



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(a) Availability of Students' Grievance Redressal Committee (SGRC) and its compliance with UGC's Regulations 2012:

April 1st, 2024

Ref. No: JIMS/KJ/Acad/2024/382

Office Order

Subject: Appointment of Ombudsman

In accordance with the provisions outlined by the GGSIPU, and with the approval of the Board of Directors/Management Committee, I am pleased to announce the appointment of Mr. Ashwani Aggarwal as the Ombudsman for Jagannath International Management School, Kalkaji.

The Ombudsman shall serve as an independent, impartial, and neutral mediator to address grievances, complaints, and disputes within the organization.

The primary responsibilities of the Ombudsman include, but are not limited to:

1. Receiving, investigating, and resolving complaints from employees, clients, stakeholders, or any other party related to the organization's operations.
2. Facilitating informal resolution processes, including mediation and conflict resolution techniques, to address disputes.
3. Providing recommendations for systemic improvements within the organization to prevent future conflicts.
4. Maintaining confidentiality and neutrality throughout the dispute resolution process.

Mr. Aggarwal will assume office with immediate effect and will serve a term of one year. All employees and stakeholders are encouraged to utilize the services of the Ombudsman for the resolution of any concerns or grievances they may have.



Prof. (Dr.) Anuj Verma
Director



Grievance Committee Composition

2024-25

In accordance with the directive issued by the GGSIPU University, Delhi our Revised Grievance Redressal Committee comprising the following members will attend to all grievances by student/faculty/stakeholders:

S.No.	Name	Role	Contact No.	Email ID
1	Dr.Anuj Verma	Chairman	9810145144	director.kj@jagannath.org
2	Mr.Ashwani Agarwal	Ombudsman	9999909149	ashwanikuchhal01@gmail.com
3	Dr.Prashant Kumar	Member	7011960107	hodbcom.kj@jagannath.org
4	Dr.Ruchi Shrivastava	Member	7607742209	hodbba.kj@jagannath.org
5	Dr.Pallavi Ahuja	Member	9654403984	pallavi.ahuja@jagannath.org
6	Ms.Dolly Sharma	Member	8860550933	dolly.sharma@jagannath.org
7	Dr.Anuj Gupta	Medical Practitioner	9818306423	anuj23gupta@gmail.com
8	Ms. Shriya Upadhyay	Student Counsellor	9910218439	upadhyayshriya@gmail.com
9	Dr.Sunita Kaistha (NGO)	Psychologist	9910057172	sunitakaistha@gmail.com
10	Ms.Harshita Malhotra	Student Representative	9717552528	harshitamaholtra05@gmail.com
11	Mr. Dev Juneja	Student Representative	3560929529	devjuneja303@gmail.com

The committee will adhere to guidelines as promulgated vide GGSIPU University's Advisory dated 11 April 2023. All grievances registered are to be disposed off within two weeks two and all concerned including parents notified accordingly.7



Prof. (Dr.) Anuj Verma
Director

