SHRI RAMSWAROOP MEMORIAL UNIVERSITY

Village – Hadauri, Post – Tindola, Lucknow-Deva Road,
Barabanki – 225003

Grievance Redressal Mechanism for Students

Ref. No: SRMU/RO/Policy/ GRM/2019-20/ Issue No. – 03	Compiled & Checked By Registrar	Approved By Vice Chancellor
Date of Issue: Feb 08, 2020		

SHRI RAMSWAROOP
MEMORIAL UNIVERSITY

GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS

1. Introduction

The Online Grievance Redressal Mechanism for the students of the University has been initiated to resolve the complaints/issues faced by the students in a more transparent manner. This system has been drawn in the light of guidelines set under The Shri Ramswaroop Memorial University Uttar Pradesh Act, 2011 (UP 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. Type of Grievances

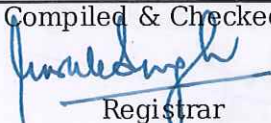The following issues of the students will be considered-

2.1.   Admission related issues

2.2.   Fees related issues

2.3.   Concession related issues

2.4.   Hostel related issues

2.5.   Sexual harassment related issues

2.6.   Discrimination related issues which covers up complaints of alleged discrimination of students on basis of SC, ST, OBC, Minority, Women or Disabled Categories

2.7.   Academic issues related to Performance/Examination.

2.8.   Scholarships related issues

2.9.   Issues related to Faculty Members

2.10.   Medical/Health related issues

2.11.   Lab related issues

2.12.   Library related issues

2.13.   Basic amenities related issues
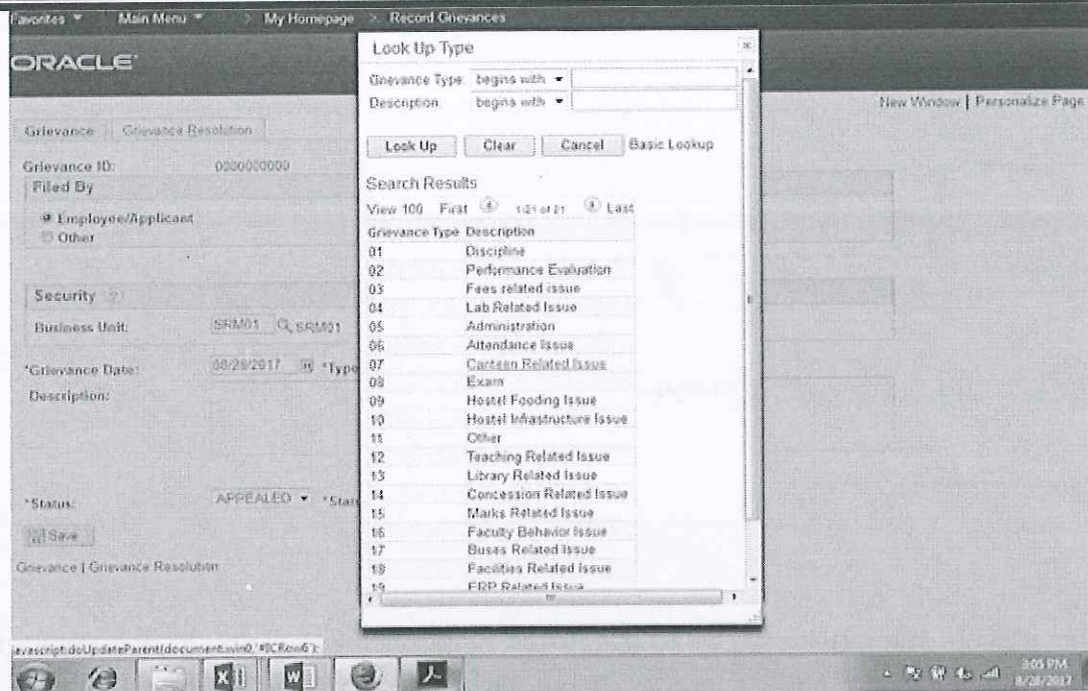
2.14.   Other relevant issues in context

3. Procedure for Grievance Redressal

3.1. A student can register the grievance by log In. He/She can raise complaint related to any issue as mentioned above by selecting the type of grievance and describing his complaint in the description box.

<div align="center">OR</div>

The students can make their grievance on the official number of the Students' Grievance Cell and can also Email.

