

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 regulations 2019.

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 (Grievance Redressal) Regulations, 2019, committee for Student Grievance Redressal Committee is reconstituted with a senior faculty as chairperson and faculties from different institutes as members. University Student Grievance Redressal Committee is as follows-

- | | |
|--|------------------|
| 1. Dr. Sharvan Kumar Garg, Professor – SITE | Interface |
| 2. Mr. Anuj Pradhan – OSD | Member Secretary |
| 3. Dr. Ruchi Tyagi, Associate Professor – SMC | Member |
| 4. Dr. Niraj, Additional Registrar (G) | Member |
| 5. Dr. Archita Bhatnagar, Associate Professor – SITE | Member |

5. 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.

6. 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>

7. 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 Grievance Redressal Committee.

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.

8. 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.

9. FORWARDING

Upon receipt of grievance, the 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 7 days from the receipt of grievance complaint.

10. 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.

11. FINAL DECISION

After the hearing or investigation, the 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.

12. 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 four weeks from the date of receipt of information on resolution

13. DOCUMENTATION

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

14. APPEALS

If, grievant is dissatisfied with the decision / resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Hon'ble Vice - Chancellor within seven days of the receipt of the committee's decision. Hon'ble Vice – Chancellor shall provide final decision within thirty days of receipt of the appeal, which shall be binding on both parties. Students can email at vc@subharti.org

15. MEETINGS AND REPORTING

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