5.Framework for Students' Grievance Redressal Mechanism

			Details	Marks
5(a)	Availability of Students' Grievance Redressal Committee (SGRC) and its compliance with UGC's Regulations 2012 (Upload List with notification)	:	YES, AVAILABLE	
5(b)	Whether the Grievance Redressal Committee has elected Students representative?	:	YES	
5(c)	Whether meticulous and verifiable documentations of the proceedings of Students' Grievance Redressal Committee is maintained (upload relevant minutes)	:	YES	
5(d)	Availability of Psychiatrist, Psychologist and professional students counselors (Upload List with schedule and notification)	:	YES, AVAILABLE	
5(e)	Whether the institute has published/notified Prominently the details of SGRC on website	:	YES	
5(f)	Whether students are satisfied with the effectiveness of the SGRC (upload survey report)	:	YES	
5(g)	Whether reports of the proceedings of SGRC is sent to the University every semester	:	YES	
	Marks (Maximum Marks: 100)			

MERI COLLEGE
MANAGEMENT EDUCATION & RESEARCH INSTITUTE
(Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)
52-55, INSTITUTIONAL AREA, JANAK PURI, NEW DELHI- 110058
PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204
E-MAIL : meribs@meri.edu.in Website : www.meri.edu.in

24th August, 2026

NOTICE

Reg. : Student Grievance Redressal Committee

As per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, dt. 11th April, 2023, a Student Grievance Redressal Committee is constituted to address the grievances of students for the Academic Years 2025-26. The members of the reconstituted committee are as under:

Sr. No.	Name of the Member	Designation	E-mail address
1	Prof. Lalit Aggrawal	Chairperson	vp@meri.edu.in
2	Prof. (Dr.) Deepshikha Kalra	Committee Head	deanmeri@gmail.com
3	Dr. Ritu Aggarwal	Member	rituaggrawal@meri.edu.in
4	Dr. Sumit Chauhan	Member	sumit.chauhan@meri.edu.in
5	Dr. S.K. Pandey	Member	shashi.pandey@meri.edu.in
6	Dr. Sarita Yadav	Member	sarita.yadav@meri.edu.in
7	Ms. Jagriti Kawatra (MBA)	Special Invitee	jagritikawatra@gmail.com

The committee will adhere to guidelines as promulgated by UGC dated 11th April, 2023. All Grievances registered are to be disposed off within 15 days.

Prof. Lalit Aggarwal
Director

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

CC. 1. All Notice Boards of MERI
2. Website
3. All Faculty Members

Grievance Redressal Committee

Procedure for Seeking Redressal of Complaint

24th August, 2026

1. The aggrieved student or person seeking redressal of grievance may submit an application to the committee head.
2. On receipt of an application the committee head shall inform the Committee Chairman and shall immediately provide a copy to the Chairman for furnishing its reply within seven days
3. The Committee Chairman shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
4. An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.
5. The Committee Chairman shall be guided by principles of natural justice whilst hearing the grievance.
6. The Committee Chairman shall ensure disposal of every application within one month of receipt for speedy redressal of grievance.
7. The institute's staff shall be expected to co-operate with the Committee Chairman in redress of grievances and failure to do so may be reported by the Committee Chairman.
8. On the conclusion of proceedings, the Committee Chairman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
9. Every order under clause (8), under the signature of the Committee Chairman shall be provided to the aggrieved person and the university and AICTE shall be placed on the website of institute.
10. The institute shall comply with the order of the Committee Chairman.
11. A complaint shall be filed by the aggrieved student, his/her parent or with a special permission from the Committee Chairman, by any other person.
12. In case of any false/frivolous complaint, the Committee Chairman may order appropriate action against the complainant.

13. The principles and procedures outlined above shall apply to the working of the Grievance Redressal Committee in the Institute except.

    a) In case of lack of unanimity, the Grievance Committee shall take decisions by majority;

    b) The Grievance Committee shall communicate its decisions within ten days of receipt of complaint.

14. The Institute shall provide detailed information regarding provisions of grievance redressal mechanism, Committee Chairman and the duties and rights of students in their prospectus prominently.

Prof. Lalit Aggarwal
Director

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

Nominations for Grievance Redressal committee

* Indicates required question

1. Name *

2. Course *

Mark only one oval.

- MBA
- BBA
- BCOM(H)
- BAJMC
- BCA

3. Section

Mark only one oval.

