



SWAMI VIVEKANANDA INSTITUTE OF MODERN SCIENCE

Sonarpur Station Road, Karbala
P.O. & P.S. - Narendrapur
Kolkata - 700 103
An ISO 9001:2008 Certified Institute

Affiliated to MAKAUT, WB
College Code: 264
Ph: 033-2428-3035
E-mail: info@svist.org
Website: www.svims.org

MECHANISMS FOR SUBMISSION OF ONLINE/OFFLINE STUDENTS' GRIEVANCES

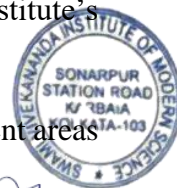
Swami Vivekananda Institute of Modern Science has established a Grievance Redressal Cell in accordance with the guidelines of the University Grants Commission (UGC) to facilitate grievance redressal for all stakeholders. The responsibilities of the Cell include ensuring a secure and supportive environment for students and staff, maintaining transparency in admissions, and preventing unfair practices. Since its inception, the Cell has been directly supervised by the principal. Students can approach the cell to voice their grievances or drop notes in the grievance box. The Institute considers students as primary stakeholders, prioritizing their growth and development. All grievances are taken seriously by the relevant authorities, and a structured grievance redressal system has been implemented through the establishment of dedicated Grievance Redressal Committees.

Objective

- To provide a forum for students to voice grievances regarding academic and daily activities.
- To address and resolve students' grievances.
- To maintain a harmonious atmosphere by fostering positive relationships among all stakeholders.

Procedure for Submission of Students' Grievances (Offline)

1. Aggrieved students may directly approach the Head of the Department with a written application.
2. For grievances related to ragging, students may report directly to any member of the Anti-Ragging Committee. Details of the Anti-Ragging Committee are available on the Institute's website.
3. Students can submit grievances on plain paper in complaint boxes located in prominent areas on campus:
 - Outside the Administrative Office
 - Near the Principal's Office, at the central staircase (ground floor) of the Main Building
4. For concerns about teaching, learning, or internal assessments, students should first approach



[Signature]
Principal
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the concerned faculty. If unresolved, they may then submit a written application to the Head of the Institute/Principal.

5. For clarification on marks or review, students are encouraged to consult the concerned faculty. If not resolved, the grievance can be escalated to the Area Chair/Program Chair.
6. Aggrieved students may also submit their grievances in writing directly to the Principal.

Additional Provisions

- **Awareness Programs:** Organization-wide awareness programs are held periodically to inform students and staff about available grievance mechanisms, policies against unfair practices, and steps to maintain a safe learning environment. These programs are documented with geotagged photographs and authenticated reports.
- **Implementation of Regulatory Guidelines:** The Institute rigorously follows the guidelines of statutory bodies such as the UGC, with certified documentation confirming compliance and regular updates on policies.
- **Online Submission Mechanism:** In addition to offline channels, an online mechanism is available on the Institute's official website, allowing students to submit grievances digitally. A direct link to this portal is prominently displayed on the homepage.
- **Timely Redressal:** All grievances are addressed promptly upon receipt, reviewed by the grievance cell, and resolved according to institutional policy. Certified documentation of timely resolutions and actions taken is maintained, ensuring transparency and accountability.

Functions/How Grievances Are Addressed by the Institution

All grievances are attended to promptly upon receipt of written submissions from students. The grievance cell formally reviews each case, acting in line with the Institute's management policies, and ensures the necessary documentation accompanies each case. The grievance cell commits to resolving grievances within a specified time frame, as outlined in the cell's guidelines, ensuring efficient and effective grievance redressal.



[Signature]
Principal

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