

Grievances Redressal Policy

1. Preamble:

SVEC aims to provide fair, healthy and supportive environment for its stakeholders. The grievance redressal policy has been formulated according to UGC Grievance Redressal Regulations, 2019 which is a supersession of UGC Grievance Redressal Regulations, 2012. All the stakeholders (Management, Faculty, Staff, Students and Parents) of SVEC shall adhere to and promote the policy and guidelines stated herein and uphold human values and ethics.

2. Objectives:

- To provide an environment to express the grievance without fear and victimization.
- To maintain a transparent, well-defined and structured process of grievance redressal.
- To ensure a fair and timely redressal of grievances.

3. Composition and Tenure of the Committee:

The committee shall comprise of a Chairperson, Convener and two or more senior teaching faculty members. Principal of the college shall be the chairperson. Members of the committee shall be nominated by the chairperson for tenure of two years. However, the Chairperson can dissolve and re-constitute the committee every year. Out of the members, one member shall be female and other from SC/ST/OBC category.



4. Scope of the grievances:

Grievances may be related to any of the following matters:

a) Academic	b) Non-Academic
(i) Teaching-Learning	(i) Victimization
(ii) Assessment	(ii) Discrimination / Sexual Harassment
(iii) Attendance	(iii) Fees
(iv) Conduct of Examinations	(iv) Transport
(v) Library	(v) Facilities

5. Roles and Functions of the Committee:

The committee shall

- (i) follow the rules and regulations laid down by the institute and the principles of natural justice during the enquiry and redressal of grievances.
- (ii) follow and review grievance redressal norms and guidelines.
- (iii) make efforts to resolve the grievance within 10 working days.
- (iv) meet bi-annually or as and when required.

6. Grievance receiving mechanisms:

Anyone with a genuine grievance may lodge his/her complaint to GRC along with necessary documents, if any. The grievance shall be reported by using any of the following modes:

- (i) The aggrieved member can submit grievance in writing clearly mentioning the contact information like Mobile/Phone Number, Communication address etc., to any member of the Grievance Redressal Committee / Head of the respective Department / Members of the Management.
- (ii) Online at the website <https://www.svec.education/grievance-redressal/>

7. Standard Operating Procedure for handling Grievance:

- (i) On receipt of complaint / grievance, Grievance Committee shall segregate the complaint, discuss with the concerned committee and thereafter direct the said complaint to the respective committee.

- (ii) Complaints of general nature shall be considered by this committee and resolved accordingly.
- (iii) The concerned committee shall investigate the cases directed by the GRC accordingly as per the guidelines detailed in section 8.

8. Guidelines for investigating the Grievance by the appropriate committee:

- (i) After the receipt of the application from the aggrieved received through the chairman of GRC for investigation of the issue, the committee shall fix the date, time and venue of the meeting after having a discussion with the members.
- (ii) The meeting shall be scheduled within ten days of receipt of the application.
- (iii) After fixing of the date of the meeting, a hard copy of the notice must be sent to the applicant to be present in the meeting and convey his or her grievances before the Committee and the acknowledgement of receipt would be placed on record. In case of a minor student (applicant), the student may be accompanied by his or her natural / legal guardian (either father or mother). No other person shall be allowed to the meeting.
- (iv) All relevant papers/proofs shall be perused by all the members. The Committee members are expected to deliberate upon the case, the grievance of the applicant and the rules and regulations laid down by the institute and the principles of natural justice during the enquiry and redressal of grievances.
- (v) The brief facts, evidences and final recommendations by the Committee members shall be recorded in the format of minutes of the meeting. The minutes shall be circulated to all the members of the Grievance Committee for their signatures. The decision of the appropriate Grievance Committee shall be communicated in writing to the applicant at the earliest.

