



# GURUKRUPA COLLEGE OF MANAGEMENT

Approved by : AICTE, New Delhi, Affiliated to BPUT, Rourkela  
Recognized by : Government of Odisha  
Kalarahanga, KIIT Square, Infocity, Bhubaneswar - 751024  
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Ref. No: GCM/123/2025

Date: 15/09/2025

## OFFICE ORDER

### ESTABLISHMENT OF ONLINE GRIEVANCE REDRESSAL MECHANISM

As per the AICTE regulations 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 and the Governing Body (GB), Gurukrupa College of Management constituted Student Grievance Redressal Committee with the objective of resolving the grievances of students and their parents. Provision has been made available in the Institute website, for registering the grievance through <https://www.gurukrupacollege.org/?p=grievance>. The students and their parents may henceforth approach the Grievance Redressal Committee and submit / register any grievance online, which will be accessed by the GRC headed by the principal, and appropriate action taken and the decision of the GRC will be intimated to the complainant.

The grievances include:

- making admission contrary to merit
  - irregularity in the admission process
  - withhold or refuse to return any certificates
  - demand of money in excess specified
  - breach of the policy of reservation
  - complaints of alleged discrimination (SC/ST, OBC, Women, minority or PH)
  - 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.
- The Student Grievance Redressal Committee (GRC) comprises the following members:

S. No	Name and Address	Officiating as
1	Dr. Swaty Dash	Chairperson
2	Laxmindhar Barik	Ombudsperson
3	Kabita Pattanaik	Member
4	G.C. Nandi	Member
5	Ranjit Sasmal	Member
6	Payal Pattanaik	Member
7	Er. Debi Prasanna Kar	Special Invitee

- The member shall hold the office for a period of Two years. The GRC shall meet as and when requires and assesses the merit of the complaint. The decision of the GRC will be intimated to the complainant through email / SMS / hosted in the website. In case of any false / frivolous complaint, the GRC will take appropriate action against the complainant.

Principal  
Gurukrupa College of Management  
Gurukrupa College of Management  
Patia, BBSR- 751024

Copy to:

Chairman, HOD, Notice Board, website, All Members and Guard File