- A
- B
- C
- D
- E

4. Semester *

Mark only one oval.

- II
- IV
- Vi

5. Write in brief why you want to be the member of grievance redressal committee(up to 100 words) *

6. Any other Committee you are part of

Mark only one oval.

- Disaster Management
- Anti ragging Committee
- Students Welfare
- SC& ST committee

This content is neither created nor endorsed by Google.

Google Forms

Gmail

Dean MERI <deanmeri@meri.edu.in>

Fwd: Complaint received from BCA Student from MERI by the office of the Proctor, GGSIP University regarding bullying and physical assault.

MERI COLLEGE <meribs@meri.edu.in> Thu, Sep 29, 2022 at 12:05 PM
To: Dr Deepshikha Kalra <deepshikha.kalra@meri.edu.in>, Dr Sumit Chauhan <sumit.chauhan@meri.edu.in>, "Dr. Ritu Aggrawal" <rituaggrawal@meri.edu.in>
Cc: Dean MERI <deanmeri@meri.edu.in>

---------- Forwarded message ---------
From: **Proctor GGS Indraprastha University, Delhi** <proctor@ipu.ac.in>
Date: Thu, Sep 29, 2022 at 11:28 AM
Subject: Re: Complaint received from BCA Student from MERI by the office of the Proctor, GGSIP University regarding bullying and physical assault.
To: MERI COLLEGE <meribs@meri.edu.in>

Dear madam,

Reference to your letter no. MERI/OFFICE/DEAN/MBA/2022/73 dt: 23.09.2022, please find enclosed the letter

Prof. Rita Singh
Proctor
Guru Gobind Singh Indraprastha University
Dwarka, Sector 16c
New Delhi 110078
Ph: 011-25302998

[Quoted text hidden]

letter.pdf
301K

Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi 110 078
Office of The Proctor

File no. GGSIPU/Proctor/2022-23/ Dated: 27/09/2022

To

The Director,
Management Education & Research Institute (MERI),
52-55, Institutional Area,
Janakpuri,
New Delhi – 110 058

Subject: Complaint received from BCA Student from MERI by the office of the Proctor, GGSIP University pertaining to bullying and physical assault and reply / comments receive from MERI.

Dear madam,

This has reference to this office email dated 12.09.2022 and your subsequent reply vide letter no. MERI/office/Dean/MBA/2022/73 dt: 23.09.2022 on the subject, cited above.

In this connection, office of the Proctor, GGSIP University expresses its appreciation for the follow up / prompt action taken at your end against our email dt: 12.09.2022 in the above matter. Your initiative to redress the grievances of Sh. Chirag Gupta / or any other student under similar circumstances shall result into relieving their mental pressure and enable them to dedicate themselves in the course of study that they have chosen.

Rita Singh

(Prof. Rita Singh)
Professor / Dean, USEM & Proctor
GGS IP University
27/9/2022

MANAGEMENT EDUCATION & RESEARCH INSTITUTE

Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)
53-55, INSTITUTIONAL AREA, JANAKPURI, NEW DELHI – 110058
PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204
E-MAIL :meribs@meri.edu.in Website : www.meri.edu.in

Ref.: Dean/Notice/2026/17

DATE- 01/09/2026

NOTICE

Reg.: Disaster Management Committee

As per the guidelines of the National Disaster Management Authority on prevention, mitigation, and preparedness for disaster, a committee has been constituted with the following students and staff of MERI:

Sr. No.	Name of the Member	Designation	Email address
1	Prof.(Dr.) Deepshikha Kalra	Dean	deanmeri@meri.edu.in
2	Dr. Ritu Aggrawal	HOD (IT)	rituaggrawal@meri.edu.in
3	Dr. Irshad Ahemad	Member	irshad.ahemad@meri.edu.in
4	Dr. Sumit Chauhan	Member	sumit.chauhan@meri.edu.in
6	Mr. Ishwar singh	Member	ishwar.singh@meri.edu.in
7	Aastha Rana (BA(JMC) Student)	Member	Aastha62089@gmail.comm
8	Anmol Mahajan (B.COM Student)	Member	Mahajananmol1406@gmail.com

The committee will adhere to guidelines issued on this behalf from time to time and will ensure the implantation of the Disaster Management Plan of the Institute.

