

## **MECHANISMS FOR SUBMISSION OF ONLINE/ OFFLINE STUDENTS GRIEVANCES**

Swami Vivekananda Institute of Science & Technology has established a Grievance Redressal Cell as per the guidelines of University Grants Commission (UGC) to provide a mechanism for redressal of grievances of stakeholders. The responsibility of the Cell is providing a secure and contented environment to students and staff, ensuring the transparency in admission, and prevention of unfair practices, etc. Since the inception of the Cell, it has been under the direct purview of the principal. The students approach the cell to voice their grievances and drop the note in the grievance box. The students are the main stakeholder of Swami Vivekananda Institute of Science & Technology. Students' growth and development is the top priority of the college. If a student has any grievance, it is taken up seriously by the concerned authorities. The Institute has evolved an elaborate system of grievance redressal of the students. The Students' Grievance Redressal Committees are constituted to deal with the grievances of the students.

### **Objective**

- To provide a forum for the students to voice their grievances with regard to their academic issues and day to day activity.
- To solve and redress the grievances of the students.
- To ensure a congenial atmosphere by promoting cordial relationship among all the stakeholders.

### **Procedure of Submission of students' Grievances (Offline)**

1. The aggrieved student(s) may directly approach to the Head of the Department with a written application.
2. In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee. The details of the Anti-Ragging Committee are published on the website.

3. Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places: a. Outside Administrative Office b. Near Principal's Office at central stair case (ground-floor) of the Main Building
4. For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non resolution of grievance, the student may approach the Head of the Institute/ Principal with a written application.
5. Students have to approach the concerned faculty member for any clarification on marks and review of the same. ii. Any grievance of the student, with regard to evaluation, shall be first addressed by the respective faculty and if not resolved, it shall be escalated to the Area Chair/Program Chair Concerned.
6. Aggrieved student (s) may also submit their grievance in writing to the Principal.

**Functions/How grievances are addressed by the Institution:**

The cases will be attended promptly on receipt of written grievances from the students and resolved. The cell formally will review all cases and will act accordingly as per the management policy. The grievance cell will act upon those cases which have been forwarded along with the necessary documents. The grievance cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

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