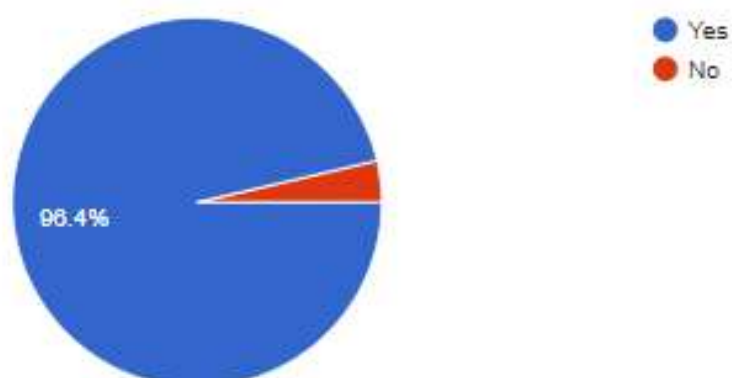
55 responses



Does the Grievance Committee redress your grievance?

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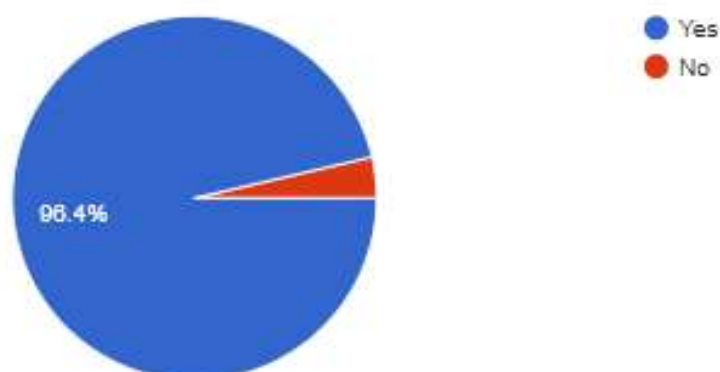
55 responses



Do they gather all relevant facts about the grievance?

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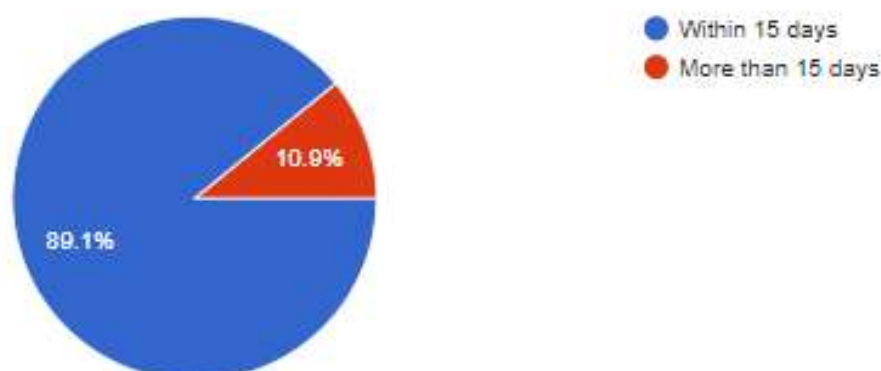
55 responses



How much time has been taken to redress your grievance

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55 responses



Are you satisfied with Grievance Handling procedure of the Institute?

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55 responses

