



SHRI SHANKARACHARYA TECHNICAL CAMPUS SHRI SHANKARACHARYA GROUP OF INSTITUTIONS

[Estb. 1999]

Managed by Shri Gangajali Education Society, Bhilai
Approved by AICTE & Affiliated to CSVT University, Bhilai
NBA Accredited for B.E. (Mech, EE, EEE, IT) Courses
Accredited by NAAC with 'A' Grade
An ISO 9001:2015 Certified Institution

Subject: Institute Level Grievances Redressal Committee

The faculty/Staff/Employees will be free to represent his/her case to the Institute Level Grievance Redressal Committee. The individual grievances received by the University directly shall also be referred to this Committee for redressal.

The composition of the Institution Level Grievance Redressal Committee shall be as under:

Director/Principal of the Institutes	Chairperson
Director/One Dean/Principal from other Institution (to be nominated by the Vice- Chancellor)	Member
One Senior Professor from the Institution (to be nominated by the Director)	Member
Administrative Officer of the Institution	Secretary

The Committee after receipt of a written representation, if considers necessary, may invite at its discretion the aggrieved complainant for an oral submission. The Committee will summon the relevant papers from the concerned department/section to ascertain effective redressal of the grievances referred to it and shall submit its recommendations, to University within four weeks of receipt of such representation.

The Committee may meet as frequently as may be necessary. In case there is no response within the stipulated period or if the complainant is not satisfied with the recommendations of the Institute Level Grievance Redressal Committee, he/she may prefer an appeal to the University Level Grievance Redressal Committee within 30 days of receipt of decision of Institution Level Grievance Redressal Committee.

Any complaint or grievance regarding sections/departments other than the institutes shall be placed directly to University level Redressal Committee.


(Dr P B Deshmukh)
Director



SHRI SHANKARACHARYA TECHNICAL CAMPUS SHRI SHANKARACHARYA GROUP OF INSTITUTIONS

[Estb. 1999]

Managed by Shri Gangajali Education Society, Bhilai
Approved by AICTE & Affiliated to CSVT University, Bhilai
NBA Accredited for B.E. (Mech. EE, EEE, IT) Courses
Accredited by NAAC with "A" Grade
An ISO 9001:2015 Certified Institution

No. SSTC/SSGI/Notice/2019/456

Date: 15/10/2019

NOTICE

The faculty/Staff/Employees will be free to represent his/her case to the Institute Level Exam Grievance Redressal Committee.

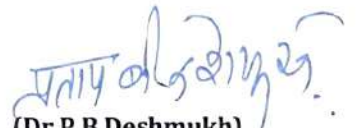
The composition of the Institution Level Exam Grievance Redressal following members is hereby constituted with immediate effect.

Dr. P B Deshmukh	Chairperson
Mr. Sharad Chandrakar	Member
Dr. Rajkumar Jhapte	Member
Dr. Rekha Trivedi	Member
Mr. Anish Lazrus	Member

The Committee after receipt of a written representation, if considers necessary, may invite at its discretion the aggrieved complainant for an oral submission. The Committee will summon the relevant papers from the concerned department/section to ascertain effective redressal of the grievances referred to it and shall submit its recommendations, to institute within four weeks of receipt of such representation.

The Committee may meet as frequently as may be necessary. In case there is no response within the stipulated period or if the complainant is not satisfied with the recommendations of the Institute Level Exam Grievance Redressal Committee, he/she may prefer an appeal to the University Level Exam Grievance Redressal Committee within 30 days of receipt of decision of Institution Level Grievance Redressal Committee.

Any complaint or grievance regarding sections/departments other than the institutes shall be placed directly to University level Exam Redressal Committee.


(Dr P B Deshmukh)
Director, SSTC

Grievance Cell

Student Grievance Redressal Cell

The formation of student's Grievance Cell is to promote and maintain a conducive and unprejudiced environment, if students are facing any infringement of their rights. It is a measure to develop responsive and accountable attitude among University officials to ensure that, there is no laxity in terms of fair deal with the students. It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.

