



IILM ACADEMY of HIGHER LEARNING

Jaipur Campus

Date: November 14 2025

File No: IILM/PO/GRC/2025/Nov-14

OFFICE ORDER

As per direction of AICTE HRD Ministry Govt. of India a Committee for Redressal of Grievances have been constituted at IILM Academy of Higher Learning Jaipur Campus. GR committee members are responsible to listen and take suitable action on complains of employees and students and other person who so ever want to lodge a complaint against IILM Jaipur employee and students for Gender Sensitization, prevention and Prohibition of Sexual Harassment of Women Employees and Students and Redressal of Grievances.

Committee for Redressal of Grievances

A Grievance Redressal committee has been formed in the Institute to settle genuine grievances of students, staff and parents up to a satisfaction level so as to create a healthy relationship among the students, parents' employees and employer. The grievance will include any matter relating to student and staff. The committee is requested to contribute effectively to dispose the grievances at the earliest.

The students' grievances can be submitted to the committee members as follows.

S.No.	Names	Designation	Qualification
1	Dr. Samar Sarabhai	Chairperson	Professor & Director
2	Dr. Sankersan Sarkar	Member	Professor & Dean
3	Dr. Anita Gangrade	Member	Associate Professor
4	Dr. Jyotsna Sharma	Member	Associate Professor
5	Ms. Soanali Misra	Member	Assistant Professor

Addressing of Grievance

1. Written Grievance needs to be submitted by the student of the Institute to the Grievance committee.
2. The committee is required to complete the hearing and submit its decision within 5 working days, from the date of receipt of the complaint.
3. If the student is not satisfied, he/ she have a right to appeal in writing against the decision of the Grievance Committee to the Director. Appeal should be sent by student within five working days of the said decision. The decision will be communicated to the students by the office of the Director.

Attachment: Roles & Responsibilities as per Annexure -F

By Order

Dr. Samar Sarabhai
Director



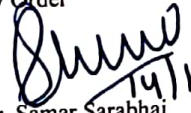
Annexure –F

Roles & Responsibilities as stated in AICTE APH 2024-27

PGR Cell has assigned the following roles and responsibilities:

- To handle the compliant matters related to violation of norms and standards of AICTE prescribed in the APH by the AICTE approved technical institutions through India.
- Grievance of students, faculty, stakeholder of AICTE approved technical institutions.
- Grievances received through CPGRAM Portal, Ministry of Education, Govt. of India, through other Govt. Agencies and other Bureau/Cell of AICTE.
- Complaints of Ragging.
- Reply of Parliament questions and any other information sought related to tasks handled by the PGR Cell.
- Coordination of work related to VIP/MoE references.
- Court matters related to complaint/grievance matter.
- RTI matter related to all above tasks

By Order


14/11/2025
Dr. Samar Sarabhai
Director

