



SRI BALAJI VIDYAPEETH (SBV)

(Deemed to be University)

U/S3 of UGC Act 1956

Puducherry-607402

Standard Operating Protocol

For Grievance

Version 1(2015)

Version 2 (2019)



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U/S3 of UGC Act 1956

Puducherry-607402

GRIEVANCE REDRESSAL CELL STANDARD OPERATING PROCEDURE

Version Number: SOP/IQAC Anti-Ragging	Date :15.10.2015	Prepared by IQAC
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PURPOSE:

The purpose of this Standard Operating Procedure is to track the activities of the committees in providing guidance for addressing student grievances, as prescribed by the statutory bodies, Government and SBV.

SCOPE:

- To state a clear and fair process for students in order to raise a grievance, and to identify the persons responsible for settling such issues pertaining to the grievance.
- To realize the primary needs of the students and staff and secure as protected civil liberties for everybody, A grievance redressal cell would be promulgated.
- To maintain compliance with the regulatory/statutory requirements
- To provide a forum for ensuring appropriate and timely review and objectivized resolution of student related grievances.
- To identify the educational needs of the grievance redressal committees and organizations.

RESPONSIBILITIES:



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- Receiving and reviewing all of the complaints dispatched from the office of Grievance Redressal Committee meeting based on meetings and information related to Grievance Redressal Portal (www.sbv.ac.in).

ACCOUNTABILITY:

The decisions are communicated by the Convener (in writing) in the prescribed format, for both online and offline procedures, as prescribed by SBV from time to time.

PROCEDURE:

1. OFFLINE:

Quorum requirement for meeting:

For review of each proceeding, the quorum of Grievance Redressal Cell has members with the following representations:

The student grievances are reviewed at regular intervals. (Once in three months)

Schedule of grievance redressal cell committee meetings

The meeting will be held on the last Saturday of every third month.

2. ONLINE:

- The students would register their complaint through online portal where complaint tickets would be generated with particular reference to the corresponding institute.
- The committee member will take the necessary steps to solve the problems.

Decision Making Process of Grievance Redressal Cell

- Members would discuss the various issues prior to arriving at a unanimous decision.



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- The decision would be taken only at meetings where quorum is confirmed.
- The decision may be to approve, turn down or revise the proposal of activities.

Documents to be maintained at the Grievance Redressal Cell include:

- The constitution and composition of the Grievance Redressal Cell.
- Standard operating procedure of the Grievance Redressal Cell.
- Notification, Agenda, minutes of the meeting, Action taken report and Feedback would be documented.
- The documents of Grievance Redressal Cell activities till date should be maintained under the custody of Member Secretary and the Chairperson has to be apprised of all information related to the process of documentation as well as the records.



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GRIEVANCE REDRESSAL CELL STANDARD OPERATING PROCEDURE

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