Objective of Student Grievance Redressal Cell:

- To support students, who have been deprived of the services of Chhattisgarh Swami Vivekanand Technical Univeristy (CSVTU), Bhilai for which they are entitled.
- To make officials of CSVTU University Bhilai responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the Student's Grievance, which are impartial and fair.

Functions:

- Redressal of Student's Grievance to solve their academic and administrative problems.
- To coordinate between students and Colleges/Departments/Sections to redress the grievances.
- To guide ways and means to the students to redress their problems.

The Grievances Cell will function in the following manner:

1. The students are encouraged to put grievance in the format attached and drop it in the suggestion box placed outside the cell. Grievance can also be sent through e-mail on the University website or through written representation addressed to Registrar or Grievance Redressal Cell on the prescribed format.
2. Each complaint/grievance of the student shall be diarized in the grievance register maintained in the offices of the above mentioned Grievances Cell and will be allotted a number.
3. Each such complaint (s) shall be stamped "Grievance Cell" and forwarded to the concerned Dean/H.O.D./Director for redressal of grievance with a forwarding note on the same day.
4. Redressal of Grievance shall be communicated to the complainant through email or by post.

Responsibilities of the Concerned Office:

- The concerned Dean/ H.O.D./Director/ Incharge /Warden/ Superintendents /Supervisor shall keep a note of such grievances in their notebooks and keep track of the same at personal level on daily basis.

- Every effort shall be made to resolve the grievances within 7 days but maximum within 15 days and a report thereof shall be sent by the respective Dean/H.O.D./Director/Registrar /Warden (Boys/Girls) to the Grievance Redressal Cell for entry in the grievance register.
- Whenever email address is given in the complaint by the complainant the reply shall be sent through email.

The Registrar Deans student welfare and Warden (Boys/Girls) will review the unresolved cases every week and ensure that no grievances remain unresolved beyond a fortnight.

The Grievance cell shall not entertain the following issues:

- Decisions of Academic Council/Committees constituted by the University
- Decisions with regard to award of scholarship, fee concession, medals etc.
- Decisions made by the University with regard to Disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute, assessment and examination result.

The Composition of the Grievance cell is as follows:

Sr. No.	Name	Designation	Contact Details
1.	Dr P. B. Deshmukh	Director	9893369689
2.	Mr Sharad Ku Chandrakar	Associate Professor	9752196479
3.	Dr.Rajkumar Jhapte	Associate Professor	8770610513

Mechanism for Students' Grievances Redressal.

1. Introduction:

DIAT provides mechanism to students for redressal of their grievances with regard to their complaints on academic and non-academic matters, grievances related to assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

CSVТУ, Bhilai provides mechanism to students for redressing their grievances on academic and non academic matters. Grievances related to internal assessment, victimization, attendance, conducting of examinations etc. are looked into and solved by this Cell. To ensure equal justice to all students without bias or discrimination is the prime objective of the body. We also aim to uphold the dignity of the institution by promoting cordial student - teacher relationship.

The committee acts on the basis of the complaints received from students and go for the details by conducting enquiry of its own. A report will be submitted to the higher authorities recommending actions to be taken if needed, later.

2. Objectives:

- To introduce a fair, impartial and consistent mechanism for redressal of various issue faced by the students/parents.
- To develop a responsive and accountable attitude among all stakeholders, there by maintaining a harmonious atmosphere in the DIAT campus
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason; and
- To ensure the grievances are resolved promptly, neutrally and in complete confidentiality.
- To uphold the dignity of the DIAT by promoting cordial student-teacher relationship.

3. Mechanism:

Whenever in any matter, a student wishes to seek redress of a grievance; the proper course for him is to address his M Tech / MS by Research / Ph. D Co-ordinator of the Department or the concerned HoD (for departmental academic and administrative issues) or Warden/Chairman, PHMC (for hostel related matters) or Registrar (for Miscellaneous issues / Students Grievances Redressal), whosoever is competent to deal with the matter.

