



SIKKIM ALPINE UNIVERSITY

Kamrang, Namchi, South Sikkim – 737126

(Established under Sikkim Alpine University Act, 2021)

STUDENT GRIEVANCE REDRESSAL COMMITTEE POLICY **(Policy Document – 2025)**

Prepared by

Student Grievance Redressal Committee (SGRC)

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Recommended By:

Academic Council: Date 03 December, 2025

Approved by:

Board of Governors: Date 05 December, 2025



STUDENT GRIEVANCE REDRESSAL COMMITTEE POLICY

Sikkim Alpine University

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Sikkim

1. INTRODUCTION:

The Students Grievance Redressal Cell (SGRC) at **Sikkim Alpine University SAU** serves as a dedicated platform to address and resolve grievances raised by staff, faculty, students, within and other stakeholders of **Sikkim Alpine University SAU, Kamrang, Namchi Sikkim**. The SGRC is committed to fostering a culture of fairness, transparency, and accountability while ensuring that every individual's concerns are heard and addressed promptly. These guidelines are designed to provide a structured approach for reporting, addressing, and resolving grievances ethically and impartially. Rooted in the principles of transparency, accountability, and inclusivity, these guidelines are aligned with the UGC (University Grants Commission) **Redressal of Grievances of Students Regulations, 2023** to ensure a fair and impartial grievance resolution process. The document seeks to foster an environment of trust, respect, and ethical responsibility within the institution. By implementing these guidelines, the SGRC aims to uphold institutional values and strengthen trust among all members of the Sikkim Alpine University community.

2. VISION:

Sikkim Alpine University envisions creating a transparent, ethical, and inclusive institutional culture where grievances are resolved fairly, fostering trust, mutual respect, fostering ethical practices and ensuring the well-being of all Student & Staff members and harmony across all stakeholders. Sikkim Alpine University is dedicated to establishing a robust and accessible grievance redressal mechanism that ensures confidentiality and impartiality. By promoting a safe and supportive environment, the institution empowers individuals to voice their concerns without fear, while upholding its core values of integrity, equity, and transparency. The students Grievance Redressal Cell is dedicated to fostering trust and mutual respect through

ethical practices and continually improving its processes in alignment with legal and institutional standards.

STUDENTS' GRIEVANCE REDRESSAL CELL GUIDELINES:

1. ELIGIBILITY:

- a) All students enrolled at Sikkim Alpine University.
- b) All faculty and staff members, including administrative and academic personnel.
- c) Interns and trainees associated with the institution.
- d) Volunteers and research associates working on institutional projects.
- e) Visitors or external collaborators engaged in official institutional activities.
- f) Any individual affiliated with the institution who seeks to address their grievance through this mechanism

2. STUDENT-STAFF FOCUS:

Sikkim Alpine University shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement. At least two meetings per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services. SAU shall take all efforts to abide by and enforce UGC regulations in all its operations and shall also abide by the Code of Conduct approved by the University. The committee at the SAU level shall hear and settle the grievance, as far as may be practical, within One-two months after the grievance is lodged with the SAU. The decision of the SAU Level Committee shall be final.

3. RESPONSIBILITIES OF THE COMMITTEE:

- a) Review and address grievances related to academic, administrative, staff behaviour, and campus facilities.
- b) Ensure that grievances are heard neutrally and impartially.
- c) Ensure that grievance processes are in line with Sikkim Alpine University's institutional values of equity, fairness, and respect for all members.
- d) Suppose the committee is unable to settle a grievance lodged by teachers, other employees or students. In that case, the committee shall direct the aggrieved person to lodge his / her grievance with the Vice Chancellor/Registrar of the SAU, and the Vice Chancellor/Registrar shall keep the matter before the grievances committee at the University level.

- e) The aggrieved person (teacher, other employee or student) of the SAU may lodge his grievance with the Vice Chancellor/Registrar of the SAU. The *Ex officio Secretary* shall place the grievance before the SAU level grievance committee at the earliest.
- f) The committee at the SAU level shall hear and settle the grievance, as far as may be practical, within three months after the grievance is lodged with the SAU. The decision of the SAU Level Committee shall be final. The Appeal against such decision shall be preferred to Board of Management (BoM).
- g) The Appeal against the finding of the College Level Committee shall be made before SAU Level Grievance Committee. The grievances committee at the SAU level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final

4. GRIEVANCE REDRESSAL PROCEDURE:

- a) **Filing the Grievance:** Submit the grievance in writing (either physical form or online, via email, an online portal, or complaint box). Ensure that the grievance includes clear details, relevant documentation. Reports must include issue details, involved individuals, dates, and evidence and relief sought.
- b) **Acknowledgement and Assessment:** The grievance will be acknowledged within 24 hours. The committee will assess the grievance for urgency, clarity, and scope.
- c) **Investigation:** The committee will investigate the grievance by gathering facts, speaking to relevant individuals, and reviewing supporting materials.
- d) **Resolution:** Based on the findings, the committee will provide an appropriate resolution within a predefined timeframe. This can include corrective actions, recommendations for policy changes, or disciplinary action, if necessary. Feedback will be solicited and sought to improve the system. Whistleblower support includes counselling and legal advice.

5. MEETING PROCEDURES:

- a) The term of membership for members other than *ex-officio* members and students shall be one years.

- b) A member, who does not attend three consecutive meetings of the Committee without leave of absence shall cease to be a member of the Committee.
- c) If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice Chancellor shall fill it within one month.
- d) The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.
- e) SGRC shall meet at least once every Six months or whenever necessary. Special meetings may be convened in urgent cases.
- f) Quorum: At least 50% of members, including the Chairperson, must be present. Minutes of meetings shall be documented and shared with the concerned authority.

STUDENT GRIEVANCE REDRESSAL FORM

Name of the Student: _____

Enrolment Number: _____

Course/Program: _____

Year/Semester: _____

Contact Number: _____

Email Address: _____

2. Grievance Details: (Tick the appropriate option)

- ☐ [] Academic
- ☐ [] Administrative
- ☐ [] Infrastructure
- ☐ [] Harassment
- ☐ [] Other (Please specify):

- **Details of the Grievance:** *(Please describe your grievance clearly and concisely)*

3. Supporting Documents

- **Are you attaching any supporting documents?**

- ☐ Yes (*If yes, please list them below*)
 - ☐ No
-

Declaration by the Student: I hereby declare that the information provided above is true to the best of my knowledge and belief. I understand that providing false information may lead to disciplinary action ☐.

Signature of the Student: _____

Date: _____

5. Restricted to office use:

- Grievance Received By: _____
- Date of Receipt: _____
- Action Taken: _____
- Remarks: _____

