



Shri Shankaracharya Professional University Bhilai (C.G.), India

Established under Chhattisgarh Private Universities (Establishment and Operation) Act, 2005

No. 7042/SSPU/Reg./2023


Date: 25 / 06 / 2023

STUDENTS GRIEVANCE REDRESSAL CELL

The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

The Composition of Grievance Redressal Cell is as follows:

S. No.	Name of Committee Member	Designation	Contact No.	E-Mail Id
1.	Dr. Sandip Kumar Shrivastava, Professor	Chairman	9826085301	mathssspu@gmail.com
2.	Dr. Vimal Kumar	Member	7000072499	Vmlkumar89@gmail.com
3.	Dr. Mithilesh Mahilang	Member	8305964940	mithleshkumarchom@gmail.com
4.	Ms. Pratibha Sahu	Member	7223981815	pharma.pratibha23@gmail.com
5.	Ms. Heena Kausar	Member	8982285596	heenakausar186@gmail.com
6.	Ms. Srishti Sharma	Member	8602048359	Sspusrishti@gmail.com
7.	Ms. Mani Ratna Pothula	Member	6232010135	sspumani@gmail.com


Registrar
Shri Shankaracharya Professional University
Bhilai (C.G.)



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Objective

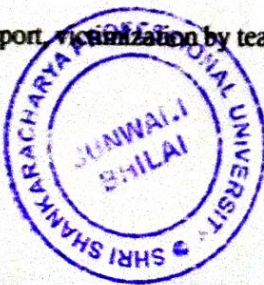
The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the campus. A Grievance Cell should be constituted for the Redressal of the problems reported by the Students of the University / Institute with the following objectives:

- Upholding the dignity of the University / Institute by ensuring strife free atmosphere in the campus through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the University / Institute.
- Advising Students of the University / Institute to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the administration.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.





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Functions:

- The cases will be attended promptly on receipt of written grievances from the students
- The cell formally will review all cases and will act accordingly as per the Management policy
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing and drop it in boxes
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Registrar

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