

Grievance Cell & Policy Procedure

GRIEVANCE CELL

SGSU is committed to providing a safe, fair and harmonious working environment Team and external stakeholders. Grievance Cell is being set up for handling day-to-day grievances related to the team, students, staff members and other agencies

SGSU Grievance Cell facilitates the resolution of grievances fairly and impartially involving the respective functional department or partner (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be.

Any stakeholder with a genuine grievance may approach the Grievance Redressal Cell to submit his/her grievance in writing.

OBJECTIVE:

To ensure a fair, impartial and consistent mechanism for Redressal of varied issues faced by the stakeholders;

To uphold the dignity of the university by promoting cordial employee-stakeholder relationships.

To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University.

To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;

To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;

To advise stakeholders to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason



The Grievance Committee of SGSU are listed below:

- Department Grievance Redressal Committee(DGRC)
- Institutional Grievance Redressal Committee (IGRC)

1. Department Grievance Redressal Committee(DGRC)

- i. This is a committee formed to handle issues in a department.
- ii. At SGSU, if there are complaints about a department, they go to the Department Grievance Redressal Committee (DGRC).

The DGRC has these members:

The Head of the department/school/center is the Chairperson of DGRC in SGSU.

- iii. A Professor from outside the department/school/center, chosen by the Head of HEI, is a Member.
- iv. A faculty member who knows about resolving complaints, selected by the Head of the Department, is also a Member.
- v. The period of Chairperson and committee members are for two years.
- vi. The meeting quorum requires the presence of two individuals, specifically the Chairperson and one additional person.
- vii. The committee, DGRC, will be fair and just when dealing with student complaints.
- viii. They aim to resolve issues within a set time and send a report to the Vice-Chancellor, within 15 days of receiving a complaint.
- ix. The DGRC will also share a copy of the report with the person who raised the complaint.



2. Institutional Grievance Redressal Committee (IGRC)

This pertains to a committee established under these procedures at the institutional level.

(i) If the complaints are unrelated to specific departments/schools/centers or remain unresolved by the DGRC, they will be referred to the Institutional Grievance Redressal Committee (IGRC). The IGRC will be composed of:

Pro-Vice-Chancellor / Dean / Senior academician of HEI -Chairperson.

Dean of Students / Dean, Students Welfare.

Two senior academicians are other than the Chairperson.

Proctor / Senior academician

(iii) The Chairperson for both IGRC and DGRC must be different, and committee members have a two-year term.

(iv) A meeting needs at least three participants, including the Chairperson, to meet the quorum.

(v) While considering DGRC's recommendations, the IGRC can also review them.

(vi) The IGRC adheres to the principles of natural justice when handling grievances.

(vii) The IGRC submits its report and recommendations to the VC within 15 working days of receiving a grievance, appeal, or DGRC recommendations.

(viii) The IGRC shares a report copy with the individual who raised the grievance.



PROCEDURE FOR REDRESSAL OF GRIEVANCES

- Investigating the matter / issue
 - Counselling the grievant
 - Warning
 - Mentoring / Monitoring
- [REDACTED]
- On receipt of complaint / grievance, Grievance Committee shall segregate the complaint; forward the grievance to the concerned department to get the appropriate response;
 - The concerned committee shall investigate the cases directed accordingly.
 - If required, a hearing with the complainant or clarification from the concerned may be taken.
 - The grievant shall be informed about the action taken by the committee
 - If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made will be informed accordingly and penal action may be taken.
 - The complaint in any case shall be resolved within one month of its receipt.
 - Unresolved grievances at the Grievance Redressal Committee(s) will be escalated to the VC.
 - The signed order by the Advisor will be given to the aggrieved person.

Annexure-1(DGRC)

Sr. No.	Name & Designation	Email Id	Contact no.
1.	Dr.Vinod Sharma (HOD)	Sharma01.scope@gmail.com	9826474724
2.	Mr.Umesh Kumar(HOD)	Umeshkumar.tech@gmail.com	9425688556
3.	Dr.Manjusha Bhondekar (Asso.Prof.)	manjushabhondekar@gmail.com	9826916605
4.	Dr.Teena Tiwari (Asso.Prof.)	Teena0306bpl@gmail.com	9039582929
5.	Dr.P.S Yadav (Asso.Prof.)	Pravindra3001@gmail.com	9893681074

Annexure-2 (IGRC)

Sr.No.	Name & Designation	Email Id	Contact no.
1.	Dr.Anurag Kulshreshtha(Dean)	Anurag.scope@gmail.com	9893391018
2.	Dr.S.Veenadhari (Dean)	veenadhari@sgsuniversity.ac.in	9993504899
3.	Mr.Nitin Modh (HOD)	modh_nitink@rediffmail.com	9826572054
4.	Dr.Rajkumar Pandey (Dean)	raj.ku.pandey115@gmail.com	9993176566
5.	Dr.Rakesh Sharma (HOD)	Rakeshsom2007@gmail.com	8962608684