

Grievance
Redressal
Committee



SRI RAMACHANDRA

INSTITUTE OF HIGHER EDUCATION AND RESEARCH

(Deemed to be University)

Porur, Chennai - 600 116.

Phone : 091-44-2476 8027, 31-33

Fax : 091-44-2476 5995

www.sriramachandra.edu.in

PROCEEDINGS OF THE VICE-CHANCELLOR

Present: Dr.P.V.Vijayaraghavan

Vice-Chancellor

Procs.No.2003/SRIHER/SSS/Grievance/2022

Dated: 24.01.2022

Sub: SRIHER – Reconstitution of Grievance Redressal Committee
- Reg.

- Ref: 1. U.G.C. (Redress of Grievances of Students) Regulations,
2019
2. AICTE (Redressal of Grievance of Students) Regulations,
2019
3.This office Circular even No.dated 17-08-2021

The Vice-Chancellor is pleased to reconstitute the Grievance Redressal Committee of the Deemed University including its Constituent Colleges and Sri Ramachandra Medical Centres/Hospitals with the following members.

S. No.	Chairman/ Member	Name&Address	Phone	Email-id
1.	Chairman (Senior Professor)	Prof. Antony Leo Aseer P., Vice Principal & Professor, Faculty of Physiotherapy, SRIHER (DU), Chennai-116	9841544303 Extn: 8271	viceprincipal.physiotherapy@sriramachandra.edu.in
2.	Dean, Student Welfare	Dr.K. Balaji Singh Dean-Students SRIHER(DU)	9841044913	deanstudents@sriramachandra.edu.in
3.	3 Members (Three Senior teachers from the affiliated/ constituent colleges)	1. Dr.A. Porkodi Reader & HOD, Medical Surgical Nursing, Faculty of Nursing, SRIHER (DU)	9445261431	porkodi@sriramachandra.edu.in
		2. Dr.Kalpana. R. Professor & Head, Anatomy, SRIHER (DU)	9566137573	kalpanasriram1@gmail.com
		3. Dr.Lakshmi Venkatesh Assoc.Professor, Faculty of SLHS, SRIHER (DU)	9940074052	lakshmiv@sriramachandra.edu.in
SPECIAL INVITEES				
4.	Registrar	Thiru V. Swaminathan Registrar, SRIHER (DU)	9840299986	registrar@sriramachandra.edu.in
5.	Faculty	1. Mr.Gopal Swami. A.D. Associate Professor, Faculty of Physiotherapy, SRIHER (DU)	9884500566	gopalswami@sriramachandra.edu.in
		2. Dr.Bhooma Devi Assoc. Professor, Faculty of Management Sciences, SRIHER (DU)	9884022001	bhooma.ganesh@gmail.com

Formerly known as Sri Ramachandra Medical College and Research Institute (Deemed University)

Accredited by NAAC with 'A++' Grade (CGPA 3.53)

Graded as 'Category-I University' by the UGC

: 2 :

6.	Student Representative	1. Ms. Bhavika Dugar, II B.D.S. (2020-21), Faculty of Dental Sciences, SRIHER (DU)	7598220193	D0120078@sriramachandra.edu.in
----	------------------------	--	------------	--------------------------------

The term of office of the Chairman/Members will be two years. The Committee will enquire into complaints relating to grievances received from the staff, faculty and students. The Committee will furnish its report to the undersigned for further action.

All Correspondence/papers relating to the subject matter will be treated as "Confidential".



