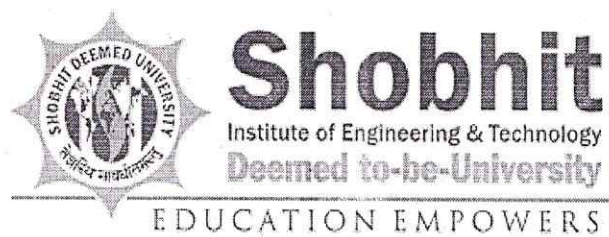
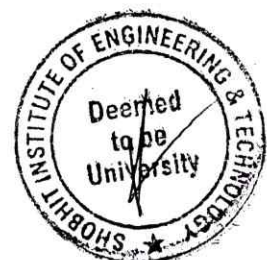


Grievance Redressal Mechanism



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Registrar
Shobhit Institute of Engg. & Tech.
(Deemed to-Be University)
NH-58, Modipuram, Meerut-250110

Shobhit Institute of Engineering & Technology
(Deemed to-be-University)
NH-58, Modipuram,
Meerut, UP-250110



Students' Grievance Redressal Cell

The cell functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other issues. Any form of discontent or dissatisfaction on the part of the students can be informed to the cell. The Grievance cell also looks into matters of harassment. Anyone with a genuine grievance may approach the Coordinator or member of the Students' Grievance cell. Grievances may also be sent through e-mail to the Coordinator of the Students' Grievance Cell. The cell then redresses the grievances promptly and judiciously. As a result of this mechanism, the University has pleasant ambient atmosphere and good work culture with in-built goodwill and mutual understanding among the students. There is a form available on ERP COLL POLL for the students to apply for any grievance or dissatisfaction faced by the students.

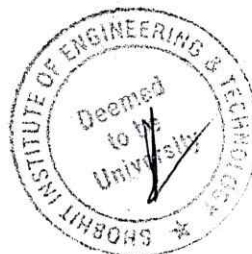
Objective

The main objective of the Grievance Cell is to promote and maintain a conducive and harmonious educational environment among the students. The Students' Grievance Cell is constituted for the redressal of the problems reported by the students of the University. This is with the following objectives:

- Grievance cell is formed in order to keep the healthy working atmosphere amongst staff, students and parents.
- This cell helps Students to record their complaints and solve their problems related to academics, resources and personal grievances freely and frankly without any fear of victimization.
- To keep the dignity of the University high by ensuring conflict free atmosphere in the university by promoting good Student-Student relationship and Student-teacher relationship.
- To ensure effective solution to the student grievances with an impartial and fair approach.
- In order to advising Students of the University to respect each other and be patient whenever any occasion of conflict arises.
- To advise all the students to refrain from stirring up students against other students, teachers and university administration.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal. Ragging Complaints will be handled as per ragging rules
- Woman Harassment complaints will be handled as per government guidelines by respective section.



A. Todi



Scope

The cell will deal with Grievances received in writing from the students about any of the following matters:

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Functions

Complaint Boxes have been installed in the University campus in which the Students, who want to remain anonymous, can put in writing their grievances and their suggestions for improving the academics/administration in the University.


Students can lodge a complaint.

- The person concerned can personally approach to any member of the Cell and can send email or write an application and submit to Cell Convener for grievances of any sort.
- The cases will be attended promptly on receipt of grievances from the students.
- The cell will review all cases and will act formally accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Exclusions

The grievance Redressal cell shall not entertain the following issues:

- Decisions of the executive council, academic council, board of studies and other administrative or academic committees constituted by the university.
- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the university with regard to disciplinary matters and misconduct.
- Decisions of the university about admissions in any courses offered by the institute.
- Decisions by competent authority on assessment and examination result.