Prof. Lalit Aggarwal

Vice President, MERI Group of Institutions

Management Education & Research Institute 52-55, Instl. Area Janak Puri, ND-58

Copy to:

1. All Notice Boards

2. Website

MERI COLLEGE

MANAGEMENT EDUCATION & RESEARCH INSTITUTE

Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)
53-55, INSTITUTIONAL AREA, JANAKPURI, NEW DELHI – 110058
PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204
E-MAIL :meribs@meri.edu.in Website : www.meri.edu.in

Ref.: Dean/MBA/Notice/2026/19 **Date: 19.08.2026**

NOTICE

Dear students,

This is to inform you all that **Ms. Shubham Dhir** the Students **Counsellor** is available on Tuesday, Thursday and Saturday working days in Room No.407 from 3:30 p.m. to 5.30 p.m..

Any student who faces any stress or any problem related to academic or non-academic issue can contact her.

Prof. (Dr.) Deepshikha Kalra
Dean

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

CC:
All Notice Boards
All Faculty Members and Staff
HOD (JMC): For information please
Head (HR): For information please
HOD (IT): For information please
Head MERI CIS : For information please
CFO: For information please
Vice President: For information please

Gmail rachna verma <rachna.verma@meri.edu.in>

Fwd: Reg: Availability of counsellor

1 message

Arti Sharma <arti.sharma@meri.edu.in> Fri, at 3:18 PM
To: rachna verma <rachna.verma@meri.edu.in>

---------- Forwarded message ---------
From: **Dr. Shikha Gupta** <shikha.gupta@meri.edu.in>
Date: Fri, Jul 28, 2025 at 3:17 PM
Subject: Fwd: Reg: Availability of counsellor
To: Arti Sharma <arti.sharma@meri.edu.in>

---------- Forwarded message ---------
From: **Dean MERI** <deanmeri@meri.edu.in>
Date: Wed, Jul 13, 2025, 21:01
Subject: Reg: Availability of counsellor
To: IPU BCOM 2024-2027 <bcom2024@meri.edu.in>, IPU MBA 2024-2026 section A <mba2026secA@meri.edu.in>, IPU MBA 2025-2027 section B <mba2025secB@meri.edu.in>, IPU BCA 2023-2026 <ipubca2023@meri.edu.in>, IPU BAJMC 2023-2026 section A <bajmc2023secA@meri.edu.in>, IPU BAJMC 2024-2027 section B <bajmc2024secB@meri.edu.in>, IPU BBA 2023-2026 section B <bba2023secB@meri.edu.in>, IPU BBA 2024-2027 section E <bba2024secE@meri.edu.in>, IPU BBA 2025-2028 section A <bba2025secA@meri.edu.in>, IPU BBA 2025-2028 section C <bba2025secC@meri.edu.in>, IPU BBA 2024-2027 section D <bba2024secD@meri.edu.in>, BBA2025-2026 <bba201 @meri.edu.in>, BCOM(H) - Batch 2023-2026 <bcom20-23@meri.edu.in>, BBA 2023-2026 Section B <bba202 @meri.edu.in>, BBA 2025-2028 Section A <bba2025a@meri.edu.in>, BBA 2025-2028 Section C <bba2025c@meri.edu.in>, BBA 202 202 Section D <bba2020d@meri.edu.in>, BA(JMC) 2020-2023 section A <bjmc2020a@meri.edu.in>, BA(JMC) 2020-2023 section B <bjmc2024b@meri.edu.in>, BJMC2025 -2028 <bjmc25 @meri.edu.in>, MBA(2024-26) Sec A <mba2024 seca@meri.edu.in>, MBA(2025-27) Sec B <mba20-25 2 secb@meri.edu.in>
Cc: Faculty-JKP <faculty@meri.edu.in>, Staff-JKP <staff@meri.edu.in>, Sh. S.K Agarwal <cfo@meri.edu.in>, S K Goel <meridirco@meri.edu.in>, Prof Lalit Aggarwal <vp@meri.edu.in>

Dear students
This is to inform you all that Ms Shubham Dhir the Student counsellor is available on all working days from 3:30 PM to 5:30 PM in Room no 407

Any student who faces any stress or any problem related to academic or non academic issue can contact her.

