

**Internal Circular**

**To :** PGDHM (First & Second Year) students

**From :** Dr. A K Khokhar  
Officiating Dean, Academic and Student Affairs

**Date :** Sep 02, 2017

**Sub:** **Formation of Grievance Redressal Committee**

**Ref.:** In order to ensure transparency by Technical institutions imparting technical education, in admissions and with Paramount Objective of preventing unfair practices and to provide a mechanism to innocent students for redressal of their grievances, In exercise of the power conferred under Clause 1 of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), the All India Council for Technical Education makes the Regulations to make Grievance Redressal Committee.

**Grievances' may include the following complaints of the aggrieved students:-**

1. Making admission contrary to merit determined in accordance with the declared admission policy of the institute;
2. Irregularity in the admission process adopted by the institute;
3. Refusing admission in accordance with the declared admission policy of the institute;
4. Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue;



*AKK*

5. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
6. Breach of the policy for reservation in admission as may be applicable;
7. Complaints of alleged discrimination by students from Scheduled Caste, Scheduled Tribes, OBC, women, minority or disabled categories;
8. Non payment or delay in payment of scholarships to any students that such institution is committed, under the conditions imposed by AICTE, or by any other authority;
9. Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
10. On provision of student amenities as may have been promised or required to be provided by the institution;
11. Denial of quality education as promised at the time of admission or required to be provided;
12. Non transparent or unfair evaluation practices;
13. Harassment and victimization of students including sexual harassment; and
14. Refund of fees on withdrawal of admissions as per AICTE instructions from time to time.



Ref No.: IIHMR/DEL/PGDHM/ Grievance/2017-18

**INTERNATIONAL INSTITUTE OF  
HEALTH MANAGEMENT RESEARCH**

Plot No.- 3, Sector-18A,  
Dwarka, New Delhi - 110075, India  
Phone : +91-11-30418900, +91-11-45795308  
Fax : +91-11-30418909  
E-mail : info.delhi@iihmr.org  
Website: www.delhi.iihmr.org

**1) Following will be the Institute level Grievance Redressal Committee:**

Dr. A.K. Khokhar	Chairman
Dr. B.S Singh	Member
Dr. Vinay Tripathi	Member
Dr. Preetha G.S.	Member
Dr. Dhananjay Srivastava	Member
Mr. Nishikant Bele	Member

**Copy to:**

- 1) Director, IIHMR
- 2) Warden
- 3) General Manager Finance
- 4) Manager Academic Programme
- 5) Manager – Administration & Personnel
- 6) Resident Inn-Keeper
- 7) All members of Grievance Redressal Committee
- 8) All Students/ Faculty Members/ Staff Members through email
- 9) Website



*Bele*