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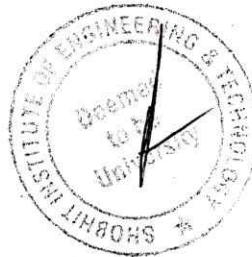
A. GRIEVANCES REDRESSAL COMMITTEE-

1. The Vice Chancellor of Shobhit Institute of Engineering & Technology (Deemed to be University), UP herein shall constitute a standing Grievance Redressal Committee consisting of five members-
 - a. A senior Professor of the University- Chairman;
 - b. A senior faculty drawn from the School, on rotation basis, to be nominated by the Vice Chancellor-Member;
 - c. Dean/Director of the School/department where the grievance has occurred.
 - d. A student representative, drawn from the School, on rotation basis where the grievance has occurred to be nominated, a student from student council.
 - e. Dean, Student Welfare (DSW)
2. The Standing Grievances Redressal Committee shall communicate its decision within ten days receipt of the complaint.
3. Any person aggrieved by the decision of the Grievance Redressal Committee or not satisfied by its decision may within a period of six days prefer an appeal to the Appellate Authority, created for the purpose.
4. Any student, not satisfied with the existing redressal mechanism in Shobhit Institute of Engineering & Technology may prefer another complain to this committee, through Dean Student Welfare.

B. APPELLATE AUTHORITY

1. The Registry, headed by DEAN, Student Welfare will also act as Member Secretary to the Appellate Authority. The Dean, Student Welfare shall place all such appeal out of cases, dealt under clause A to Appellate Authority. Any aggrieved student or person may prefer an appeal seeking Redressal of grievances, not being satisfied by the decision of Standing Grievances Redressal Committee and such appeal cases shall be placed before the Appellate Authority by Dean, Student Welfare. Some serious Grievance cases and the grievances/application addressed to Appellate Authority may be taken up directly with the Appellate Authority by Dean, Student Welfare in consultation with the Chairman, Standing Grievance Redressal Committee.


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CONSTITUTION OF APPELLATE AUTHORITY

The Shobhit Institute of Engineering & Technology (Deemed to be University), UP herein constitutes Appellate Authority comprising of following members.

- i. Chairman– to be nominated by a separate office order.
- ii. Registrar
- iii. Dean/Director, concerned in respect of which the appeal/ grievance is linked.
- iv. Co-opted Member (Director-Academics/ Director-Admission, Controller of Examination and others as may be needed, depending on the case and nature of grievance)
- v. DSW- Member Secretary

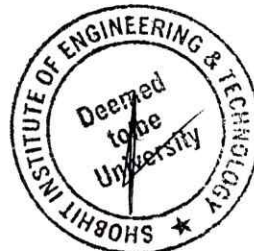
2. The details of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the University.

C. PROCEDURE IN REDRESSAL OF APPEAL/GRIEVANCES BY APPELLATE AUTHORITY AND GRIEVANCE BY STANDING GRIEVANCE REDRESSAL COMMITTEE:

1. On receipt of an application by the registry, the official-in-charge shall inform the Dean Student Welfare, the Member Secretary to the Standing Grievances Redressal Committee and shall immediately provide a copy to the concerned Dean/Director or Official concerned in the University for furnishing its reply within seven days.
2. The Member Secretary shall arrange hearing by convening the meeting of Standing Grievance Redressal Committee and record the proceedings.
3. The appeal cases shall be referred by Dean, Student Welfare to the Appellate Authority through its Chairman and a hearing shall be conducted following a due process.
4. The Appellate Authority shall fix a date for hearing the complaint or complainant which shall be communicated to the aggrieved person either in writing or electronically, as may be feasible.
5. An aggrieved person may appear either in person or represented by such person as may be authorized to present his/her case.
6. The Appellate Authority shall be guided by the principles of natural justice while hearing the grievances.