VICE-CHANCELLOR

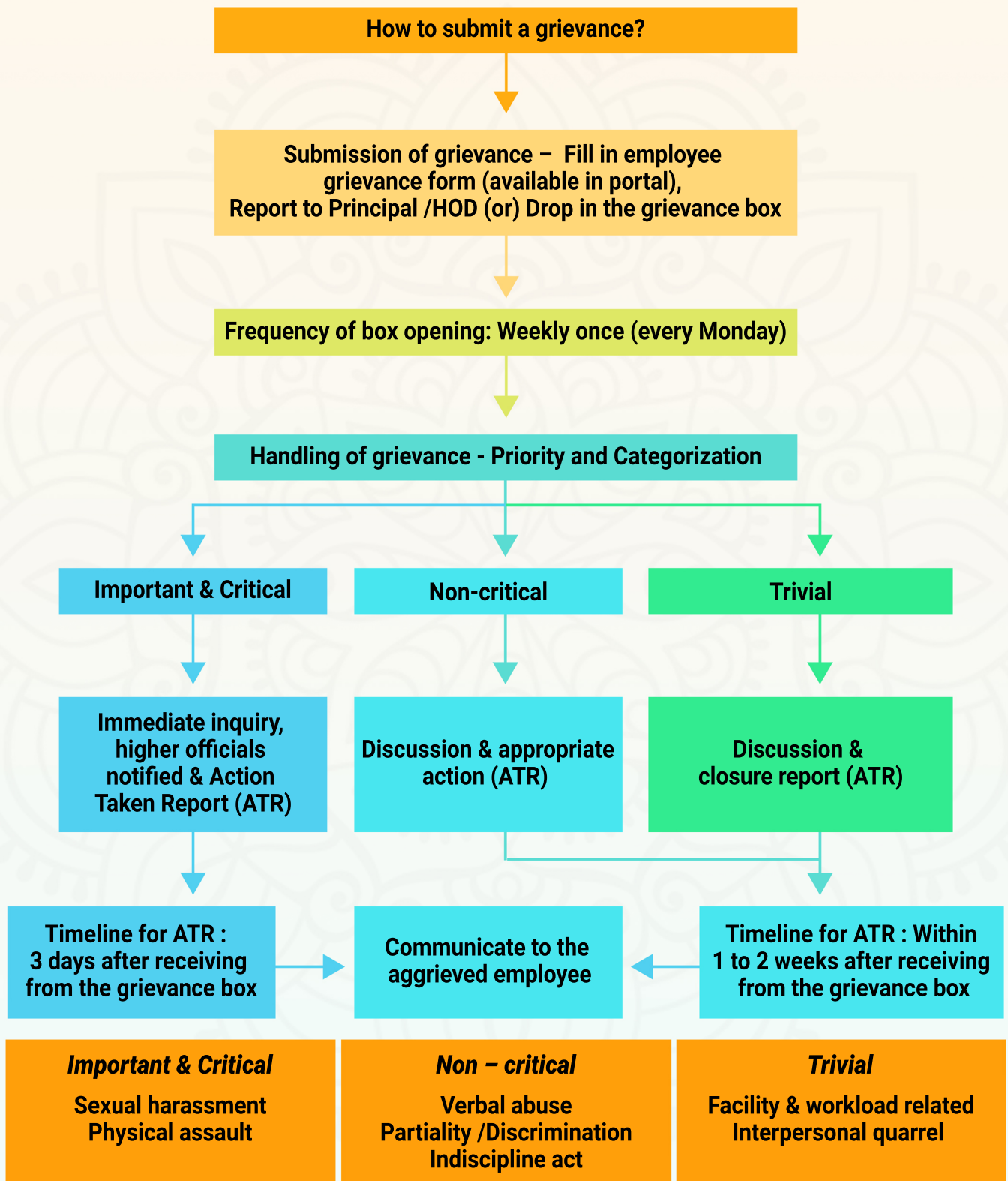
Dr. P.V. VIJAYARAGHAVAN
Vice-Chancellor
SRI RAMACHANDRA
INSTITUTE OF HIGHER EDUCATION & RESEARCH
(Deemed to be University)
Porur, Chennai-600 116

To
The Members concerned
All Deans, Principals & Course Chairpersons
All HODs
Copy to:
The Chancellor
The Pro-Chancellor
The Dean of Faculties
The Professor of Eminence & Chief Advisor
The Professor of Eminence & Dean (Research)
The Professor of Eminence & Advisor (Academic)
The Associate/Asst. Deans
The Director (Finance & Accounts)
The General Manager (PR&International Students)
The Senior Asst. Registrar

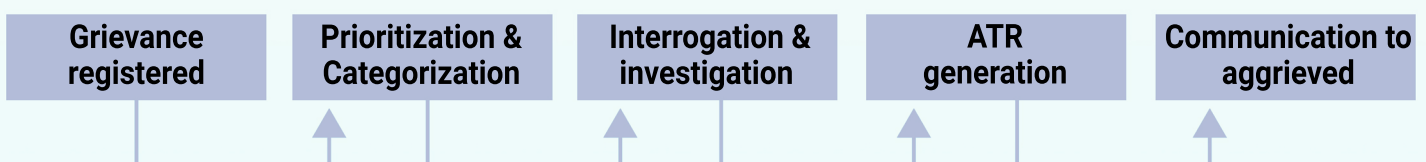
The Registrar
The Controller of Exams.
The Dean (Students)
The Special Officer (Admn)
The Asst. Deans of Students
The General Manager (HR)
The Medical Director
The Deputy Medical Supdt.
The Chief Operating Officer