With regards
Prof(Dr) Deepshikha Kalra

--
THANKS & REGARDS,

ARTI SHARMA
MERI

MERI COLLEGE

MANAGEMENT EDUCATION & RESEARCH INSTITUTE
(Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)
53-54, INSTITUTIONAL AREA, JANAK PURI, NEW DELHI- 110058
PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204
E-MAIL : meribs@meri.edu.in Website : www.meri.edu.in

Date: January 20, 2020

MERI/A. Staff/ Counsellor/

Prof. Lalit Aggarwal
Director

Ms. Shubham Dhir
WZ-33/2, Asalat Pur,
Janakpuri,
New Delhi - 110058

Dear Ms. Shubham Dhir,

With reference to your application and subsequent personal interview, we are pleased to engage you as Counsellor/Psychologist in the Institute on the terms and conditions as discussed.

You are expected to join duty w.e.f. January 22, 2020.

Please return the duplicate copy of this letter duly signed by you in confirmation of your having accepted the offer of appointment.

Aggarwal

Prof. Lalit Aggarwal
Director

Accepted

Shubham Dhir

(Shubham Dhir)

SHUBHAM DHIR
(female)

E-mail: shubhamdhir121@gmail.com | Phone: +91 96547660
Address: WZ- 33/2 Asalat Pur, Janak Puri, New Delhi-110058



OBJECTIVE

To make positive contribution as part of your dynamic and well reputed organization in a position where my co decision making and communication skills will be appreciated and enhanced.

EDUCATIONAL QUALIFICATIONS

Course (Stream)/Examination	Institution/University	Year	Performance
Post Graduation in Psychology	University of Delhi – north campus Daulat Ram College	2019	70%
Bachelor in Psychology (Hons)	University Of Delhi – keshav Mahavidyala College	2017	77%
HSC (12th) (Humanities)	CBSE – Sumermal Jain Public School	2014	82%
SSC (10th)	CBSE – Sumermal Jain Public School	2012	68%

Modules – Cognitive Psychology, Positive Psychology, Emotions, Social Psychology, Cognitive Behavioural Therapy, Multivariate Techniques, Neurodevelopmental Disorders, Cognitive Development in Early Infancy and Childhood

EXPERIENCE

Currently working in **Dr. Ram Manohar Lohia Hospital** (RML) as a post of Junior Research Associate (JRA)

- the project "Screening and Assessment Toolkit for Specific Learning Disability (SATKit - SLD)

INTERNSHIPS

GRIPMER- The Ganga Ram Institute for Post graduate Medical Education & Research
Completed one month internship at the Department of Psychiatry with Dr. Rajiv Mehta

- Basic psychophysiological and cognitive workups
- Interaction and assessment of patients
- Giving cognitive interventions to patient

MENTAL HEALTH FOUNDATION (INDIA)
As a member of MHF intervention team for six months
Providing Psychological First Aid for Tihar Jail inmates
Got Appreciation certificate after conducting activities in Tihar Jail

International Conference on Indian Culture and psychology
Consciousness Perspective, Swadeshi Indology Conference Series on Indian Mind science

NATIONAL CONFERENCE IN KESHAV MAHAVIDYALA
Youth in contemporary society, issues and challenges.

Tutor, Psychology

- Teaching 11th and 12th grade CBSE students

ATTENDED WORKSHOPS

- **THEMATIC APPRECEPTION TEST** (9TH-10th june)
- **COGNITIVE BEHAVIOURAL THERAPY** (8th feb)
- **TRANSACTIONAL ANALYSIS** (7TH feb)
  QUALITATIVE TECHNIQUES:CONTENT ANALYSIS (15TH SEP 2016)

POSITIONS OF RESPONSIBILITY

- **Council Member in school (Sumermal Jain Public School)**
  Share student's ideas, interests and concerns with teachers and management
- **Coordinator at Annual Function (Sumermal Jain Public School)**
- **Organising team of fest in College (Keshav Mahavidyala College)**
  Successfully organized Department Fest

Skills

- Proficiency with Microsoft office, Apple products, cloud services

INTEREST/HOBBIES

- Basketball player
- Watching web series
- Traveller

TERMS & CONDITIONS OF APPOINTMENT

1. The appointment is on contract basis which shall be in the first instance for one year. The said contract may be renewed depending upon your work and conduct. While in the course of period of contract or extended period thereof, Either party i.e. aforesaid as the Ist party and governing council MERI the 2nd party can resign or terminate this contract without assigning any reason by giving one month notice or salary in lieu thereof. You shall be entitled to the grade of Rs. _____.

2. At the time of joining, you will submit your original certificates, testimonials for verification of proof of age, qualifications, experience etc and attested copies thereof for record along with two copies of your recent passport size photographs.

