



# Mamta Institute of Education

Approved by AICTE, Ministry of HRD, Govt. of India, N. Delhi

Affiliated to : Aryabhatta Knowledge University, Patna

Address :- Chintamanpur, Daraundha, Distt. Siwan-841404 (Bihar)

Mob – 9264447396/ 9386806858, Email :[mamtamanagementinst21@gmail.com](mailto:mamtamanagementinst21@gmail.com)

Ref:.....1925/P/110/23

Date: 04/10/2023

## CIRCULAR

### **Sub: Establishment of Online Grievance Redressal Mechanism.**

As per the regulations stipulated by the All India Council for Technical Education (AICTE) on the Establishment of Grievance Redressal Mechanisms for Students at Mamta Institute of Education.

The Grievance Redressal Committee with the following members:

Sl. No.	Name	Position	Category	Mobile number	E-Mail ID
1.	Kumar Gaurav	Principal	Principal	9570600130	<a href="mailto:mamtamanagementinst21@gmail.com">mamtamanagementinst21@gmail.com</a>
2.	Mahesh Chandra	Member	Assistant Professor	9470231594	<a href="mailto:mamtamanagementinst21@gmail.com">mamtamanagementinst21@gmail.com</a>
3.	Ajay Prasad Gupta	Member	Assistant Professor	9155742895	<a href="mailto:mamtamanagementinst21@gmail.com">mamtamanagementinst21@gmail.com</a>
4.	Anuj Kumar Sinha	Member	Assistant Professor	9525952626	<a href="mailto:mamtamanagementinst21@gmail.com">mamtamanagementinst21@gmail.com</a>
5.	Kaushambi Kaushal	Member	Assistant Professor	7717704237	<a href="mailto:mamtamanagementinst21@gmail.com">mamtamanagementinst21@gmail.com</a>

The committee is entrusted with the responsibility to implement and adhere to the Grievance Redressal Mechanism for addressing complaints received either in person or through the online platform.

The Committee's objectives are:

1. Maintaining the College's Dignity: Creating a peaceful environment in the College by encouraging friendly interactions between students and faculty.
2. Encouraging students to openly and honestly express their complaints and issues without worrying about retaliation is known as "facilitating free expression."
3. Invoking Inhibition: Counseling students not to start disputes or complaints against other students, faculty members, or the College administration.
4. Cultivating Positive Interaction: Encouraging all staff members to engage in supportive and caring interactions with students, and avoiding any actions that could be interpreted as being punitive or vindictive towards them.

**Online Grievance Redressal Mechanism:**

Grievances submitted through the following methods:

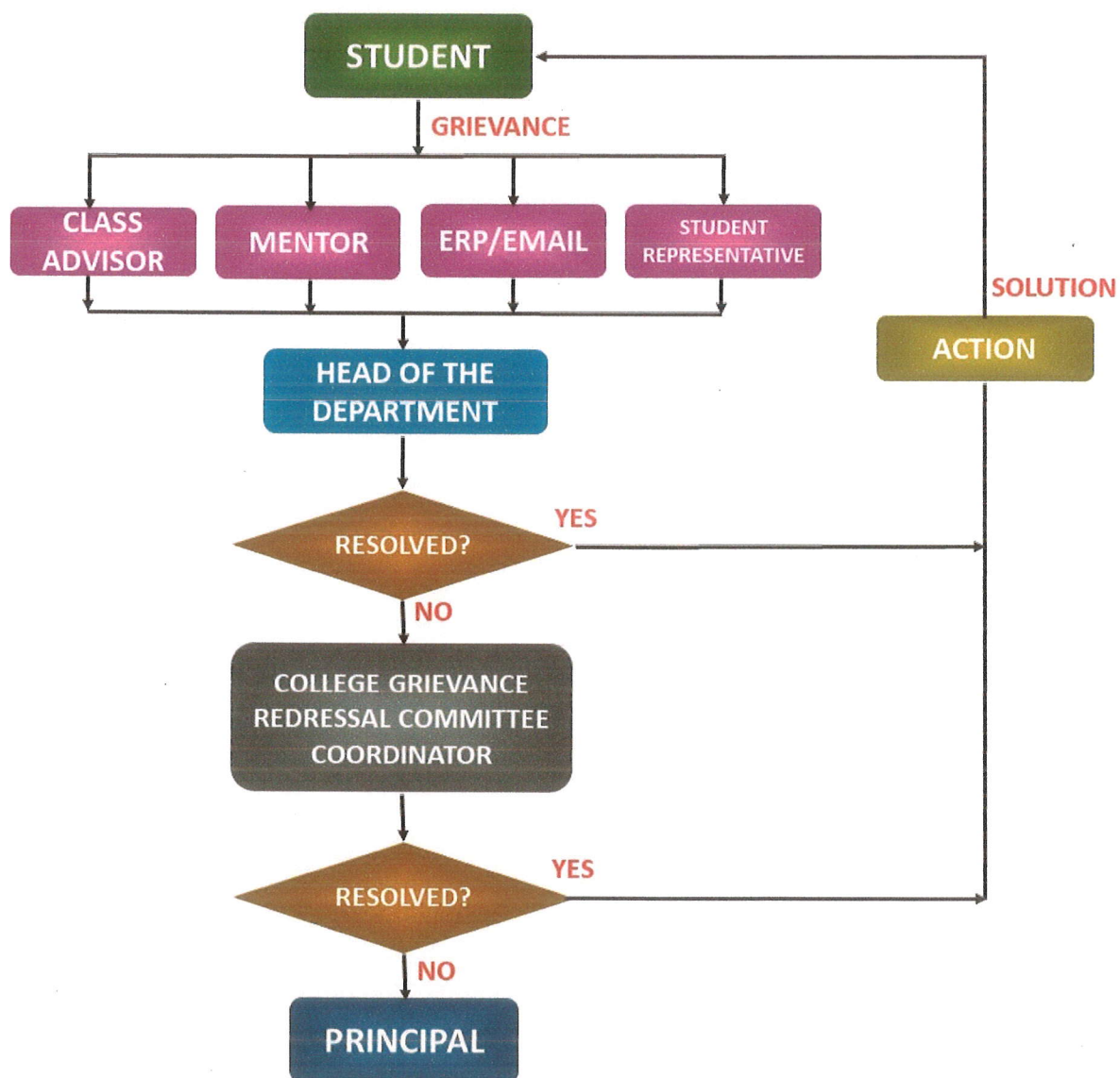
1. In person
2. By filling out the Grievance Form provided.
3. By writing an email to any member of the grievance cell.

Upon receiving a grievance, the chairperson of the committee will assign other members to investigate the matter thoroughly. The committee will work diligently to identify the root cause of the grievance and propose effective solutions.

The recommendations of the committee will be communicated to the concerned person by the Chairperson.

  
Principal  
Mamta Institute of Education  
Chintamanpur, Daraundha, Siwan

## GRIEVANCE REDRESSAL MECHANISM





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Ref: MIE/P/235/24

Date: 17/04/2024

## APPOINTMENT OF OMBUDSMAN

Dr. Rupesh Kumar. Dean School of Management, Aryabhatta Knowledge University, Patna is appointed as the OMBUDSMAN (For Student's Grievances) at Mamta Institute of Education, Chintamanpur, Daraundha, Siwan- 841404 (Bihar) for Resolving Grievance of Student's, on a part time basis for a period of Three Years with effective from 19<sup>th</sup> April 2024.

Also inform that TA & DA will be paid as per norms of the University on the Day of Meeting.

*Rupesh Kumar*  
Principal  
Mamta Institute of Education  
Chintamanpur, Daraundha, Siwan