



Office of the Registrar SWAMI VIVEKANAND SUBHARTI UNIVERSITY

(Established under U.P. Govt. Act no. 29 of 2008 and approved under section 2(f) of UGC Act 1956)
Ph. 0121-2439578, 2439052, 3058031, 3058032; Telefax: 0121-2439067



Ref.No.U-739/SVSU/2017/ 480

Date: 14.12.2017

To,

- Head of the Institutions
SMC/SDC/SNC/Physiotherapy/KSCP/SITE/Polytechnic/SIL/Mgmt./Hotel Mgt./JMC/Fine Arts/Yoga/Education/Science
- HOD (Arts & Social Science/Lib. Science/Phy. Education, Para-Medical Sciences)

Student Welfare

Sir/Madam,

In order to facilitate students, Grievance Redressal Officials, Dean/Additional Dean Student Welfare and Mentors have been designated by the University so that students do not run from pillar to post for solving their problems and can concentrate on their studies.

However, it has been observed that students are not getting benefit from the above schemes as they may not be knowing to whom & where to contact.

In view of the above, I am directed to request you to adopt the following procedure for the welfare of the students:

1. Ensure faculty members are designated as Incharge of Grievance Cell and students Welfare. He/she should be available in pre-identified office daily for at least half an hour.
2. Display Room No. and timings of the above office with the help of Flex (app. 2'x1') after filling in the blanks at appropriate place(s), *Proforma enclosed*.
3. The Faculty Incharge will make all efforts to address grievances/problems of students at his/her level and may take help of University Grievance Cell, Dean/Additional Student Welfare, Examination, Accounts, Nodal Officer-Scholarship etc. wherever needed.
4. If Faculty Incharge remains unable to sort out the problem at his/her own level, he/she will forward the case to the Head of Institution.
5. Head of Institution will try to sort out the grievance/problem of the student at his/her level.
6. If he/she also remains unable to sort out the problem, he/she will forward the case to Hon'ble Vice-Chancellor along with detailed remarks.

Thanking you,

Yours faithfully,


Registrar

Encl: As above

Copy:

- Hon'ble Vice Chancellor
- Pro Vice-Chancellor
- COE
- Dean Student Welfare/ Addl. Dean Student Welfare
- Chairperson, Internal Complaint Committee
- Nodal Officer – Scholarship


Registrar

STUDENT WELFARE

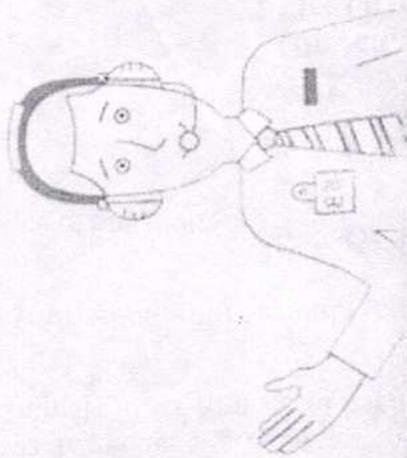
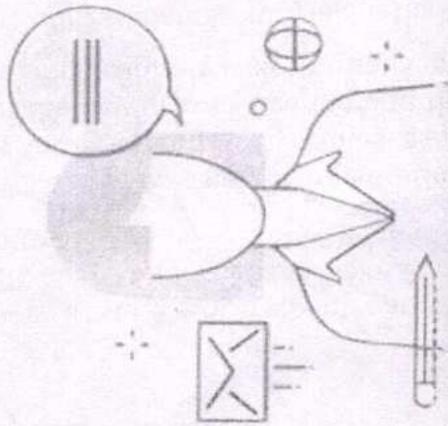
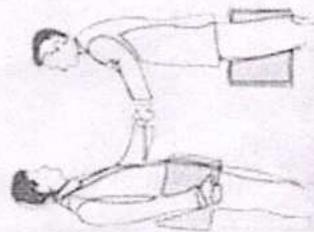
Grievances / Complaints / Problems (if any)

Meet the committee member at _____

from _____ to _____ on all working days

or

Dean / Additional Dean, Student Welfare at their Office:
Behind ATM of Punjab National Bank



WE ARE HERE TO HELP YOU