4. Student Grievance Redressal Committee:

There is a Student Grievance Redressal Committee at the Institute level to deal with the grievances of the students. The details of this committee are furnished below:

Sr. No	Name of Member	Description
1	HoD, Mechanical Engg.	Chairman (Ex-Officio)
2	HoD / Rep, Applied Mathematics	Member (Ex-Officio)
3	HoD /Rep, Electrical Engg.	Member (Ex-Officio)
4	Chairman PHMC	Member
5	Joint Registrar (Acad), Administration	Secretary & Nodal Officer (Ex-Officio)

5. Functions:

- To receive complaints of students and redressal of grievances of students. The cases will be attended promptly on receipt of written grievances from the students.
- This committee will deal with all the Grievances directly which are related to the common problems at Institute level both academic and administrative. In addition, this

committee will also entertain the appeal filed by the student against the decision of the HoD/Registrar/ Chairman, PHMC.

- The Committee will review all cases and will act accordingly.
- The Committee will give report to the authority about the cases attended and the number of pending cases, if any, which require direction and guidance from the higher authorities.

6. Procedure for Redressal of Grievances (RoG) is as under :

- (a) An aggrieved student who has the Grievance or Grievances shall make an application first to the Programme Co-ordinator with a copy to the Jt Registrar (Acad). The Programme Co-ordinator, after verifying the facts will try to redress the grievance within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Programme Co-ordinator, then the same should be placed before the HoD for redressal.
- (b) If the student is not satisfied with the redressal offered by the HoD/Registrar/Chairman, PHMC and feel that his/her Grievance is not redressed, he/she can submit an appeal to the Students Grievance redressal committee with the relevant details, with copy to the Dean (Student Affairs) and Jt Registrar (Acad) through the Programme Co-ordinator of his department.
- (c) The Student Grievance Redressal Committee would consider the appeal of the student and make appropriate recommendations to the Vice Chancellor through Dean (SA) within a reasonable time, preferably within 15 days. On approval by the Vice Chancellor the final decision would be communicated to the student through the Registrar/Jt Registrar (Acad) of the Institute.
- (d) The Student Grievance Redressal Committee, if needed, may recommend to the Vice Chancellor, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance.
- (e) While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned officials.
- (f) While passing an order on any Grievance at any level, the relevant provisions of all statutory regulations would be kept in mind and no such order would be passed in Contradiction of the same.
- (g)The decision of Vice Chancellor DIAT, shall be final and binding on all students grievances related matters.

MECHANISM FOR STUDENT'S GRIEVANCES REDRESSAL

Shri Shankaracharya Technical Campus has created a mechanism for redressal of student's grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc. There are Grievance Redressal Committees at the Department / Institute levels to deal with the grievances of the students. The details of these committees are furnished below:

a. Students Grievance Redressal Committee at Department Level.

1. Head of department
2. Class Incharges
3. Teacher Guardians

The Head of the respective department to which the matter pertains will chair the meeting for that particular matter.

b. Committee at Institute level

1. Director, SSTC
2. Head of Departments
3. Deputy Registrar.

The committee will deal with all the grievances directly which are related to the common problems at institute level both academic and administrative nature. In addition, this committee will also entertain the appeal filed by the students against the decision of the department level committee.

PROCEDURE FOR REDRESSAL OF GRIEVANCES (ROG) IS AS UNDER:

- (a) An aggrieved student who has the Grievance or Grievances at the Programme level shall make an application first to the Programme Chairperson with a copy to the Dy. Registrar. The Programme Chairperson, after verifying the facts, will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the Programme Chairperson, then the same should be placed before the Programme level committee.
- (b) If the student is not satisfied with the decision of Programme level committee, he/she can submit an appeal to the Institute level committee within a week from the date of the receipt of the reply from the Programme level committee, addressing to the Director and copy to Deputy Registrar.
- The Head of Institute, after verifying the facts and the papers concerned and after discussion with the Chairman of the Programme level committee, will place the matter before the Institute level committee which shall either endorse the decision of the Programme level committee or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.
- (c) If the student is not satisfied with the redressal offered by the Institute level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the University.
- (d) While dealing with the complaint, the Committee at all levels shall observe law of natural justice and hear the complainant and concerned people.
- (e) While passing an order on any Grievance at any level, the relevant provisions of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.
- (f) The student will submit the application of Grievance or appeal to the Institute level committee as the case may be, through the Head of department.

