

Establishment of Online Grievances Redressal Mechanism

As per the direction of AICTE, the management of GNIHM, constituted the Grievance Redressal Committee with the objective of resolving the grievances of students, parents, faculty, staff and the general public. All aggrieved persons, as mentioned above, may submit their grievances online and the Grievance Redressal Committee will address their issues.

The grievances may include the following:

- Making admission contrary to merit
- Irregularity in the admission process
- Withholding or refusing to return any certificates
- Demand of money in excess specified in fees structure
- Breach of the policy of reservation
- Complaints of alleged discrimination (SC/ST, OBC, Women, Minority)
- Non-payment or delay in payment of scholarships to students
- Delay in conduct of examinations or declaration of results
- Withholding student amenities
- Denial of quality education
- Non transparent or unfair evaluation practices
- Harassment and victimization of students Including sexual harassment
- Refund of fees on withdrawal of admissions, etc.

Exclusions: Grievance Redressal Mechanism shall not entertain the following issues:

- Decisions of the Academic Council / Board of studies of the affiliating university and other academic/administrative committees constituted by the college.
- Decisions with regard to award of scholarships/fee concessions/awards/medals.
- Decisions made by college under the Discipline Rules and Misconduct.
- Decisions of the competent authority on assessment and examination result.

The Grievance Redressal Committee (GRC) comprises the following members:

Sl. No.	Name	Designation	Officiating As
1	Dr. Pralay Ganguly	Principal	Chairperson
2	Anurupa Pal	Administrator	Convenor
3	Jayanta Ghosh	Vice Principal	Member
4	Arijit Sengupta	HOD-HK & MAKAUT Coordinator	Member
5	Sanchari Sikdar	Asst. Professor	Member
6	Biswajit Das	Asst. Professor	Member
7	Aniruddha Das	Accountant	Member
8	Bipra Das Ghosh	Parent of a Student	Member

All the students and their parents may henceforth approach the Grievance Redressal Committee and submit any grievance online. The GRC shall meet as and when required and assess the merit of the complaint. The decision of the GRC will be intimated to the complainant / hosted in the website. In case of any false/frivolous complaint, the GRC will take appropriate action against the complainant.

Contact Email: grievance.redressal.gnihm@gmail.com

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