



IFTM UNIVERSITY

(Established under UP Govt. Act No. 24 of 2010 and approved under section 2(f) of UGC Act 1956)

Lodhipur Rajput, Delhi Road, Moradabad- 244102, U.P.

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GRIEVANCE REDRESSAL MECHANISM

The University has well defined grievance redressal system to support the students. The students can submit their grievances through website link <https://iftmuniversity.ac.in/iftmuniversity/grievance.php> and they are sent to concerned office for their timely redressal. The Dean Students Welfare and Chief Proctor take care of the grievances of the students. The Suggestion boxes and Grievance boxes are placed in all schools.

In terms of provisions 5 contained in the UGC (Students Grievance Redressal) Regulations 2023, IFTM University has also constituted the *Students Grievance Redressal Committee (SGRC)*. All details of grievance receive through portal are transferred immediately to chief proctor of the University for immediate action and resolution. All closed grievance details are available in IT databases. No major grievances are reported so far. The constitution of the SGRC and details of Ombudsperson are also available at the above link of the website.

Prof. Sanjeev Agrawal
Registrar

Copy to:

1. The Directors of all Schools and University Polytechnic
2. Director- HR
3. Professor In-charge Research
4. Director- IQAC/ T&P Cell/IT Services/ PR & Legal Cell
5. OSD to Hon'ble Chancellor
6. Dean of Students' Welfare
7. Chief Proctor
8. Librarian
9. PS to Vice Chancellor
10. PA to Registrar
11. PA to Controller of Examinations
12. PA to Finance Officer
13. Office File

Prof. Sanjeev Agrawal
Registrar

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MORADABAD