Grievance Redressal Mechanism Standard Operating Procedure



Grievance Tracking Mechanism





EMPLOYEE GRIEVANCE FORM

This form may be completed by the aggrieved employee and given to the appropriate HOD/Principal or dropped in any of the grievance boxes located on campus.

Name _____ Department _____

Position Title _____

Telephone number _____ Email address _____

Is your grievance related to another employee/staff; please provide the name of the person (s)?

What date/s did the actions occur? _____

Describe the grievance? (Please be specific, provide details, and use the reverse of this sheet if needed)

Employee Name _____ Signature _____ Date _____

This section should be completed by the HOD/Grievance Committee Member who receives the form.

Signature of HOD/Grievance Committee Member _____ Date Form Received _____

Actions/Steps Taken:

Signature of Chairman-Grievance Committee

Note: The collected grievances are maintained in sealed envelopes with strict confidentiality.

*MECHANISM OF RECEIVING STUDENT
GRIEVANCES*

MECHANISM OF REDRESSAL

1. Grievances are uploaded by the students through ONLINE on the University Portal “digicampus.sriramachandra.edu.in” under Grievances, by using their User Id and Password.
2. Immediately after uploading of grievances, SMS will be received by the Chairman/ Sr. Asst. Registrar, Student Services Section.
3. The grievances will be forwarded to the appropriate Committee such as Anti-ragging Committee, Grievances Redressal Committee, Internal Complaints Committee, Anti Discrimination Committee for Persons with Disability and Elderly Persons, SC/ST/OBC/ Minority Cell respectively, for taking further action and to submit a report in this regard.
4. The action taken will be intimated to the students and staff through ONLINE.
5. Unsolved grievances, if any, will be brought to the notice of the Vice Chancellor for taking necessary action.

Anti-
Discrimination
Committee



SRI RAMACHANDRA

INSTITUTE OF HIGHER EDUCATION AND RESEARCH

(Deemed to be University)

Porur, Chennai - 600 116

Phone : 091-44-2476 8027, 31-33

Fax : 091-44-2476 5995

www.sriramachandra.edu.in

Procs.No.305/SRIHER/SA/Cell/2021

Dated: 17-08-2021

Sub: SRIHER – Grievances from Persons with Disability and Caste Discrimination by SC/ST/MBC students, faculty and staff – Reconstitution of Internal Anti-Discrimination Committee – Reg.
Ref: This office Procs. Even No. dated 5th July 2019

The Vice-Chancellor is pleased to reconstitute the Internal Anti-Discrimination Committee of our Deemed University including its Constituent Colleges with the following members with effect from 17.08.2021, as per the instructions from the U.G.C. for the implementation of harmonised guidelines and space standards for Barrier free Built Environment for Persons with Disability and Elderly Persons, developed in February 2016 by Ministry of Urban Development, Government of India and to look into the discrimination complaints received from the SC/ST/MBC students/teachers and non-teaching staff.

S.No.	Chairman/Member (Representing from)	Name	Designation & Department	Mobile No.	Email-id
1.	Chairman (Senior Professor)	Dr.P. Sampath Kumar Chairman	Professor, Forensic Medicine & Vice-Principal, SRMC&RI, SRIHER (DU), Chennai-116	9840262189	drpskr@yahoo.co.uk
2.	Members: (Teaching)	Dr.T.S.Lokeswari Member	Assoc.COE (Admin) SRIHER (DU)	9790814207	tsloki@yahoo.com
3.		Dr.Kalpana. R. Member	Professor & Head, Anatomy, SRIHER (DU)	9566137573	Kalpanasriram1@gmail.com
4.		Dr.Lakshmi Venkatesh Member	Assoc.Professor, Faculty of SLHS, SRIHER (DU)	9940074052	lakshmiv@sriramachandra.edu.in
5.		Mr.Gopal Swami. A.D. Member	Associate Professor, Faculty of Physiotherapy, SRIHER (DU)	9884500566	gopalswami@sriramachandra.edu.in
6.		Dr.Bhooma Devi Member	Assoc. Professor, Faculty of Management Sciences, SRIHER (DU)	9884022001	bhooma.ganesh@gmail.com
7.	Non-teaching staff	Thiru V. Swaminathan Member	Registrar, SRIHER (DU)	9840299986	registrar@sriramachandra.edu.in
8.		Mr.E.Nithiyamuruganandam	Superintendent Student Services Section, SRIHER(DU)	9444693986	enithiyamuruganandam@yahoo.com
9.		Mrs.M.Viji	Administrator Office of the Dean of Faculties, SRIHER(DU)	9444612900	Viji1971@rediffmail.com

