

CONSTITUTION OF GRIEVANCE REDRESSAL CELL

It is hereby notified for information of all concerned that in accordance with UGC Regulation 2009 and Rules of the Sardar Patel University, the Grievance Redressal Cell for Students is hereby constituted as under:

GRIEVANCE REDRESSAL CELL

As Per the UGC (Grievance Redressal) Regulations, 2018, for students or other stake holders in Sardar Patel University, “Grievance Redressal Cell” has been constituted with following members in different positions to enquire the nature and extent of grievance.

OBJECTIVES

Excellence in education is the prime focus of the university. The grievance handling procedure will contribute to the maintaining the harmonious environment in the organization. The Grievance Redressal Cell has come up with a lot of initiatives that are oriented to providing a structured and effective complaints redressal mechanism. The cell proactively gives an opportunity to everyone in SPU to be listened to so that any feeling of injustice is sorted out promptly.

The University policy on grievance redressal has been formulated in order to make all the students and employees aware of the complaint handling process. This system would ensure that the redressal sought is just and fair and is within the given frame-work of rules and regulation. The Cell shall discuss and analyze the causes for the complaints, the complaint resolution process and to discuss the progress and action plans on the same.

SCOPE

- Formation of grievance redressal cells to handle grievances.
- Redress students’, staff and faculty grievances separately
- Redress girl students’, lady staff and faculty grievances separately.
- A separate cell for ladies.
- Suitable timings for students’, staff and faculty.
- Redress grievances promptly.
- To let employees present their issues without prejudging or commenting
- Use positive, friendly ways to resolve the crisis than punitive steps, which disturb the system.

- Reassure them that the authorities will be acting impartially and will try to resolve the matter as amicably as possible.
- Ensure effective, sensitive and confidential communication between all involved
- Ensure that there is proper investigation of the facts and figures related the problem
- Follow documentation of the procedures and of all necessary steps taken to resolve the problem/complaint

MEMBERS:

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| 1. Dr. Surendra Pardhi | Convener |
| 2. Mr. Abhishek Singh Sisodiya | Member |
| 3. Dr. Navneet Satankar | Member |
| 4. Dr. Bela Mery Joseph | Member |
| 5. Mr. Santosh Bahe | Member |
| 6. Mrs. Rajni Bhoutekar | Member |
| 7. Mr. Prakash Ghodeswar | Member |
| 8. Mr. Anil Pandey | Coordinator |



Registrar