



SAI NATH UNIVERSITY

Established Under Jharkhand Govt. Act No. 15 of 2012 & Recognized as Per Section 2(f) of UGC Act. 1956

Campus :- Jirawar, Chandway-Kuchu Road, Ormanjhi, Ranchi, Jharkhand

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Policy for Grievance Redressal Mechanism of Scholars

Grievance Redressal Committee

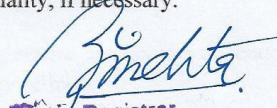
Grievance Redressal System is a vital part of any administration. It is the responsibility of the Administration to provide a secure and contented environment to all its Staff and Students. The Grievance Redressal Committee has been formed in the University as per the UGC guidelines to redress the grievances of both the staff and the students. Since the inception of the college, the Committee has been under the direct purview of the Vice Chancellor.

The grievances received by the coordinator are forwarded to the concerned Committee members who look in to the problems depending upon the seriousness of the issue.

The Committee has been continuously striving to take the best efforts possible to create a harmonious and conducive atmosphere to everyone in question.

Functions of the Grievance Redressal Committee

- To accept written grievances from students and staff related to the system.
- To create and implement a mechanism to handle the reported grievances.
- To forward the findings to the Management if necessary for further action.
- To listen, record and scrutinize the grievances submitted to them by the Staff and Students and take necessary steps immediately.
- To attend to the grievances based on the authenticity and gravity of the criticisms made.
- To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
- To convene periodical meetings to discuss whether the grievances have been settled.
- To make a follow-up of these matters at regular intervals till their final disposal.
- To maintain strict confidentiality, if necessary.


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Composition of University Grievance Redressal Committee

Name of The Committee	List of Members	
	Name	Designation
Grievance Redressal Committee	Dr. Suman Srivastava	Convener
	Advocate Manish	Member
	Dr. K.R. Dutt	Member
	Prof (Dr.) R. K. Pandey	Member

All the scholars enrolled at University have the right to appeal any academic matter in which they feel that they have been treated unfairly. Examples of scholars problems: Disputes over Grades, Course Requirements, Faculty or Staff Conduct, Fines and Administrative Policies and Procedures.

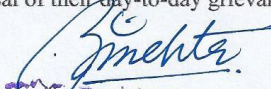
If any problem arises and is not resolved informally, scholars may file a grievance with the University Grievance Redressal Cell (UGRC). Any type of student complaint or problem may be presented to the coordinator for official review. The campus hearing body follows a set of formal procedures as per UGC Guidelines. A scholar Representative will assist scholars in presenting their case along with the guidance of the members of the committee as well. The deadlines for filing any kind of a grievance is the last day of the month, post the month during which the incident has occurred.

The coordinator (Convener) does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. Attempts at such a resolution are required before the committee will accept a case. Paperwork is available in the office.

Any scholar who wishes to file a grievance can contact the coordinator of University Grievance Redressal Cell (UGRC) in University office

Grievance Redressal Process

This cell is established with an aim and objective to provide the scholars an easy and readily accessible mechanism for prompt disposal of their day-to-day grievances.


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Grievance procedure for redressal of grievances is as follows:

Complaints affecting one or more individual scholar in respect of their

1. Disputes over Grades
2. Course Requirements
3. Faculty or Staff Conduct
4. Fines and Administrative Policies and Procedures.

First stage (Coordinator level):

The aggrieved student represents his/her grievance either in person or in writing to the concerned officer in the dept, which is acknowledge. A reply is sent to the student under the signature of the officer within 15 days.

Second stage (Committee level) :

If the student is not satisfied, he/she may request the officer to forward his/ her grievance to the grievance committee constituted at University level.

Along with concerned HOD, any two among the other three would address the issue/grievance and the recommendations of the grievance committee shall be communicated to the concerned student within 15 days.

Third stage (Chairman Level):

If the student is not satisfied with the reply given by the Grievance Committee at second stage, he/ she can represent the matter to the management.


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