AMRITA VIDYALAYAM - LUCKNOW

Grievance Redressal Committee (SGRC)

As per the notification published by all India Council for Technical Education, New Delhi (AICTE, New Delhi) (Redressal of Grievance of Students) Regulation, 2019 vide F. No.1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019), the function of the Student Grievance Redressal Committee (SGRC) is to look into the complaints lodged by any student, and judge its merit. The SGRC is also empowered to look into matters of harassment. The committee aims to resolve conflicts and grievances in a fair and impartial manner. This helps prevent escalation of issues and contributes to a positive atmosphere within the institute.

TYPES OF GRIEVANCES:

Academic related issues: Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc. Extension & Extra-Curricular Alumni registration, Physical Education, etc.

Amenities & Maintenance: Computer facilities, Smart Boards, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc.

General administration: Collection of fees– on-line fee payment gateway, ID cards, HR related issues, Transportation, etc.

Other related issues: Safety & Security, Discipline, Misbehaviour, Emergency services, etc.

STANDARD OPERATING PROCEDURE (SOP)

Any student or parents or staff member who wants to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective department/ office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the School Grievance Redressal Cell.

If, the grievance is against the respective Head of department/office, then the grievant may directly submit his/her grievance in writing via email at amritaslucknow@gmail.com or submit in person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.

The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately.

Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and forward the grievance to the respective department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

FOLLOW UP & MONITORING: Grievance Redressal Cell shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Cell will follow them up regularly till their final disposal by way of reminders.

SCRUTINY: Grievance Redressal Committee will make a thorough review of the redressal process. In case the committee feels satisfied with the resolution provided by the respective school/department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed.

CALL FOR HEARING: If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the committee shall fix a date for hearing, and

intimate the same to the respective department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s).

INVESTIGATION: If a resolution is not achieved through hearing, then it will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance.

FINAL DECISION: After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.

COMMUNICATING THE DECISION: Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

CLOSURE OF COMPLAINT: The complaint shall be considered as disposed off and closed when: a. the grievant has indicated acceptance of the resolution; b. the grievant has not responded within four weeks from the date of receipt of information on resolution The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

FEEDBACK: Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process.

GENERAL GUIDELINES: The grievance must always be in the form of a detailed written complaint submitted via email at amritaslucknow@gmail.com or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 days from the date of occurrence of the event giving rise to the grievance. However, the School may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc. Formal grievance complaint shall include: a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance, full name, contact information of the person escalating/initiating the grievance complaint.

Alternative avenues for redressal of grievances:

Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

Exclusions:

• Complaints involving policy matters in which the grievant has not been affected directly/ indirectly • Decisions with regard to the award of fee concessions, medals, etc. • Decisions with regard to disciplinary matters and misconduct. • Decisions with regard to the recruitment and selection • Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets. • Anonymous and frivolous complaints will not be entertained/processed

AMRITA VIDYALAYAM
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GRIEVANCE REDRESSAL COMMITTEE MEMBERS

Name	Designation
Bri. Anjana	Principal
Ms. Surbhi Jaiswal	Counsellor
Ms. Richa Mishra	PRT
Ms. Richa Srivastava	TGT
Mr. Rahul Srivastava	TGT
Ms. Laxmi Das	Grievance Redressal Officer
Miss Ananya Singh	Female Student Representative
Master Ansh Yadav	Male Student Representative

Anjana

PRINCIPAL
AMRITA VIDYALAYAM
Lucknow

MANAGER
AMRITA VIDYALAYAM
Lucknow