

STUDENT GRIEVANCE REDRESSAL POLICY

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Sathyabama Institute of Science and Technology
(Deemed to be University)

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DOCUMENT CLASSIFICATION : This document constitutes an official policy of the Deemed to be University. The provisions of this policy shall be implemented and interpreted in accordance with the applicable statutory and regulatory requirements, and in conjunction with other relevant policies, regulations, ordinances, and guidelines of the Institution.



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

CATEGORY - 1 UNIVERSITY BY UGC

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STUDENT GRIEVANCE REDRESSAL POLICY

1. PREAMBLE

Sathyabama Institute of Science and Technology is committed to providing a safe, fair, and harmonious learning environment for all its students. The Institute recognizes that during the course of their academic journey, students may encounter various issues or concerns that require attention and resolution. This Student Grievance Redressal Policy is formulated in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, to set forth a structured mechanism for the speedy and effective redressal of student grievances.

2. OBJECTIVES

The primary objectives of this policy are to:

1. Ensure a transparent, impartial, and consistent mechanism for the redressal of grievances.
2. Encourage students to express their grievances without fear of victimization or reprisal.
3. Uphold the dignity of the Institute by ensuring a strife-free atmosphere.
4. Advise students to respect the rights and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
5. Resolve the grievances of students within a stipulated time frame.

3. SCOPE AND COVERAGE

This policy applies to all students enrolled in any program of study offered by Sathyabama Institute of Science and Technology. It covers grievances related to academic matters, administrative issues, financial matters, and student services.

Note: Matters related to Anti-Ragging and Prevention of Sexual Harassment are governed by separate specific policies and committees (Anti-Ragging Committee and Internal Complaints Committee, respectively) as per statutory requirements.

4. TYPES OF GRIEVANCES

Grievances may include, including, but are not limited to, the following complaints of the aggrieved students:

- a. Academic Matters: Issues related to admission, irregular conduct of classes, timely completion of syllabus, internal assessment, evaluation practices, and issuance of mark sheets or certificates.
- b. Administrative Matters: Non-transparent or unfair practices in administrative processes, delay in services, or unavailability of officials.
- c. Financial Matters: Complaints regarding excessive fee collection, non-refund of fees, or financial irregularities.
- d. Infrastructure & Services: Issues related to library, hostel accommodation, transportation, canteen, hygiene, and medical facilities.
- e. Discrimination: Complaints of discrimination on the grounds of caste, creed, religion, language, gender, or disability.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The Student Grievance Redressal Committee (SGRC) is constituted in accordance with Regulation 4 of the UGC (Redressal of Grievances of Students) Regulations, 2023.

Role	Designation
Chairperson	Professor
Members	Four Professors/Senior Faculty Members of the Institution
Student Representative	A student nominee selected based on academic merit (Special Invitee for relevant meetings).

- At least one member or the Chairperson shall be a woman.
- The term of office for the Chairperson and members shall be two years.
- The term of the Special Invitee shall be one year.
- The quorum for meetings shall be three members, including the Chairperson, and shall exclude the Special Invitee.

6. PROCEDURE FOR FILING GRIEVANCES

Students can register their grievances through the following channels:

- Online Portal: Students may submit their grievances via the dedicated "Grievance Redressal" portal available on the Institute's website/ERP system.
- Email: Grievances may be submitted through the designated email ID student_grievance@sathyabama.ac.in
- Mobile Reporting: Complaints may also be reported by contacting the Students Grievance Redressal Cell through the official mobile number +91 9962933341.
- Written Complaint: Students may submit a written complaint directly to the office of the SGRC Chairperson.

The complaint shall specify the name of the student, register number, department, and specific details of the grievance with supporting documents, if any.

7. GRIEVANCE RESOLUTION PROCESS

1. Scrutiny: Upon receipt of a complaint, the Chairperson of the Students Grievance Redressal Cell (SGRC) will examine the grievance to determine its validity and nature.
2. Investigation: The Chairperson may assign a member or sub-committee to investigate the matter by interacting with the concerned parties and verifying relevant records.
3. Hearing and Resolution: If required, the SGRC may conduct a hearing where both the complainant and the respondent are given an opportunity to present their case, following the principles of natural justice. Based on the findings, the grievance shall be resolved within 3 working days for minor complaints and 15 working days for major complaints from the date of receipt.

8. OMBUDSPERSON & APPEAL MECHANISM

The Ombudsperson shall be appointed in accordance with Regulation 5 of the UGC Regulations, 2023 and shall be a person of eminence with experience in legal or academic administration, as prescribed:

A Retired District Judge or a retired Vice Chancellor or Professor (who worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of eminence)) to hear appeals against the decisions of the SGRC.

If the aggrieved student is not satisfied with the decision of the Student Grievance Redressal Committee, they may prefer an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such decision. The Ombudsperson shall, after giving reasonable opportunity to the student and the SGRC to be heard, pass such order as deemed fit.

The Ombudsperson shall be appointed for a term of three years from the date of assuming office or until attaining the age of seventy years, whichever is earlier.

9. CONFIDENTIALITY AND PROTECTION

Confidentiality: The identity of the complainant and the details of the grievance shall be kept confidential to the extent possible, consistent with the need to conduct a thorough investigation.

Protection from Victimization: The Institute strictly prohibits any form of retaliation or victimization against a student who files a grievance in good faith. Any official or faculty member found engaging in such acts will face strict disciplinary action.

10. MONITORING AND REVIEW

The SGRC shall submit a report to the Director (Student Administration) once every six months regarding the number of grievances received, resolved, and pending. The policy shall be reviewed every three years to ensure it remains effective and compliant with the latest UGC regulations and statutory notifications. The report shall also include systemic issues identified and corrective measures undertaken.

11. POLICY ACKNOWLEDGEMENT

This policy establishes a structured mechanism for addressing and resolving student grievances in a fair, transparent, and timely manner. All students, faculty, and staff are encouraged to familiarize themselves with the provisions of this policy. The institution remains committed to ensuring a supportive academic environment and may review and update the policy periodically in accordance with regulatory guidelines.

12. TIME LIMIT FOR FILING GRIEVANCES

Grievances shall ordinarily be filed within a reasonable period from the date of occurrence of the issue, except in exceptional circumstances.


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