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3.2. After raising complaint from student end, ADMIN will assign this grievance to the concerned official of Director/Dean/HOD/Office/Cell.
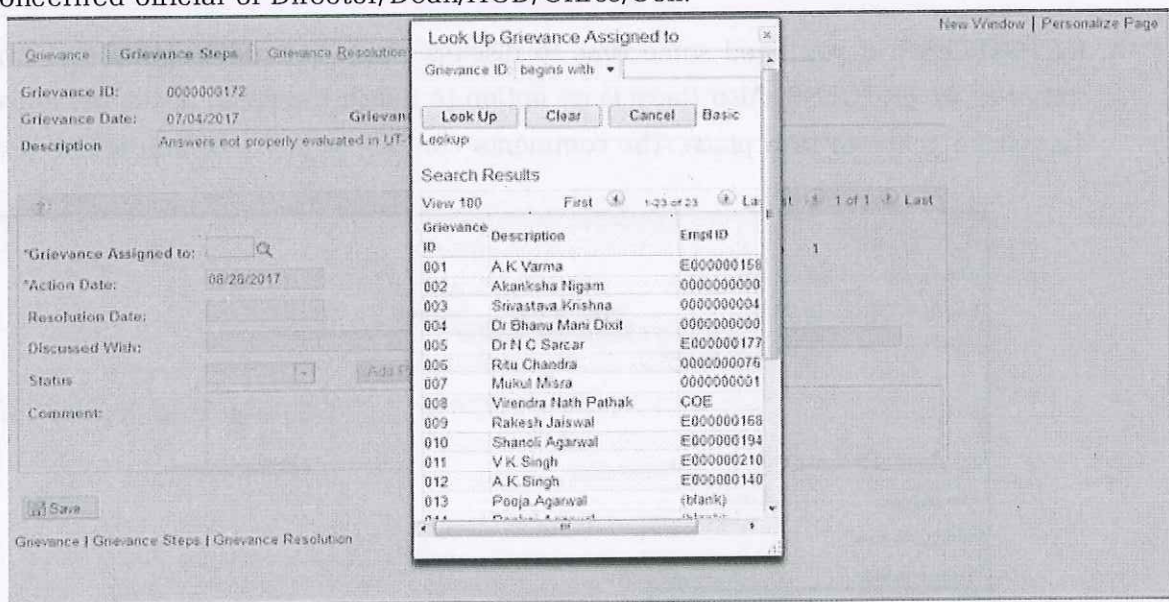
3.3. Once the grievance is allotted by the admin to a particular official, the concerned Director/Dean/HOD/Office/Cell will get a mail on his/her official Email in which grievance Id will be mentioned. The official need to log in and follow the mentioned path:

Record Grievance ⟶ Record Grievances

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New Window

Record Grievances

Enter any information you have and click Search. Leave fields blank for a list of all values.

| Find an Existing Value | Add a New Value |

▼ Search Criteria

Grievance ID:	begins with ▾	
Empl ID:	begins with ▾	
Gnevance Date:	= ▾	📅
Resolution Status:	begins with ▾	🔍
Status:	= ▾	▾

| Search | Clear | Basic Search 🖫 Save Search Criteria |

Find an Existing Value | Add a New Value

On this screen, the official needs to put in the mentioned grievance Id and click on Search button. The following options are available before the official for handling the assigned complaint: **IN PROCESS, FORWARDED, SETTLED.**

A. **IN PROCESS:** If you need some time to discuss issues related to grievance, then set the status as IN PROCESS. Also there is an option to put in the name of the person with whom discussion needs to take place. The comments can be put in the comment box provided.

Grievance Steps	
Grievance ID:	0000000091
Grievance Date:	18/11/2016 Grievance Type: Fees issue
Description	Attendance not reflecting at 00000008575 student ID. Please resolve my issue.

(2)   Find | View All   First ◀ 1 of 1 ▶ Last

*Grievance Assigned to:	002 Akanksha Nigam	Effective Sequence 1
*Action Date:	18/11/2016	
Resolution Date:		
Discussed With:	Mr. Abhishek,Srivastav	
Status	IN PROCES ▾ Add Participant	
Comment:	The issue will take sometime to resolve.	

🖫 Save

B. **FORWARDED:** If the grievance cannot be handled by the official, he/ she can forward the issue to the person who would be able to resolve that issue. On selecting the status as FORWARDED in this case, an Add Participant button will be enabled. On pressing this button, a row will be added, which needs to be selected.

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Now there will be a text box named **'Grievance Assigned To'** with a lookup. On clicking this lookup, a list of officials will be generated to whom the grievance can be forwarded. In case official assigns grievance to some other person, that person will get a mail notification for resolving the grievance.

C. **SETTLED:** If the grievance has been resolved, you can set the status as SETTLED. This will send in a mail notification to the student/Students' Grievance Cell who has raised the grievance stating that the grievance raised has been settled. The comments mentioned will be visible to student/ Students' Grievance Cell.

