



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)

Accredited "A" Grade by NAAC | 12B Status by UGC | Approved by AICTE

www.sathyabama.ac.in

25.05.2020

Standard Operating Procedure (SOP) for Student Grievances Redressal Mechanism

PREPARED BY	APPROVED BY
Coordinator, Students Grievance Redressal Cell	Dean (Student Affairs)
Name and Signature with Date  25/05/2020	Name and Signature with Date 
Dr.M.S.Godwin Premi	Dr.G.Sundari

1. Purpose: We take utmost care that students of Sathyabama Institute of Science and Technology feel the comfort in the campus while imparting the multidisciplinary education. We, at Sathyabama, practice transparency and justice so that students are not suffered. Campus observes high moral and ethical practices. Our Student Grievances Redressal Cell efficiently addresses the student grievances in the campus, as per guidelines of AICTE and UGC. Grievances Redressal Committee resolves issues regarding academics, infrastructure, hostel and transport.

2. Scope: To resolve the student related grievances of Sathyabama Institute of Science and Technology

3. Students Grievance Redressal Cell - Committee's structure:

With reference to AICTE Circular, AICTE (Establishment of mechanism for grievance redressal) regulations 2012 dated 25th May 2012 and with reference to UGC (Grievance Redressal) Regulations, 2012, committee for Student Grievance Redressal Cell is reconstituted with a senior faculty as chairperson and faculties from different school as members. The committee maintains the operations of the cell.

4. Functions:

- To advise students to refrain from inciting Students against other students, teachers, college administration or government.



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- To encourage the students to express their grievances/problems freely and honestly, without any fear of being victimized.
- To advise teachers to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- To resolve the issues, the committee will review the grievance and collect any additional relevant information based on the nature of the grievance
- As per AICTE guidelines, if the student was not satisfied by the action taken by the cell then it will be brought to the notice of Ombudsperson.
- Records are managed by the Dean(student Affairs).

5. Facility for filing the grievance:

- Student may produce his / her grievances in person
- The students may submit their grievances through mail at student_grievance@sathyabama.ac.in
- Students shall also submit their grievance through online portal <https://grievance.sathyabama.ac.in/grievance/>
- The grievances during the pandemic situation can also be addressed to covid19cell@sathyabama.ac.in

6. Impact: To sustain the pride of the institution by ensuring trouble free atmosphere in the campus by supporting friendly Student-Student relationship and Student-Faculty relationship. It will assist to augment academics in the campus.

7. Meetings and Reporting

1. Every academic year, two meetings will be conducted.
2. Student Grievances Redressal Cell Coordinator sends summary report every year to Dean (Student Affairs)