

Students Grievances Redressal Committee (SGRC)

In supersession to the notice dated 24.05.2023 regarding the constitution of the Students Grievances Redressal Committee (SGRC) of Shiv Nadar (Institution of Eminence Deemed to be University) (SNIOE), the competent authority is pleased to reconstitute the SGRC with immediate effect.

Revised Composition of Students Grievances Redressal Committee (SGRC) of SNIOE

S. No.	Name	Designation	Role	Mobile No
1	Brig. Steve Ismail	Dean of Students	Co-Chair	8486031525
2	Prof. Partha Chatterjee	Dean of Academics	Co-Chair	9911995630
3	Prof. Samarendra Pratap Singh	Professor	Member	9650036222
4	Dr. Meera Vishwanathan	Associate Professor	Member	9868033404
5	Mr. MGM Manjunath	Secretary - Academic Affairs (Engineering)	Special Invitee	8341574398
6	Ms. Navika Chadha	Secretary - Academic Affairs (Non-Engineering)	Special Invitee	9891230121
7	Ms. Karthika JN	Student Affairs Coordinator	Member Secretary	7358030303

Issued with the approval of the competent Authority.



Sudhir Naudiyal

Registrar

Student Grievance Redressal Procedure

1. How to file a Grievance:

- 1.1 To initiate the process, a student must file a formal written complaint by sending an email to sgrc@snu.edu.in or using an online portal (when available) in the format provided in **Annexure 1** attached to this document.
The email is assessed by the Co-Chairs of the committee or a person authorized by them. The student may request anonymity, in which case the student's identity will not be revealed to anyone else.
- 1.2 The complaint should include details of the grievance, supporting evidence, and any attempts made to resolve the issue.

2. Grievance Review

- 2.1 Upon receiving the formal complaint, the Co-Chairs of SGRC can take one of the following actions:
 - 2.1.1 Grievances concerning faculty members (like attendance or grading etc.) may be forwarded to the Dean of respective schools for resolution. This is expected to be done within 7 days of receiving the complaint.
 - 2.1.2 Convene the meeting of SGRC within 15 days of receiving the complaint to discuss those.

For grievances forwarded to the Dean of a School

- 2.2 The dean shall investigate the matter and may dispose of the grievance as deemed appropriate. A communication to that effect with details of the resolution has to be sent by the respective Dean to the SGRC for record within 21 days of receiving the complaint by the Dean. The student who had filed the complaint is informed of the resolution as per 3.1.
- 2.3 The Dean may refer back the complaint to SGRC if no resolution is found.

For all other cases

- 2.4 SGRC reviews the complaint in the meeting and can offer a resolution. This may include mediation or other restorative processes. Or, SGRC may proceed to conduct further investigation.
- 2.5 As part of the investigation, The SGRC may fix a date within 15 days of the review meeting for hearing the complaint in which related parties may be called.
- 2.6 The SGRC may gather additional information, interview relevant parties, and consider any documentation or evidence provided by the student, other related parties, and the University. SGRC may offer a resolution based on that. This is expected to be completed within 7 days of the hearing or 15 days from the review meeting if no hearing is necessary.

3. Resolution:

- 3.1 The SGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the University and a copy thereof to the aggrieved student, preferably within a period of 7 days from the conduct of the SGRC meeting or receiving the communication of resolution from the dean of a school.
- 3.2 The resolution may involve various outcomes, such as corrective actions, sanctions against individuals found responsible for misconduct, or recommendations for policy changes to prevent similar grievances in the future.

4. Appeals Process:

- 4.1 The University has an appeal process that allows students to appeal the decision if they are not satisfied with the outcome of the review of SGRC.
- 4.2 Any student aggrieved by the decision of the SGRC may make an appeal to the Ombudsperson within a period of fifteen days from the date of receipt of such decision. Such a process is already defined and is available via the link below at the SNU Website: <https://snu.edu.in/home/mandatory-disclosure/ombudsperson>
- 4.3 The Ombudsperson shall review the appeal and may conduct further investigations before making a final decision.
- 4.4 The decision of the Ombudsperson shall be final and binding to all parties.

5. Confidentiality and Fairness:

- 5.1 Throughout the grievance redressal process, the University should maintain confidentiality to protect the privacy of all parties involved.
- 5.2 The process should also be fair and impartial, providing student, the part against whom the complaint has been made and the University with an opportunity to present their side of the issue and respond to any allegations.
- 5.3 If there is a complain regarding a committee member, that member must recuse himself/herself.

ANNEXURE 1

Form for Appeal to SGRC

Name of Applicant	
Roll No.	
Email	
Mobile No.	
Program/Year	
Address	
Grievance Type (Administrative/Academic/Any Other)	
Brief statement of nature of grievance:	
Supporting Documents (If any)	

Date:

Signature