3. You will also submit the discharge/deputation certificate from your previous employer in case you were previously in service indicating therein the length of service, last designation held and total emoluments (gross) drawn by you.

4. Your appointment is subject to your medically being fit duly certified by a MBBS doctor.

GENERAL CONDITIONS

(a) It is distinctively understood and agreed upon that the appointment is made on the basis of averments made by you in the application and during discussions for employment with the Institute. If any particulars are found to be wrong or there is misrepresentations, it will invalidate the appointment.

(b) During the period of your services with MERI, you are prohibited from serving elsewhere either on whole time or part time basis in any form without the prior written approval of the appointing authority.

(c) Consultancy work, if any will be accepted subject to the approval of the appointing authority in writing and under the banner of MERI on the terms & conditions as may be settled mutually by & between MERI from time to time.

(d) Grant of leave or permission for continuing or perusing any study or for appearing in any examination will be subject to prior permission and sole discretion of the appointing authority.

(e) You will be assigned such duties and functions as may be decided and required to be performed by you from time to time with a particular designation and will be expected to perform the same with diligence and devotion to duty.

Contd....P/2

Shubham

(f) No separate remuneration and/or allowance including officiating allowance would be admissible for changes made in the duties and functions assigned to you from time to time on regular basis and/or temporarily.

(g) You will maintain complete secrecy and confidentiality about the policies and activities of the Institute and will not disclose the same either directly or indirectly to any person which could harm the interest of the Institute and the students community at any stage.

(h) You shall report to the Vice President through Advisor/Director. In the absence of Advisor/Director you will report directly to the Vice President or any other authority superior to you as per the decision of the Governing Council. The Vice President, MERI would be the administrative head of the Institute for all purposes.

(i) Your appointment will be governed by the Rules & Regulations of the Institute in regard to discipline, conduct etc. and you will be governed by these rules as framed/amended from time to time.

(Lalit Aggarwal)
Vice President
MERI

Shubham

MERI COLLEGE

MANAGEMENT EDUCATION & RESEARCH INSTITUTE

(Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)

52-55, INSTITUTIONAL AREA, JANAKPURI, NEW DELHI – 110058

PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204

E-MAIL : meribs@meri.edu.in Website : www.meri.edu.in

The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

The institution adopts the following committee for the redressal of student grievances.

S.NO	Details
1	Anti Ragging Committee
2	Prevention of Sexual Harassment Committee
3	Disciplinary Committee
4	Student Grievance Redressal Committee
5	Grievance Redressal Mechanism
6	Disaster Management Committee
7	Internal Complaint Committee
8	Student Welfare Committee

MANGEMENT EDUCATION & RESEARCH INSTITUTE

TIMELY REDRESSAL OF COMPLAINTS RELATED TO RAGGING

Year	Complaints Received	Average time for Grievances Redressed (In Days)
2025-26	No Complaint received	Nil
2024-25	No Complaint received	Nil
2023-24	No Complaint received	Nil
2022-23	No Complaint received	Nil
2021-22	No Complaint received	Nil

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

MANAGEMENT EDUCATION & RESEARCH INSTITUTE

ANNUAL REPORT OF ANTI RAGGING CELL

2025-2026

- Two meetings were held during the session 2025-26. The agenda of the meetings was to discuss and address any cases of ragging, if reported. It was observed that no case of ragging was reported in the college.



MANGEMENT EDUCATION & RESEARCH INSTITUTE

TIMELY REDRESSAL OF COMPLAINTS RECEIVED BY INTERNAL COMPLAINTS COMMITTEE

Year	Complaints Received	Average time for Grievances Redressed (In Days)
2025-26	1	3 days
2024-25	NIL	-
2023-24	NIL	-
2022-23	NIL	-
2021-22	NIL	-



MANAGEMENT EDUCATION & RESEARCH INSTITUTE

ANNUAL REPORT OF GRIEVANCE REDRESSAL CELL

ANNUAL REPORT FOR THE YEAR 2025-2026

- Two meetings of **Grievance Redressal cell** were held during the session 2025-26.

- The Student Grievance Committee remained committed to maintaining a transparent, responsive, and student-centric mechanism for addressing student concerns during the year. The Committee undertook measures to strengthen communication channels and create awareness among students regarding the available mechanism for registering grievances.

