

# NOTICE – GENERAL

(Ref: SRMU/RO/N.G./03/2017-18/ 36 , Nov 14, 2017)

## Grievance Redressal Mechanisms for Students

1. Online Grievance Redressal Mechanism for the students of the University has already been initiated for resolving the complaints/issues faced by the students in a more transparent manner. This system is drawn in the light of guidelines set under '**The Shri Ramswaroop Memorial University Uttar Pradesh Act, 2011 (UP Govt Act 1 of 2012)**' and '**UGC (Grievance Redressal) Regulations 2012**'. This system aims at identifying the grey areas for students and their quick redressal.
2. For detailed procedure and steps to submit their grievances, all the students can visit <https://www.srmu.ac.in/about/glance/Grievance.aspx> or contact their respective course coordinators. Alternatively, they can submit their grievances through **Toll Free No. 1800-3000-6961** on all working days from **10 AM to 6 PM**. The system will maintain the anonymity of the student. However, students are desired to maintain the decorum while registering their grievances.
3. In addition to this, Suggestion Boxes are also placed in all Academic Blocks, Administrative Block, Workshop Block and both the hostels on the Ground Floor near the entrance. All the students, faculty & staff members may share their feedback/inputs/suggestions for the betterment.

*Akanksha*  
14/11/17

**Dr. Akanksha Nigam**  
**Deputy Registrar (Academics)**

Distribution: List B to D All