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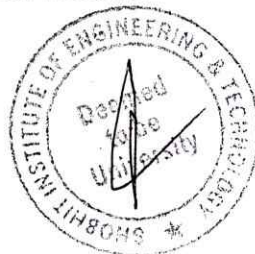
7. The Appellate Authority shall ensure disposal of every application as speedily as possible; however, not later than a month of receipt of the grievance/appeal.
8. The University shall co-operate with the Appellate Authority, in redressal of grievance and provide administrative support.
9. On the conclusion of proceedings, the Chairman, Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
10. Every order under the signature of the Chairman, Appellate Authority or the Chairman, Standing Grievances Redressal Committee, as the case may be, shall be provided to the aggrieved person and the Head of Institute and shall be placed on the website of the University.
11. The University shall comply with the order of the Chairman, Appellate Authority.
12. Any order of the Appellate Authority, not complied with by the University, the complainant may prefer reporting to the Commission (UGC).
13. A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, by any other person.
14. In case of any false or frivolous complaint, the Appellate Authority may order appropriate action against the complainant.

D. MECHANISM FOR GRIEVANCE HANDLING

- Pursuant to these Guidelines of Shobhit Institute of Engineering & Technology (Deemed to be University), a proper Students Grievance Redressal Mechanism shall be in place to create a 'Registry' to be managed by Deputy Dean, Student Welfare or the official nominated by Dean, Student Welfare for the purpose, in the office of Dean, Student Welfare. The Dean, Student Welfare shall act as Member Secretary to Standing Grievance Redressal Committee.
- The student or the guardians may submit their query/complaint/grievance either too concerned Head of Institution/Department or the Dean, Student Welfare, as per prescribed proforma given at Annexure A. If required, an application giving full details may also be enclosed.

All the Dean/Directors of Schools shall forward the complaints of students, received in the Institution, to the Registry, in the office of Dean, Student Welfare.


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NH-58, Medinipuram, Meerut-250110 5

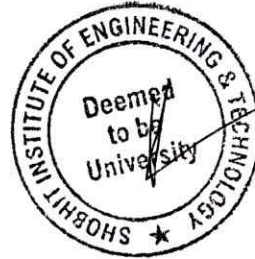


The person managing the Registry in the office of Dean, Student Welfare shall enter it in a Register as per details given in Annexure B.

The Dean, Student Welfare shall seek the comments of concerned Head and forward the same, on being fully satisfied, to the complainant.

- The Dean, Student Welfare, shall decide, depending on nature of complaints, to refer the complaints to the Standing Grievance Redressal Committee and convene a meeting accordingly.
- Where a written reply is required to be given to the students, based on the decision of Standing Grievance Redressal Committee, by the Dean, Student Welfare, a copy of it should be attached with the proforma A for records.
- If the grievance of the applicant is not redressed within the expected time or in the expected manner, the applicant may report the matter to higher authority, i.e. Appellate Authority. If the matter relates to more than one Institution/Department, the office of Dean, Student Welfare shall coordinate with all such Schools/ Departments and ensure that the issue is resolved.

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GRIEVANCE REDRESSAL FORM

Please fill the form carefully and retain the acknowledgment Sl. No _____

Name _____ Enrolment No. _____
 School _____ Program _____ Semester _____
 Query/Grievance/Problem _____

Signature of Student

Date and Time _____ **for office use only**

Action Taken by the Department _____

Expected Date of Redressal _____
 To be given by person in Registry in DSW office

Signature of Dealing Staff Name of School/Department: _____

ACKNOWLEDGEMENT: GRIEVANCE REDRESSAL FORM

Sl. No _____

Expected Date:
 (To be given by person receiving)


Signature of Person Receiving:
 (With Date and Time)

Name of School/Department:

Name of the Person:

