



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

Standard Operating Procedure (SOP)

Students' Grievance Redressal Cell

1. Purpose

The purpose of this SOP is to ensure a transparent, fair, and efficient mechanism for addressing and resolving student grievances related to academic and non-academic matters. The procedure establishes a systematic approach for grievance submission, processing, and resolution in line with UGC and AICTE regulations.

2. Scope

This SOP applies to all students of Sathyabama Institute of Science and Technology. It covers grievances pertaining to:

- Admission
- Amenities and campus facilities
- Teaching and Learning
- Examination and Evaluation
- Issuance of Certificates
- Discrimination
- Any other academic or administrative issues

3. Policy Statement

The institution is committed to providing a comfortable, ethical, and student-friendly environment. We ensure:

- Transparency and justice in all student-related processes
- A safe space for students to express concerns without fear of victimization
- Confidential, impartial, and prompt handling of grievances
- Adherence to UGC and AICTE guidelines for grievance redressal



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4. Constitution of the Grievance Redressal Committee

As per:

- AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012, dated 25th May 2012
- UGC (Grievance Redressal) Regulations, 2012

The Students' Grievance Redressal Committee is reconstituted (2023) and comprises:

- Chairperson: Senior Faculty Member
- Members: Four Faculty Members
- Student Representative: One student member

The committee oversees all operations of the Grievance Redressal Cell.

5. Functions of the Committee

The committee shall:

1. Advise students to refrain from inciting conflicts among students, faculty, or the administration.
2. Promote a harmonious and peaceful campus environment by encouraging positive student–student and student–faculty relationships.
3. Assure students that their grievances can be submitted freely without fear of retaliation.
4. Advise teachers to maintain a supportive attitude and refrain from any form of vindictive behaviour.
5. Review each grievance in detail and collect additional information if required.
6. Escalate unresolved grievances to the Ombudsperson, as mandated by UGC and AICTE regulations.



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6. Procedure for Filing a Grievance

Students may submit their grievances through any of the following modes:

6.1 Written Submission: Drop the grievance in the designated venue.

6.2 In-person Submission: Meet any member of the Students' Grievance Redressal Committee directly.

6.3 Email Submission: Send grievances to: student_grievance@sathyabama.ac.in

6.4 Online Portal: Submit grievances through the official online grievance portal.

7. Grievance Handling Process



- 1. Acknowledgment:** The Grievance Redressal Cell acknowledges receipt of the grievance immediately.
- 2. Review:** The committee examines the grievance and collects additional details if necessary.
- 3. Resolution:** The grievance is resolved within 3 working days from acknowledgment.
- 4. Escalation (if required):** If the student is not satisfied with the resolution, the case is forwarded to the Ombudsperson.

8. Confidentiality

All grievances and related information will be handled with strict confidentiality to protect the privacy and rights of the student.

9. Compliance

All procedures outlined in this SOP strictly adhere to UGC and AICTE grievance redressal guidelines and institutional policies

PREPARED BY	APPROVED BY
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