  During the reporting period, one grievance was received regarding the canteen food menu. Immediate action was taken to address the concern, and a Canteen Committee comprising students and faculty members was constituted. The canteen menu was reviewed and finalized, and a **Nescafe counter** was also opened to enhance the food and beverage facilities available to students and staff. The committee members regularly visit the canteen to monitor food quality, hygiene standards, and the availability of menu items.

  The Committee remains committed to continuously strengthening the grievance redressal mechanism and fostering an environment that promotes student well-being, inclusiveness, trust, and open communication.

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi 110 078
Office of The Proctor

File no. GGSIPU/Proctor/2022-23/

Dated: 27/09/2022

To

The Director.
Management Education & Research Institute (MERI).
52-55, Institutional Area.
Janakpuri.
New Delhi – 110 058

Subject: Complaint received from BCA Student from MERI by the office of the Proctor, GGSIP University pertaining to bullying and physical assault and reply / comments receive from MERI.

Dear madam,

This has reference to this office email dated 12.09.2022 and your subsequent reply vide letter no. MERI/office/Dean/MBA/2022/73 dt: 23.09.2022 on the subject, cited above.

In this connection, office of the Proctor, GGSIP University expresses its appreciation for the follow up / prompt action taken at your end against our email dt: 12.09.2022 in the above matter. Your initiative to redress the grievances of Sh. Chirag Gupta / or any other student under similar circumstances shall result into relieving their mental pressure and enable them to dedicate themselves in the course of study that they have chosen.

Rita Singh

(Prof. Rita Singh)
Professor / Dean, USEM & Proctor
GGS IP University
27/9/2022

MERI COLLEGE

MANAGEMENT EDUCATION & RESEARCH INSTITUTE
(Affiliated to G.G.S. Indraprastha University, Recognised by N.C.T.E. & Approved by A.I.C.T.E., Ministry of HRD, Govt. of India)
52-55, INSTITUTIONAL AREA, JANAK PURI, NEW DELHI- 110058
PHONES : 011-28522201, 28522202, 28522203 FAX : 011-28522204
E-MAIL : meribs@meri.edu.in Website : www.meri.edu.in

Ref. No.: MERI/OFFICE/DEAN/MBA/06

9th October, 2026

09/10/2026
Affiliation Branch
Guru Gobind Singh Indraprastha University
Sector-16C, Dwarka, New Delhi-110078

Dr. Abha Vermani
Deputy Registrar (Affiliation)
Guru Gobind Singh Indraprastha University,
16-C, Dwarka, Delhi-110078

Reg. : Reconstitution of Grievances redressal committee after including elected student representative

Dear Madam,

We wish to inform you that the Grievances redressal committee has been reconstituted after including elected student representative. The reconstitution committee has also been uploaded on the institute's website. A copy of the new Grievances redressal committee along with the proceedings of the meeting held on 24th August, 2026 and other required documents are enclosed for your reference and record.

Thanking you,

Yours faithfully,

Prof.(Dr.) Deepshikha Kalra
Dean

Management Education & Research Institute
52-55, Instl. Area
Janak Puri, ND-58

Encl. as above

Top ranking IPU MBA, BBA, BCA, BA(JMC) & B.COM(H) – GGSIPU College

Grievance Redressal

Counselor

Shubham Dhir
Counselor/Psychologist
shubhamdhir121@gmail.com
9654766069

Sl. No.	MERI Grievance Redressal	View File
1	Appreciation Letter by GGSIPU, Delhi	View
2	Grievance Redressal Committee for Students	View
3	Ombudsperson	View
4	Procedure of Redressal of Complaint	View
6	Grievance Redressal Annual Report 2024-25	View
6	Grievance Redressal Annual Report 23-24	View
7	Grievance Redressal Annual Report 22-23	View
8	Grievance Redressal Annual Report 21-22	View
9	Grievance Redressal Annual Report 20-21	View
10	Grievance Redressal Annual Report 19-20	View

Enquire Now!