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Grievance Steps

Grievance ID: 0000000091
Grievance Date: 18/11/2016   Grievance Type: Fees issue
Description: Attendance not reflecting at 00000008575 student ID. Please resolve my issue.

Find | View All   First ⊕ 1 of 1 ⊕ Last

*Grievance Assigned to: 002   Akanksha Nigam   Effective Sequence   1
*Action Date: 18/11/2016
Resolution Date: 18/11/2016
Discussed With: Mr. Abhishek,Srivastav
Status: SETTLED ▾   Add Participant
Comment: Your issue is resolved,you can check at your end now.

Save

IMP: Please note that under Discussed with box, name entered needs to be separated by comma. Example: Abhishek Srivastava will be entered as Abhishek, Srivastava or Srivastava, Abhishek

3.4. After the grievance settlement notification has been received by the student, he/ she can set the status to SATISFIED or NOT SATISFIED from his/her end.

Grievance   Grievance Resolution

Grievance ID: 0000000091
Filed By

Employee/Applicant   00000008575   Km Padmini Mishra

Other

Security (?)

Business Unit: SRM01   SRM01   Department   REG_CELL   Registrar

*Grievance Date: 18/11/2016   *Type: 03   Fees related issue
Description: Attendance not reflecting at 00000008575 student ID. Please resolve my issue.

*Status: SATISFIED ▾   *Status Date: 18/11/2016
Save

In case of grievance recorded at Students' Grievance Cell, the concerned member will call up the student and will take feedback to set the status. Student/ Students' Grievance Cell can see the closure comments when grievance was SETTLED under Grievance Resolution Tab.

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```
Grievance    Grievance Resolution

Grievance ID:          0000000091
Grievance Date:        18/11/2016
Short Description:      Fees issue
Final Resolution:      003        SETTLED
Resolution Comments: Your issue is resolved,you can check at your end now.
```

3.5. Once the student/ Students' Grievance Cell sets the status as SATISFIED, a mail notification is sent to admin who will set status as CLOSED for this grievance

```
Grievance    Grievance Steps    Grievance Resolution

Grievance ID:          0000000091
Grievance Date:        18/11/2016
Short Description:      Fees issue
Final Resolution:      02    Q    CLOSED
Resolution Comments: Your issue is resolved,you can check at your end now.
```

3.6. In case a NOT SATISFIED status is assigned by the student or Students' Grievance Cell, as the provided solution is not acceptable, admin will set status to RE-OPEN.

```
Grievance    Grievance Resolution

Grievance ID:          0000000091
Filed By

  ● Employee/Applicant   00000008575    Km Padmini Mishra

  ○ Other

Security ?

Business Unit:     SRM01   SRM01      Department   REG_CELL    Registrar

*Grievance Date:   18/11/2016   *Type:   03      Fees related issue
Description:       Attendance not reflecting at 00000008575 student ID.
                   Please resolve my issue.

*Status:   NOT-SATIS ▼   *Status Date:  18/11/2016
Save
```

The grievance is now assigned to an official who can handle the issue. This can be the same official who has previously SETTLED the grievance or a different one.

```
Grievance   Grievance Steps   Grievance Resolution

Grievance ID:        0000000091          Look Up Final Resolution            ×
Grievance Date:      18/11/2016          Resolution Type: begins with ▼  [        ]
Short Description:   Fees issue
Final Resolution:    03  Q   RE-OPEN      Look Up    Clear    Cancel   Basic Lookup
Resolution Comments: Your issue is resolved,yo
                                         Search Results

                                         View 100  First  ◀  1-5 of 5  ▶  Last
                                         Resolution Type   Description
                                         001               FORWARDED
                                         002               IN PROCESS
                                         003               SETTLED
                                         02                CLOSED
                                         03                RE-OPEN
```

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4. In case, the issue is still not resolved after two rounds, then it would be referred to Grievance Redressal Committee, under Director Students Welfare.

5. UGC has laid down that an **Ombudsman** shall be appointed by the University for Redressal of grievance of students under their regulations. Any person aggrieved by the solution provided through this redressal mechanism or Grievance Redressal Committee may prefer an appeal to the **Ombudsman**.

6. **Procedure for Feedback/Suggestions:**

   In case of any feedback/suggestions/inputs, provision of suggestion boxes has been made. The Suggestion Boxes will be placed in all Academic Blocks, Administrative Block, Workshop Block and the Hostels. These boxes will be opened on weekly basis by Person-In-Charge and will be put up to the Vice Chancellor/Competent University Officer for further implementation.

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