

NOTICE – GENERAL

(Ref: SRMU/RO/N.G./03/2019-20/ 20 Sep 03, 2019)

Mechanism of General Feedback/ Suggestions and Grievance Redressal

The University believes in providing best experience through vibrant atmosphere and enhanced academic ambience to the all the stakeholders and seeks support of all the faculty members/staff members/students in form of their precious inputs/suggestions/feedback.

1. As intimated earlier also through Notice vide no. SRMU/RO/N.G./03/2018-19/17 dated August 29, 2018, this is to apprise that **eight (08) suggestion boxes are placed in all Academic Blocks, Administrative Block, Workshop Block and both the hostels on the Ground Floor near the entrance gate. All the students, faculty & staff members may share their precious inputs/suggestions/feedback for which sharing name is not mandatory.**
2. Besides this, in case of any grievances/complaints/issues issue faced by the students, **Online Grievance Redressal Mechanism is already in place for resolving the complaints/issues** in more transparent manner based upon the guidelines of 'The Shri Ramswaroop Memorial University Uttar Pradesh Act, 2011 (UP Govt Act 1 of 2012)' and 'UGC (Grievance Redressal) Regulations 2012'. As you are aware that this system aims at identifying the grey areas for students and their quick redressal. For detailed procedure of online grievance redressal and steps to submit the grievances, students can visit <https://srmu.ac.in/GrievanceRedressalSystem.aspx> or contact their respective course coordinators. **The system will maintain the anonymity of the student. However, students are desired to maintain the decorum while registering their grievances.**

Akanksha
03/09/19

Dr. Akanksha Nigam
Deputy Registrar (Academics)

Distribution: List B to D All