Grievance Redressal Form :

Your name

Your email

Your Phone

Select You want to register yourself as —Please choose an option—

Select under which committee you want to register
—Please choose an option—

Your City

Your Message

Submit

Management Education & Research Institute (MERI)

52-55, Sewa Marg, Janakpuri Institutional Area, Janakpuri, New Delhi, Delhi 110058

Get in Touch

For Admission Assistance, Call: 9555369369

011-40554679

Official Helpline Number with WhatsApp:9871622771

Email

meribs@meri.edu.in

Scan QR to Download MERI ERP Mobile App

For Academic Updates | Attendance | Fees & More..

top Management college in delhi

Copyright © 2026 **Top ranking IPU MBA, BBA, BCA, BA(JMC) & B.COM(H) - GGSIPU College.**

Sitemap

Management Education & Research Institute (MERI), New Delhi
Report on Student Grievance Redressal System

The Grievance Redressal Cell at MERI operates with a transparent, student-centric approach aimed at ensuring that every concern raised by students is acknowledged, reviewed, and resolved within a reasonable time. To monitor the system's performance and strengthen quality benchmarks, a survey was conducted and the responses provided a clear picture of how well the existing mechanism is functioning and where incremental improvements can be made. What the survey really shows is a high level of trust students place in the institution. Most respondents appreciate the college's promptness, communication, and openness, which is a strong indicator of a healthy campus culture.

1. Analysis of Survey Data

1.1 Grievance Type Distribution

In the survey very few grievances highlighted related to routine academic or administrative matters. No serious grievances found especially those related to safety or harassment which reflects the effectiveness of the campus safety protocols and anti-ragging measures. What this really means is that students feel comfortable flagging everyday concerns because the environment encourages open feedback. It also shows that the institution has strong preventive measures in place for sensitive issues.

1.1 Student Satisfaction Levels

Close to 90 percent of respondents expressed satisfaction with the grievance redressal process. This strong approval rate is tied directly to quick acknowledgement, courteous interactions, and the clarity provided during the resolution stages. Dissatisfaction appeared only in a small segment, often linked to expectations of even faster resolution. The overall trend underscores that MERI's grievance handling is not only functional but perceived as supportive and responsive.

1.3 Preferred Mode of Submission

Students overwhelmingly used online modes such as email and the grievance portal. This indicates two things:

1. Students trust the digital systems.
2. The college has successfully created a hassle-free, accessible process.

A small group still prefers physical submissions, typically first-year students or those who like direct interaction. The presence of multiple submission options highlights inclusivity and flexibility in the system.

1.4 Timeliness of Acknowledgement

The acknowledgement chart shows that most grievances receive a response within the shortest time bracket. Such promptness reassures students that their voice matters, and it strengthens the credibility of the institution. Cases with slightly delayed acknowledgement usually arise during weekends, holidays, or when information needs to be verified before responding. Even so, the data reflects a consistently active administrative approach.

1.5 Resolution Timeframes

Most grievances were resolved within short, efficient time cycles. This is driven by effective coordination between departments and a clear escalation framework. It also explains the high satisfaction levels observed earlier. The few cases that took longer usually involved matters requiring multiple approvals or technical clarifications. Even these remained within acceptable institutional limits.

1.6 Comfort Level While Reporting

A large majority of students reported feeling comfortable or very comfortable while submitting grievances. This is one of the clearest indicators of a positive institutional climate. It shows that students view the grievance mechanism as safe, dependable, and free of bias. The small segment that felt hesitant often consisted of new students who were still adapting to college systems. With increased orientation and visibility of success stories, this hesitation naturally reduces.

2. Key Strengths Identified

Here's what becomes obvious when looking at the overall data:

- Students trust the grievance cell and are willing to use it proactively.
- Serious grievances are exceptionally low, reflecting a disciplined and safe campus.
- Acknowledgement and resolution rates are high, showing strong administrative efficiency.
- The digital grievance platform works smoothly and is widely preferred.
- Students feel supported and respected throughout the grievance-handling process.

These points collectively demonstrate that MERI's grievance redressal system is functioning at a high standard and aligns well with NAAC's expectations of transparency, responsiveness, and student welfare.

3. Conclusion

The survey reinforces that MERI maintains a strong, student-focused grievance redressal mechanism. With close to 90 percent satisfaction and very high comfort levels during reporting, the college clearly demonstrates accountability and responsiveness.

Action Taken Report

Based on the feedback collected, the following actions have been initiated:

1. Strengthening Follow-up Communication

A few students expected quicker intermediate updates. The grievance cell has now introduced scheduled follow-up messages for cases requiring longer resolution.

2. Orientation Sessions for First-Year Students

Since some of the hesitation came from new students, the college has planned regular orientation talks explaining how the grievance process works, along with demonstrations of online submission.

