



# **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**  
**2024-25**

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 2024-25. 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 80% 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 85% 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.



73 responses

 Link to Sheets



Accepting responses ☒

 Summary

Question

Individual

Name

73 responses

Keshav Bansal

Aiyush Virmani

Tarun Mittal

Sanya Khanna

Hemang

Ayush Sehgal

Madhav Menon

Ritika Sandhu

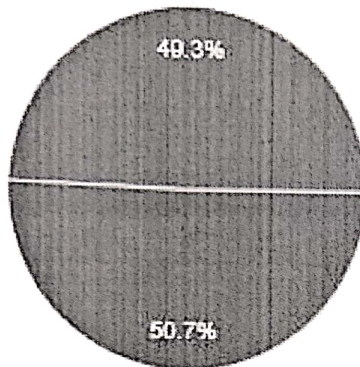
Yash jain



## Gender

73 responses

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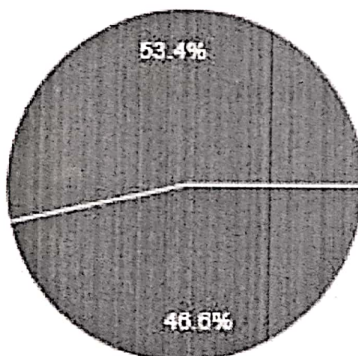


- Male
- Female

## Course

73 responses

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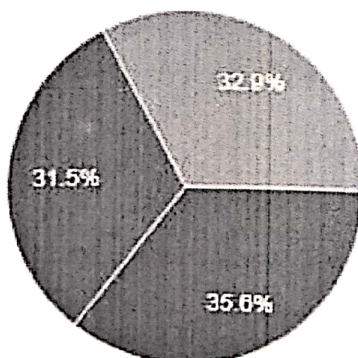


- BBA
- BCom Hons

## Year

73 responses

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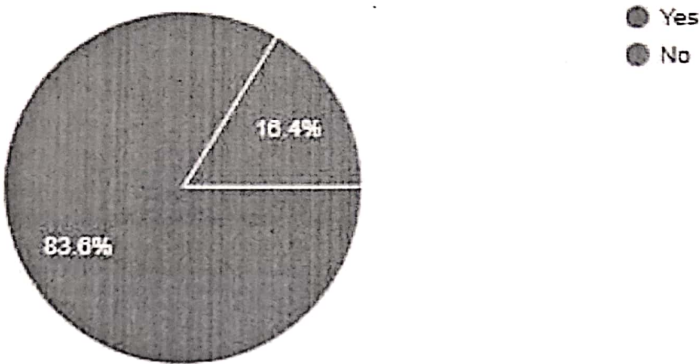


- 1st year
- 2nd year
- 3rd year



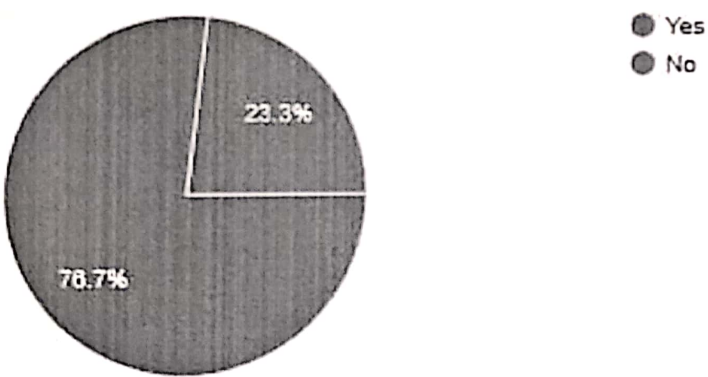
Are you aware of Grievance Redressal procedure followed in your Institute?  
73 responses

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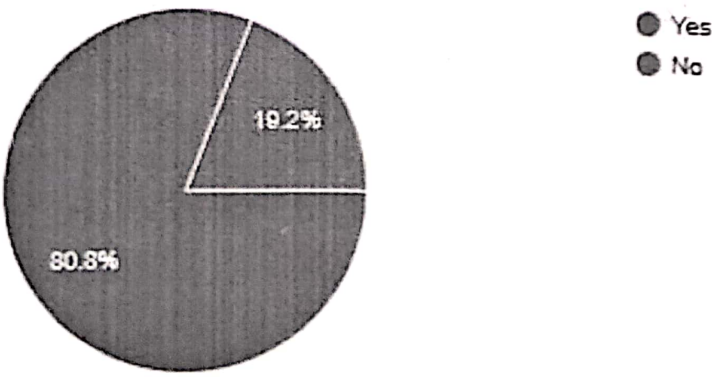
Is the grievance handling procedure explained to you?  
73 responses

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Does the Grievance Committee redress your grievance?  
73 responses

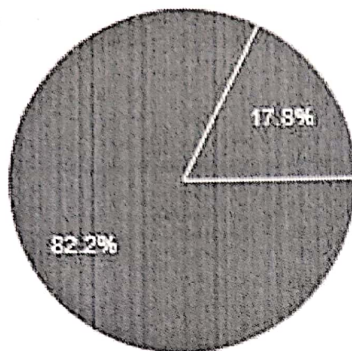
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Do they gather all relevant facts about the grievance?

73 responses

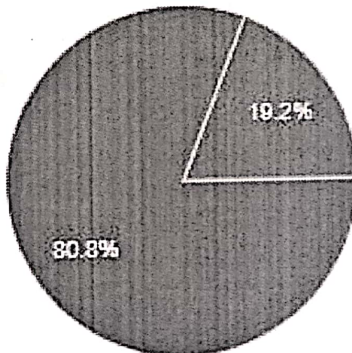


- Yes
- No

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How much time has been taken to redress your grievance

73 responses

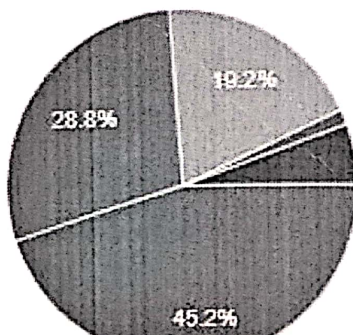


- Within 15 days
- More than 15 days

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Are you satisfied with Grievance Handling procedure of the Institute?

73 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



# 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

