

ABES Business School, GHAZIABAD

Office of Director

Ref. No.: ABESBS/DO/A/05/2023-24

Date: 18-10-2023

NOTICE

Sub: Revised Constitution of Students' Grievance Redressal Cell (SGRC) for the Session 2023-24

As per the directions of AICTE (regulation, 2019 vide F.No.1 – 101/PGRC/AICTE/regulation/2019 dated 07.11.2019) the Students' Grievance Redressal Cell has been formed to address the grievances, complaints, malpractices and problems of students of ABES BS during the current Academic Session 2023-24 consisting of following members:

S.No	Name	Designation	Mobile	Mail Id
1.	Prof. (Dr.) Ajay Singh (Officiating Director)	Chairperson	9958413040	director@abes.edu.in
2.	Prof. (Dr) Kumar Saurav	DoSW	9456818435	Kumar.saurav@abes.edu.in
3.	Ms. Nitika Jain (Registrar)	Member	9999889342	registrar@abes.ac.in
4	Dr. Bhavna Garg Assistant Professor	Member	9871410433	Bhavna.garg@abes.edu.in
5	Ms. Achla Tyagi Assistant Professor	Member Secretary	9953695979	Achla.tyagi@abes.edu.in
6	Devansh Upadhyay Roll No: 2211930700048 Admission No.: 2022M0701017 MBA 2 nd year /Sec A	Student Special Invitee (Male)	8445593811	Devansh.22M0701017@abes.edu.in
7	Anuradha Roll No: 2211930700029 Admission No.: 2022M0701032 MBA 2 nd year /Sec A	Student Special Invitee (Female)	9870659566	Anuradha.2022M0701032@abes.edu.in

Duties and Responsibilities of the Student Grievance Redressal Committee (SGRC):

1. The complaint can be registered through <https://abesec.edugrievance.com/> URL for online Redressal of Grievance.
2. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairman of the Committee through the grievance redressal portal.
3. The quorum of the meeting including the Chairperson but excluding the Special invitee shall be three.
4. The Member Secretary shall monitor the Grievance Redressal portal for pending grievances, if any.
5. The SGRC while considering the Grievances brought before it shall follow the principles of natural justice.
6. The SGRC may organize meetings as per the requirement.
7. The Committee shall send its report with recommendations, (if any) to the Chairman of the Redressal Cell along with a copy to the aggrieved student within a period of 15 days from the date of receipt of complaint.
8. Any student aggrieved by the decision of Student Grievance Redressal Committee may make an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such decision.



Prof (Dr.) Ajay Singh
Director (Officiating)

Copy to:

1. Chairman Office
2. Dean of Students' Welfare
3. All members
4. All HODs for information and communication to all faculty & staff members of their department
5. Registrar, Admin Officer, Accounts, Library, Computer Admin, HR
6. Web-admin, to upload the copy of this Notification on the college website.
7. All notice boards (Departmental, Hostels)