Formerly known as Sri Ramachandra Medical College and Research Institute (Deemed University)

Accredited by NAAC with 'A' Grade (CGPA 3.62)

Graded as 'Category-I University' by the UGC

10.	Student Representative	Ms.Esha Verma	III B.D.S. (2018-19), Faculty of Dental Sciences, SRIHER (DU)	9382101597	d0118005@sriramachandra.edu.in
11.	Parent Representative	Mrs.C. Vaideki	M/o Ms.Keerthana, Intern-BASLP No.13/A, 3 rd Street Pushpa Nagar, Ayyappanthangal Chennai 600 056	9840915591	cvtnpesu@gmail.com

The term of office of the Chairman/Members will be two years. The Committee enquire into complaints relating to Grievances of the students with disability and elderly persons, and the discrimination complaints from the SC/ST/MBC students/teachers/non-teaching staff and also suggest steps to be taken to solve the grievances to the undersigned.

VICE-CHANCELLOR

Dr. P.V. VIJAYARAGHAVAN

Vice-Chancellor
SRI RAMACHANDRA

INSTITUTE OF HIGHER EDUCATION & RESEARCH

(Deemed to be University)
Porur, Chennai-600 116

To
The Members concerned

Copy to:

All Deans, Principals, HODs & Course Chairpersons

The Associate/Asst.Deans

The Director (Finance & Accounts)

The General Manager (PR&International Students)

The Deputy Registrar (Academic)

The Medical Director

The Deputy Medical Supdt.

The Chief Operating Officer

The Sr.Asst.Registrar (SA)

Copy for information:

The Chancellor

The Pro-Chancellor

The Dean of Faculties

The Professor of Eminence & Chief Advisor

The Professor of Eminence & Dean (Research)

The Professor of Eminence & Advisor (Academic)

The Registrar

The Controller of Exams.

The Dean (Students)

The Special Officer (Admn)

The Asst.Deans of Students

The General Manager (HR)

ANTI RAGGING MEASURES TAKEN:

- Constitution of Anti-Ragging Committee/Cell and Anti-ragging squad
- Installed CCTV Cameras at vital points
- Anti-ragging workshops/seminars on eradication of ragging
- Updating all websites with the Nodal Officer details
- Alarm bells
- Regular interaction and counselling with the students
- Identification of trouble-triggers
- Notice Boards/Posters mentioning anti ragging punishments of UGC in various places in the University Campus.
- UGC/MCI/DCI Regulations on Anti ragging and contact numbers of Anti Ragging Squad Members are uploaded on the University Website for the information of students.
- Mention of Anti-ragging warning in the prospectus.
- Surprise inspection of hostels, students accommodation, canteens, rest rooms, recreational rooms, toilets, bus-stands;
- Make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in and www.amanmovement.org.
- Parents-Teachers Meeting is conducted every semester.