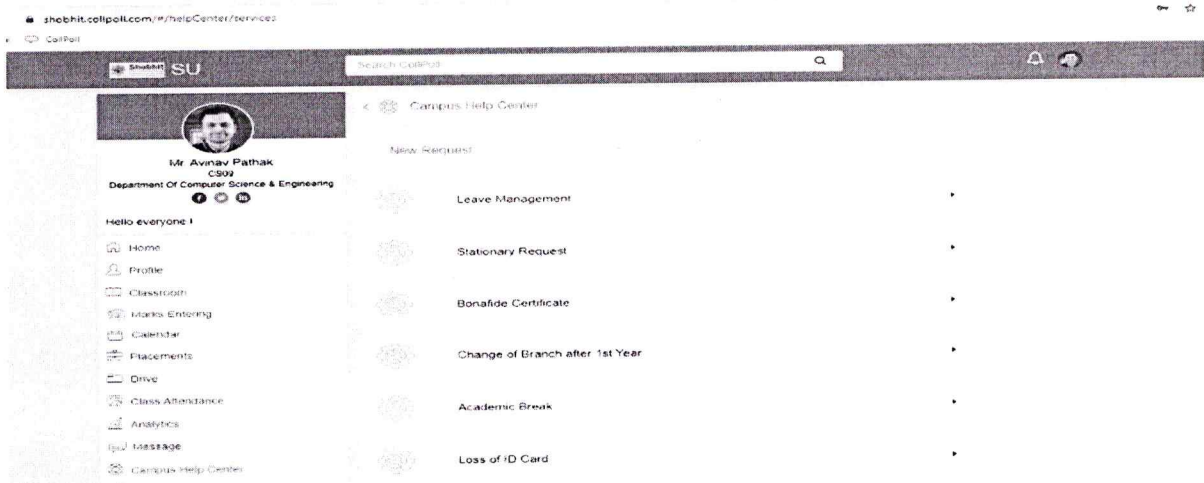
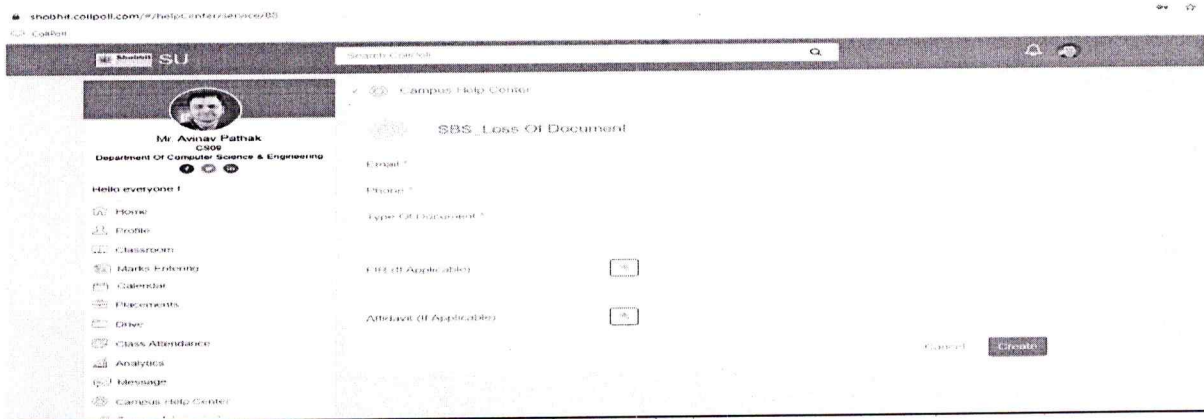
NOTE: If the redressal does not take place as expected, the student/user may please report to DSW and/or Registrar




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Mechanism for Grievance Redressal Management Online Mode (via CollPoll ERP System)

Shobhit Institute of Engineering and Technology (Deemed to be University) has a Grievance Redressal System on University ERP System i.e. CollPoll. The students can submit their issues online to the concerned head of the grievance category in online mode. The redressal of the issue is also done in online mode by the concerned authority for the grievance by replying to the student concerned in appropriate manner. This mechanism helps the student to seamlessly raise the request in online mode. This system empowers the students at campus to issue or raise requests or grievances for specific reasons. The students creates the request by addressing the details in the form and attaches the relevant document for the issue or grievance.



[Handwritten Signature]
Asst. Prof.
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