



Ref. No.: U-739/SVSU/2023/1304

Date: 10.05.2023

**Standard Operating Procedure (SOP)**  
**for Student Grievances Redressal Mechanism**

I have been directed to convey that Hon'ble Vice-Chancellor has announced the **Standard Operating Procedure (SOP) for Student Grievances Redressal Mechanism** Swami Vivekanand Subharti University, in light of UGC advisory on Redressal of Grievance of student dated 28.04.2023 alongwith the gazette of No. 233 dated 11.04.2023 . A copy of the same is attached for your perusal and to disseminate to the concerned.

Thanking you,

**Registrar**

*Enclosure: As above*

Copy to:

- Hon'ble Vice-Chancellor
- Chief Executive Officer
- Head of the Institutions  
*SMC/SDC/SNC/Physiotherapy/KSCP/SITE/Polytechnic/SIL/Mgmt./HotelMgt./JMC/Fine Arts/Yoga/Education/Science/Arts & Social Science*
- HOD (*Home Science/Lib. Science/Para-MedicalSciences*)
- Dean Student Welfare
- Dr. Sharvan Kumar Garg, Professor – SITE
- Committee Members

  
**Registrar**

# Swami Vivekanand Subharti University

## Standard Operating Procedure (SOP) for Student Grievances Redressal Mechanism

### 1. PREAMBLE

Swami Vivekanand Subharti University is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Committee was constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, march 23-29, 2013) for handling day-to-day grievances related to students and parents and re-constituted in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Institute / Department/ Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee Office to submit his/her grievance.

### 2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;

### 3. SCOPE

To resolve the student related grievances of Swami Vivekanand Subharti University.

### 4. GRIEVANCES REDRESSAL COMMITTEE STRUCTURE

With reference to UGC (Redressal of Grievances of Students) Regulations, 2023, committee for Student Grievance Redressal is reconstituted with a senior

faculty as chairperson and faculties from different institutes as members. University Student Grievance Redressal Committee is as follows-

- |        |   |                  |
|--------|---|------------------|
| (i)    | Dr. Sharvan Kumar Garg, Professor               | Chairperson      |
| (ii)   | Dr. Ruchi Tyagi, Associate Professor SMC        | Member           |
| (iii)  | Dr. Archita Bhatnagar, Associate Professor-SITE | Member           |
| (iv)   | Dr. Prem Chand, Associate Professor-Law         | Member           |
| (v)    | Mr. Archit Katyayan, Assistant Professor-SCMC   | Member           |
| (vi)   | Dr. Niraj, Additional Registrar (G)             | Member           |
| (vii)  | Mr. Anuj Pradhan – OSD                          | Member Secretary |
| (viii) | President student council as special invitee    |                  |

This constitution will be governed through latest university notification. In considering the grievance before it, the SGRC shall follow principles of natural justice. The SGRC shall send its report with recommendations, if any, to the competent authority of the university concerned and a copy thereof to the aggrieved students, preferably within a period of 15 working days from the date of receipt of the complaint.

#### **5. TERM OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE**

- (i) The term of the Chairperson and members shall be for a period of two years.
- (ii) The term of the special invitee shall be one year.
- (iii) The Quorum of the meeting including the chairperson but excluding the special invitee shall be five.

#### **6. FUNCTIONS OF THE COMMITTEE**

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To analyse the merits of grievances and conduct formal hearings and investigation as the case may be;
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner;
- To ensure speedy disposal of every grievance application.

## **7. FACILITIES FOR FILING GRIEVANCE**

- Student may produce his / her grievances in person.
- The students may submit their grievances through e-mail at-
  - ✓ helpdesk@subharti.org
  - ✓ grievances@subharti.org
- Students shall also submit their grievance through online portal <https://subharti.org/grievances.php>

## **8. STANDARD OPERATING PROCEDURE (SOP)**

Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective Institute / department / office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective Institute / department / office or grievant is dissatisfied with response / resolution to his / her grievance, then the grievant is free to represent his / her grievance to the University's student Grievance Redressal Committee (SGRC).

If, the grievance is against the respective Head of Institute / department / office, then the grievant may directly submit his/her grievance in writing via email or submit in person at the Grievance Redressal Office.

## **9. FORMAL REGISTRATION**

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any through any of the modes.

## **10. FORWARDING**

Upon receipt of grievance, the Student Grievance Redressal Committee shall categories, analyse the merits of the grievance, and forward the grievance to the respective institute / department / office / individual requesting them to enquire into the grievance and redress within such period as may be specified, in a time not exceeding 15 days from the receipt of grievance complaint.

## **11. OMBUDSPERSON**

Any student aggrieved by the decision of SGRC may prefer an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such

decision. University has selected Padmashri Awardee Dr. Ravindra Kumar (email [ravindrawpmt@gmail.com](mailto:ravindrawpmt@gmail.com)) and his mobile no. is 9319090160.

The Ombudsperson has been appointed for a period of 03 years or until he attains the age of 70 years, whichever is earlier for the date of assuming office, and shall be eligible for re-appointment for another one term.

## **12. SCRUTINY**

Grievance Redressal Committee will make a thorough review of the redressal process. In case, the committee feels satisfied with the resolution provided by the respective institute / department / office / individual, then it will intimate the same to the grievant.

## **13. FINAL DECISION**

After the hearing or investigation, the Student Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit. If student forwards the case to Ombudsperson in that case, the decision taken by Ombudsperson will be submitted to the Hon'ble Vice-Chancellor and the decision of the Hon'ble Vice-Chancellor will be final.

## **14. CLOSURE OF COMPLAINT**

The complaint shall be considered as disposed off and closed when:

- The grievant has indicated acceptance of the resolution.
- The grievant has not responded within 15 days from the date of receipt of information on resolution

## **15. DOCUMENTATION**

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation.

## **16. MEETINGS AND REPORTING**

- Every academic year, two meetings will be conducted.
- Student Grievances Redressal Committee Chairman sends summary report to Registrar every year.