3. Improved Display of Grievance Redressal Timelines

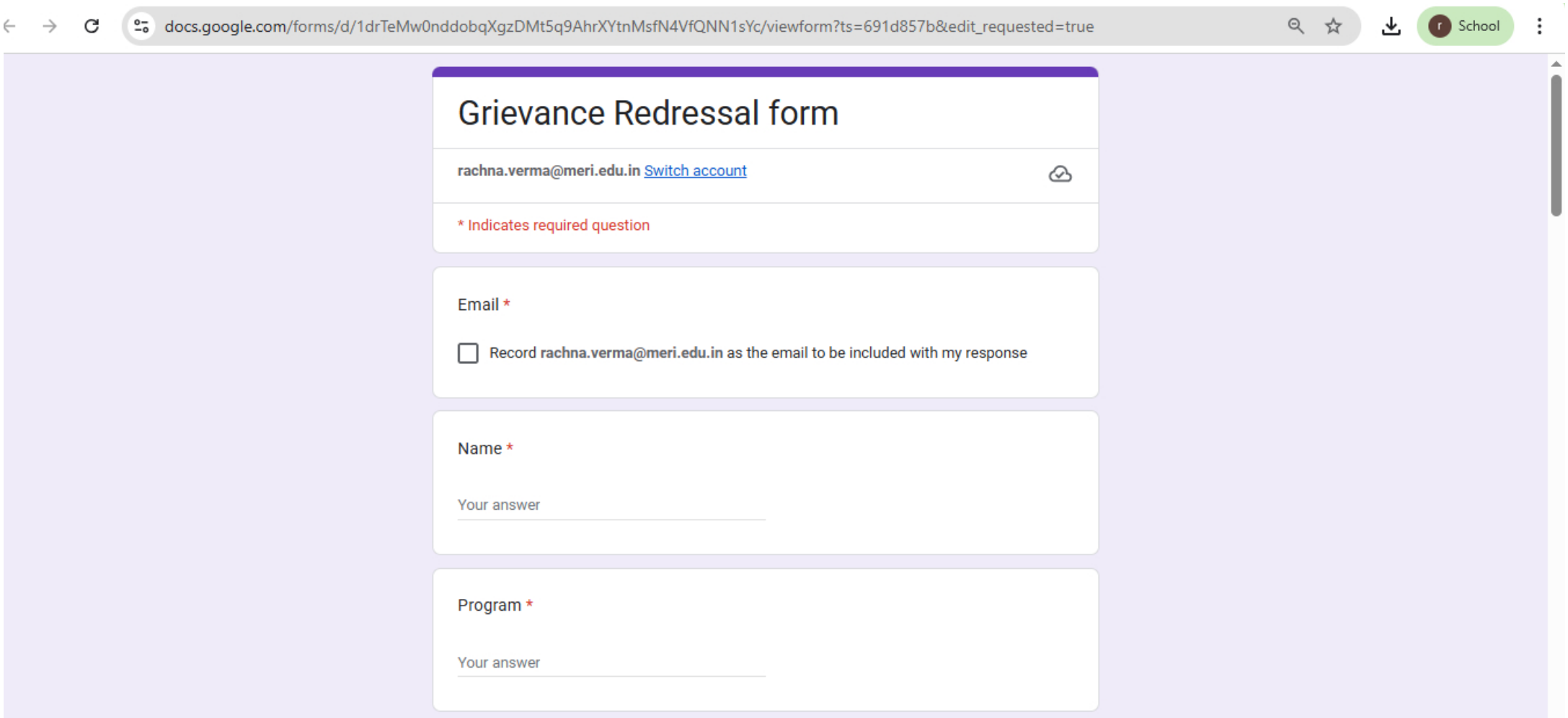
Updated posters and digital notices listing standard turnaround times have been placed across the campus to build clarity and confidence.

4. Monthly Review Meetings

The Grievance Cell will now hold monthly performance reviews to monitor deadlines, analyse trends, and enhance inter-department coordination.

5. Enhancement of Digital Portal

Minor usability improvements are planned for the online grievance platform based on student suggestions, ensuring quicker access and smoother navigation.


docs.google.com/forms/d/1drTeMw0nddobqXgzDMt5q9AhrXYtnMsfN4VfQNN1sYc/viewform?ts=691d857b&edit_requested=true
School
Grievance Redressal form
rachna.verma@meri.edu.in Switch account
* Indicates required question
Email *
Record rachna.verma@meri.edu.in as the email to be included with my response
Name *
Your answer
Program *
Your answer