ANNEXURE - II

RULES FOR DEALING WITH CASES OF EXAMINEES USING UNFAIR MEANS

As per Ordinance No. 6 of CSVTU any candidate uses unfair means as given here in or types to use such methods as given here or acts in a manner to gain any advantage in the exam will be punished as stated in these rules.

After considering the reports of center superintendent, invigilators, examiners, statement of accused candidate and relevant papers the committee constituted for the purpose will categorize the act and recommend the punishment.

DEFINITIONS

- 1. University:** Chhattisgarh Swami Vivekanand Technical University, Bilai.
- 2. Candidate:** A person authorized to appear in a examination and have been issued a admission card.
- 3. Person appointed for exam work:** A person appointed by the university or superintendent of exam to work/help in conduction of examination. Such as invigilator, superintendent, assisting staff in the examination waterman, peons etc.
- 4. Debarred:** A candidate not allowed to appear in examination. Since candidate will not be permitted in examination, he/she cannot be admitted in the institution till candidate becomes eligible to appear in examination.
- 5. Present Examination:** Present examination is that (semester/annual) examination in which candidate has been caught using UFM. It means only theory examination. (The marks obtained in practicals and Sessional will remain unaffected)
- 6. Next exam:** Examinations to be held in future including Theory, Practical, Class Test and Teachers Assessment.

The punishment will be decided on the basis of seriousness and nature of classification will be made.

CATEGORY-A

Taking assistance from any other candidate or any other person in any unauthorized manner what so ever in answering the question paper during the course of examination, or assisting any other candidate writing examination or writhing anything on question paper other than candidates enrolment no./roll no. or deliberately disclosing one's identity or marking any-distinction mark in the answer book for this purpose of Urinal/laboratories or a place for that purpose not allowed by examination, will be grouped under this category.

Punishment

Examination of that theory Paper will be cancelled in which candidate has been found doing so.

CATEGORY-B

During the course of examination, until the answer book has not been deposited by the student with invigilator finally, if any book, written paper of note connected with question paper by is of same subject of which examination is going on, is found under possession of the candidate, whether candidate was copying or not will be put into 'B' category.

Punishment

Present full examination (theory) will be cancelled.

CATEGORY - C

If a candidate leaves the examination hall finally without handing over answer book to invigilator or smuggles in an answer book or continuation sheet takes out for arranging to send out an answer book or its pages or continuation sheet or replaces or gets replaced answer book or its any page or continuation sheet during or after examination will be put in this category.

Punishment

Present examination will be cancelled in full and student will be debarred from appearing in next examination and therefore candidate cannot be admitted in next coming semester/year.

CATEGORY-D

Getting impersonated by any other person in examination or candidate refuses to hand over the materials or papers may be used for copying or destroys the proof i.e. materials/ papers by any manner or tries to throw them away or refuses to sign on UFM Proforma all such candidates will be put under this category.

Punishment

Present examination will be cancelled in full and the candidate will be debarred for next two examinations.

CATEGORY - E

If a candidate tries to disrupt or actually disrupts the examination or forces other to leave examination hall or tries to forcefully obstruct the others not to appear in the examination will be grouped in this category.

Punishment

Cancellation of present full examination and debarred for next three examinations and case will be reported to the police for crimal proceeding against the candidate.

CATEGORY - F

A candidate misbehaves or uses abusive language or beats or fights or threatens to harm or tries to bribe or actually bribes an invigilator examination superintendent or a person appointed for examination work at the center or carries any weapon in examination center or takes any dog or other animal or birds in the exam hall will be grouped under this category.

Punishment

Cancellation of present full examination and debarred for appearing in next four examination and FIR will be sent to police for criminal proceeding on the candidate.

Executive council of the University can rusticate the candidate for some time or declare the candidate unfit for the degree and therefore remove the name from the roll of the University. These unfit candidates will not be conferred any degree from this University in future.