

**SHRI MADHWA VADIRAJA
INSTITUTE OF TECHNOLOGY AND MANAGEMENT**
A Unit of Shri Sode Vadiraja Mutt Education Trust® Udupi
Vishwothama Nagar, Bantakal - 574 115, Udupi District, Karnataka, India



Standard Operating Procedure for Grievance Redressal

July 2019

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1. Objectives

A Grievance Cell is constituted in the institution to address the grievances reported by the Students/staff of the College with the following objectives:

- Upholding the dignity of the institute by ensuring strife-free atmosphere in the institute through promoting cordial student-student relationships and student-teacher relationships.
- Encouraging the students to express their grievances freely and frankly, without any fear of being victimized.
- To ensure effective solutions to the students/staffs grievances with an impartial and fair approach.
- Advising Students of the College to respect the rights and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

2. Standard operating procedure (SOP)

2.1. Submission of grievance

An aggrieved student will submit his/her grievance along with necessary documents, if any, in any of the following modes

- Submitting a signed hard copy of the grievance in person to the Convener of the Institutional Grievance Redressal Cell (IGRC)
- Register the grievance in the Grievance Register kept with convener of IGRC
- An aggrieved student, who wants to remain anonymous, shall submit his/her grievance in writing and drop in the suggestion/complaint boxes installed at different places in the Institution. Suggestion/complaint boxes will be checked once in a month by the convener in presence of IGRC members
- e-mail to igrc@sode-edu.in
- <https://sode-edu.in/associations/grievance-redressal-cell/>
- A helpline (7483031200) is provided by the institution to report the grievances, which requires immediate solution
- Students are encouraged to express any grievances during class committee meetings (held twice in a semester)

- Grievances related to the hostels can also be submitted to the Hostel committee
- Students can also express their grievances with their Teacher guardian/Faculty advisor; in turn the teacher guardian/faculty advisor will convey the grievance to IGRC
- Students can represent the grievances orally to the members of IGRC and oral grievances will not be recorded as per the request by the students.

2.2. Redressal of grievance

- After receiving the grievance/complaint, the severity and the nature of the grievance will be analyzed by the convener of IGRC. In case the type of grievance required maintaining confidentiality, the student name will not be disclosed
- Depending on the nature of grievance, a committee will be formed by the convener in consultation with the Head of the institution to address the grievance.
- The IGRC shall forward the grievance to the committee formed/ respective department/section/ individual requesting him/her/them to conduct an inquiry about the grievance and redress within a week of receiving the grievance. A report of the same shall be communicated to the IGRC in writing.
- The grievances received by the hostel committee/class committee will be forwarded to the IGRC or should be addressed by the respective committees, depending on the nature of the grievance and report of the same shall be communicated to the IGRC.

2.3. Communicating the decision: Upon completion of the proceedings and submission of the report to the convener of IGRC, the cell shall communicate the final decision to the aggrieved student/students with proper record.

2.4. Closure of complaint: The complaint shall be considered as closed when the grievant has received the communication regarding the final decision.

2.5. Monitoring: The cell shall monitor the status and progress of the redressal of the grievance from time to time.

2.6. Frequency of meeting: Every year two meetings will be conducted. One meeting will be held in each semester. In addition, the convener can arrange the meeting whenever required, based on the need and complaint received.

2.7. Records: The proceedings of each grievance will be recorded in the specified format. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee.

3. Roles and responsibilities

- To make all necessary arrangements for receiving grievances from students relating to academic, non-academic and any other problems relating to the functioning of a student in the college.
- To attend the cases promptly on receipt of grievances from the students.
- To review all cases formally and will act accordingly as per the management policy.
- To forward the grievances related to examination and evaluation to the Registrar (Evaluation).
- To monitor status and progress of grievance redressal and to furnish the monthly report on grievance redressal position to the Principal and upload the same in the AICTE(All India council for Technical Education) online portal.

4. Grievance Form/Feedback

Online portal for Student/staff to submit the grievance-

USN * JMW
Name *
Email *
Phone *
Department *Select.....
Grievance Type *Select.....
File Upload No file chosen
Description

Verification
Please enter any two digits *
Example: 12

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Principal
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