



KGI
KALKA GROUP
OF INSTITUTIONS

KALKA INSTITUTE FOR
RESEARCH & ADVANCED STUDIES
NEW DELHI

Grievance Redressal Policy

The College has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in person, grievances may be sent in writing. Grievances may also be sent through e-mail to the Grievance Redressal Committee or Principal.

Objective: -

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a healthy educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the Redressal of the problems reported by the students of the College with the following objectives:

Upholding the dignity of the College by ensuring a strife-free atmosphere in the College through promoting cordial student-student relationships and student-teacher relationships, etc.

Encouraging students to express their grievances and problems freely and frankly, without any fear of being victimized.

Suggestion/complaint boxes have been installed in the institute, in which students who want to remain anonymous can put in writing their grievances and suggestions for improving academics and administration in the College.

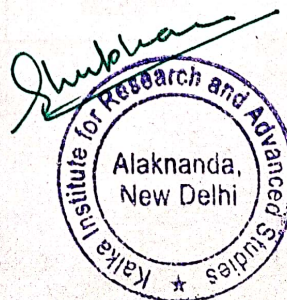
Advising students of the College to respect the rights and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

Advising all staff to be affectionate towards students and not behave in a vindictive manner towards any of them for any reason.

Ragging in any form is strictly prohibited in the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

Scope:

The Committee deals with grievances received in writing from the students about any of the following matters:-



KALKA INSTITUTE FOR RESEARCH & ADVANCED STUDIES



ALAKNANDA, KALKAJI, NEW DELHI-110019

Phone : 26274080, 26274952

STUDENTS' GRIEVANCE REDRESSAL CELL (SGRC)

To ensure the fair, transparent and timely redressal of students' grievances, Kalka Institute for Research & Advanced Studies (KIRAS) has constituted a Students' Grievance Redressal Cell (SGRC) in accordance with the applicable UGC regulations and relevant directions/orders of competent authorities and courts. The Cell provides students with an accessible and responsive mechanism for raising their concerns and grievances. It also aims to promote a healthy and supportive institutional environment by encouraging the teaching and non-teaching staff to remain responsible, responsive, courteous and sensitive towards students and their concerns. The Students' Grievance Redressal Cell is constituted at the institutional level and is reviewed/reconstituted periodically, as required under the applicable regulations. "Grievance Redressal Committee" has been constituted with the following Staff in different positions to enquire about the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

Student Grievance Redressal Committee

(Reconstructed on 10/09/2025)

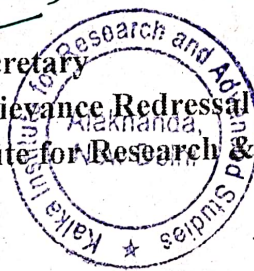
S..No	Name	Designation	Position in GRC	Contact No. and Email Id
1.	Mr. Anil Mehrotra	Chairman	Chairman	011-41563733 011-26274952 kalkagroup.delhi@yahoo. com
2.	Dr. Shubham Saxena	Director	Member Secretary in Women's	
3	Dr Rajeev Kumar	HOD	Member Secretary in General	
3.	Mrs. Vimmi Kumar	Sr. Assistant Professor	Counselor	
4.	Ms Amita	Sr. Assistant Professor	Member	
5.	Mr Joel T. Abraham Ms Karan Singh Negi	B.Ed. 2nd Year B.C.A 3rd Year	Student Committee Members	
6.	Mr. Dona Mr. Lawrence	B.Ed. 1st Year BCA 2nd Year	Student Committee Members	

Shubham

Member Secretary

Students' Grievance Redressal Cell (SGRC)

Kalka Institute for Research & Advanced Studies



KALKA INSTITUTE FOR RESEARCH & ADVANCED STUDIES (KIRAS)

New Delhi-110019

STUDENTS' GRIEVANCE REDRESSAL CELL (SGRC)

NOTICE

Date & Day: 09/01/2026 (Friday)

Venue: Principal's Office ,Third Floor

All the members of the Students' Grievance Redressal Cell (SGRC) are hereby informed that a meeting of the Cell will be held before the commencement of the new B.Ed. semester to review the grievance redressal mechanism and ensure a supportive and student-friendly academic environment for the forthcoming semester.

Agenda of the Meeting

1. Address by the Chairperson.
2. Reading and confirmation of the minutes of the previous meeting.
3. Review of the action taken on grievances/issues raised during the previous semester.
4. Review of the grievance redressal mechanism for the forthcoming semester and measures for ensuring timely resolution of students' concerns.
5. Discussion regarding academic concerns, including academic workload, assignments, attendance, timetable and other academic requirements.
6. Review of basic facilities available to students, including drinking water, sanitation, classroom lights, fans, furniture and other essential facilities.
7. Discussion on creating awareness among students regarding the Students' Grievance Redressal Cell, its members and the procedure/modes for submitting grievances.
8. Review of the Grievance/Suggestion Box and other channels available to students for raising their concerns.
9. Assignment of responsibilities to the concerned members/departments for the timely redressal and follow-up of grievances.
10. Any other matter related to students' welfare and grievance redressal, with the permission of the Chairperson.


Member Secretary

Students' Grievance Redressal Cell (SGRC)

Kalka Institute for Research & Advanced Studies



KALKA INSTITUTE FOR RESEARCH & ADVANCED STUDIES (KIRAS)

New Delhi-110019

MINUTES OF THE MEETING

Meeting : Students' Grievance Redressal Cell

Date & Day : 12/01/2026 (Monday)

Time : 2:00 p.m

Location : Principal Office, 3 rd Floor

Chairperson : Mr Anil Mehrotra

Secretary : Dr Rajeev Kumar

In Attendance : Dr Shubham Saxena , Mrs Vimmi Kumar, Ms Amita , Mr Joel T. Abraham , Mr Karan Singh Negi , Ms Dona, Mr. Lawrence

- The Chairperson welcomed all the members and highlighted the importance of timely and effective redressal of students' grievances.
- The Member Secretary in General read out the minutes of the previous meeting with the permission of the Chairperson.
- The agenda of the current meeting was presented by the Member Secretary in General with the permission of the Chairman.

1. Review of Previous Meeting

- The Committee reviewed the action taken on the matters discussed in the previous meeting.
- The servicing and cleaning of water filters/coolers were reviewed. The concerned staff were advised to ensure regular cleaning and maintenance.
- The servicing and maintenance of classroom lights and fans were also reviewed. It was decided that any non-functional equipment should be reported promptly for necessary action.

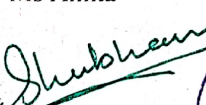
2. Review of Agenda:

- Dr. Rajeev Kumar has been instructed to liaison with the supervisor for the issues related to water cooler/filter and Electrician to monitor the servicing of the electric items, like fans, lights etc.
- The Committee emphasized that grievances should be properly documented and forwarded to the concerned faculty member/department for appropriate action.
- All complainants should receive official communication within 3-5 working days after final decision.
- The action taken or resolution of a grievance would be communicated to the concerned student/complainant in a timely manner.
- Any follow-up actions will be recorded and reviewed in the next meeting.

3. Vote of Thanks by the Member Secretary in General.

Grievance Redressal Committee

Mr Anil Mehrotra
Dr Shubham Saxena
Dr Rajeev Kumar
Ms. Vimmi Kumar
Ms Amita


Member Secretary
Students' Grievance Redressal Cell (SGRC)
Kalka Institute for Research & Advanced Studies

