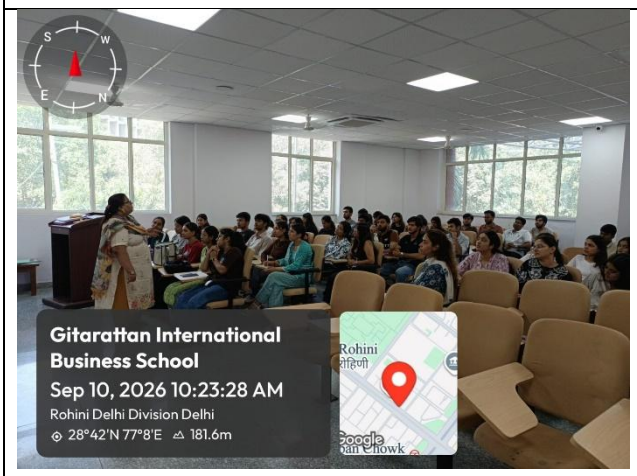
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GRIEVANCE REDRESSAL SYSTEM

10TH SEPTEMBER 2026 (THURSDAY)









The session commenced at 10:00 A.M. in the Seminar Hall on the 1st Floor. Faculty members concerned with class discipline, attendance, and feedback were present with their respective students, and the session was duly documented through photography and videography. Resourceperson Dr Anjali Gupta, Associate Professor, CMS GIBS covered the following key points during the session:

Overview of the Grievance Redressal Mechanism

- Students may raise grievances, complaints, or suggestions relating to academics, administration, or other issues through the Grievance Module on the GIBS ERP portal.
- Upon submission, a ticket number is generated and sent to the student's registered email ID and mobile number for future reference.
- Alternative channels available include the Grievance Redressal Committee, Class/Programme Coordinator, Director, and the Suggestion Box.

Examination-Related Grievances

- For internal examinations, a written representation must be submitted to the Examination Coordinator within seven days of the examination or emailed to exam@gitarattan.edu.in; the Director's decision, based on the Coordinator's recommendation, is final and binding.
- For semester-end examinations, representations are to be forwarded to the Controller of Examinations through the Director within seven days of the examination and are considered by the University-constituted Students' Grievance Committee.

Special Channels and Escalation

- SC & ST related issues may be raised with the Coordinator of the SC & ST Cell or submitted online through the ERP.
- Personal issues may be addressed to the Coordinator, Mentoring/Counselling Cell, or discussed sequentially through the Class Coordinator, Programme Coordinator, and Director.
- The Institute follows the UGC Notification dated 11 April 2023 on grievance redressal; students dissatisfied with the Institute-level decision may appeal in writing to the GGSIP University-level Grievance Redressal Committee within 15 days of communication of the decision.

The session succeeded in equipping students of BA LLB 1A & 1B with a clear understanding of the grievance redressal process at GIBS. Students were made aware of the ERP-based grievance module, the significance of retaining ticket numbers, the seven-day timeline applicable to examination-related representations, and the availability of specialised support channels. The session concluded with an emphasis on the structured, documented, and transparent nature of the Institute's grievance redressal framework, encouraging students to approach the appropriate authority confidently whenever a concern arises.

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FLYER OF THE EVENT



TYPE OF EVENT	Extra-curricular
VENUE	GIBS Classroom # 104
Date & TIME	10th September 2026 10:00 AM – 11:00 AM
CONDUCTED BY	CMS Department, GIBS
ORGANISED FOR	Integrated-BALLB (Hons) Semester 1A & 1B, Batch 2026-31
NAME OF THE COORDINATOR	Dr Anjali Gupta & Prof. Dr Pushpendra Sharma
ATTENDANCE	60
RESOURCEPERSON	Dr Anjali Gupta - Associate Professor CMS, GIBS
OBJECTIVES OF THE EVENT	• To create awareness among students about the formal channels available for lodging grievances, complaints, and suggestions. • To explain the step-by-step process of grievance registration

	through the GIBS ERP portal. • To inform students about specialised grievance channels, including examination-related grievances, SC/ST Cell support, and the Mentoring/Counselling Cell. • To apprise students of the escalation and appeal mechanism, including recourse to the GGSIP University-level Grievance Redressal Committee.
LEARNING OUTCOME	Students were able to: 1. Identify and understand the formal channels available at GIBS for registering grievances, complaints, feedback and suggestions. 2. Demonstrate an understanding of the step-by-step procedure for registering and tracking grievance through the GIBS ERP portal. 3. Differentiate between various grievance mechanisms and identify the appropriate channel for examination-related matters, SC/ST-related concerns, and academic or personal concerns requiring mentoring/counselling support. 4. Understand the escalation and appeal process available when a grievance is not satisfactorily resolved at the institutional level, including the mechanism available at the GGSIP University level. 5. Recognise their rights and responsibilities in raising genuine grievances through appropriate and formal channels.
SHORTFALL DURING EVENT	None
LINK TO YOUTUBE VIDEO	N/A

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PREPARED & SUBMITTED BY: PROF. DR PUSHPENDRA K. SHARMA, PROFESSOR - I.T., GIBS