RULES RELATING TO UNIVERSITY EXAMINATIONS

1. In a year, there shall be one regular (main) examination and one supplementary examination for any subject, both for semester and yearly pattern of examinations.
2. The candidates are required to remit the prescribed fee along with the application form for the Deemed to be University examinations as per the stipulated time mentioned in the Student Manual.
3. The fee for the University examinations (written, practical, clinical and oral) once paid will not be refunded or adjusted or transferred on any account or under any circumstances.
4. The students appearing for the University theory examinations shall be under the direct disciplinary control of the Chief Superintendent. Possession of cell phone or any electronic/digital device, smart phones/watches or any incriminating materials being capable of copying by a candidate or copying from any such device/bits of paper or any material in the examination hall, is STRICTLY PROHIBITED. Non-compliance in this regard will be viewed very seriously and the examinee will be liable to be punished as per the examination Rules of the Deemed to be University. Once the incriminating material including electronic gadget/digital device, smart phones/watches or any other item is detected during the examination it will be confiscated and will not be returned to the students under any circumstances.
5. Disciplinary action will be initiated if any candidate indulges in any malpractice (unfair means) as enumerated in the University Examination Manual.
6. Rules to obtain a photocopy of the Evaluated theory answer scripts:-
 - (i) The candidates of all courses of study, except Ph.D., course are eligible to apply for issue of photostat copy of evaluated theory answer script(s) of the University examinations held during the current session and for which results have been declared and statement of marks/Grade card issued.
 - (ii) (a)The candidates may apply for photocopy of the evaluated theory answer script(s).
(b)Photocopy of OMR answer sheet of MCQ section will not be issued, as the OMR answer sheet is evaluated by OMR image scanner.
 - (iii) Application should be submitted in the prescribed format (vide Form No.1) along with the prescribed fee and a downloaded copy of the statement of marks through proper channel, i.e. the Dean/Principal/Course Chair-Person, Professor and Head of the Department concerned. It should reach the University Office (Academic Section) within 3 (three) working days from the date of uploading the statement of marks/Grade card. (Application should not be sent directly to the Office of the Controller of Examinations). (iv) On receipt of the document, the Controller of

Examinations will arrange to provide the photostat copy of the evaluated theory answer script(s) to the candidates, through proper channel, within 2 (two) working days.

(v) The candidates may apply for revaluation of evaluated theory answer script(s) as per the existing procedure within 2 (two) days from the date of receipt of photostat copy of the evaluated theory answer script(s). It is not mandatory to apply for photostat copy of the evaluated theory answer script(s) prior to applying for revaluation.

(vi) The prescribed fee for issue of for revaluation of theory answer script(s) may be paid either in cash at the University office, or by way of demand draft drawn in favour of "Sri Ramachandra Institute of Higher Education & Research, (Deemed to be University)" payable at Chennai. If paid by cash at the University, the receipt should be enclosed along with the prescribed application.

(vii) The fee once paid, for revaluation of theory answer script(s) will not be refunded on any account.

7. Rules regarding Revaluation of Theory Answer Papers

(i) Only the candidates who have appeared for the recently held examination(s) in undergraduate and postgraduate courses (except Ph.D.) are eligible to apply for revaluation.

(ii) The revaluation of answer papers shall be done only for theory papers and not for practical/clinical/oral examination paper.

(iii) Revaluation of university theory paper(s) is NOT PERMISSIBLE, if there are two papers for a subject and the candidate has appeared for one paper only (e.g. Anatomy I & Anatomy II).

(iv) The application for revaluation should be submitted in the prescribed format (vide Form No.2) along with prescribed fee and the downloaded copy of the statement of marks and Grade card issued by the University, through the Principal of the college/course chairperson Professor and Head of the department concerned and it should reach the University Office (Academic Section) within 7 days from the date of issue of statement of marks/Grade card. If any application is sent directly to the office of the Controller of Examinations it will not be Considered.

(v) On receipt of all the required documents, the Controller of Examinations shall arrange for Revaluation.

(vi) The prescribed fee for issue of for revaluation of theory answer script(s) may be paid either in cash at the University office, or by way of demand draft drawn in favour of "Sri Ramachandra Institute of Higher Education & Research, (Deemed to be University)" payable at Chennai. If paid by cash at the University, the receipt should be enclosed along with the prescribed application.

(vii) The fee once paid, for revaluation of theory answer script(s) will not be refunded on any Account.

8. Request regarding any correction of printing/factual errors in the statement of marks regarding the name, sex or date of birth (with proof) should be made by the candidate within 10 days from the receipt of the statement of marks for the first semester / first year examination.

9. To obtain any certificate from the office of the University, connected with the University examinations, a written requisition should be submitted, giving at least one week's time for the office to process the same.



Dr. P.V. VIJAYARAGHAVAN

M.B.B.S., D.Ortho, DNB (Ortho), M.Ch (Ortho) UK, FRCS (Glasgow)

FR01 (Swiss), FAIMER Fellow

Vice-Chancellor

SRI RAMACHANDRA

INSTITUTE OF HIGHER EDUCATION & RESEARCH

(Deemed to be University)