

## **NOTIFICATION**

### **STUDENT GRIEVANCE REDRESSAL CELL**

As per the REVA University Statutes relating to the Student Grievance Redressal Cell and approved by the relevant authorities of the University. This Cell will come into force from the date of Notification.

SI. No.	Name	Designation
1.	Dr. Narayana Swamy K S Registrar (I/C) Email Id: registrar@reva.edu.in	Chairperson
2.	Dr. Bhavana B Director, School of Civil Engineering Email Id: bhavana.b@reva.edu.in	Member Secretary
3.	Dr. Shivasharana Senior Assistant Professor, REVA Business School Email Id: shivasharana.a@reva.edu.in	Member
4.	Dr. Thippeswamy B M Professor, School of CSE Email Id: thippeswamy.b.m@reva.edu.in	Member
5.	Dr. Bharathi S H Professor, School of ECE Email Id: madhubp@reva.edu.in	Member
6.	Dr. Akram Pasha Associate Professor, School of CSE Email Id: akram.pasha@reva.edu.in	Member
7.	Dr. Y. Ramalinga Reddy Dean, General Administration Email Id: ramalingareddy@reva.edu.in	Member
8.	Student Representative	Special Invitee

The tenure of the above members of the Cell is for a period of two years (2024 to 2026).

  
 Registrar(I/C)  
**Registrar I/C**  
**REVA UNIVERSITY**  
 Yelahanka, Bengaluru-64

To:  
All the members of the Cell.

Copies to :

1. Office of the Chancellor
2. Office of the Pro Chancellor
3. Office of the Vice Chancellor
4. Office of the Registrar
5. Office File

## **Student Grievance Redressal Cell**

The Student Grievance Redressal Cell of REVA University aims to resolve the grievance of the students with highest standards of integrity, fairness and confidentiality.

### **Mode of submitting the Grievance**

An aggrieved student can submit the application seeking redressal of grievance to the Cell **by filling the form on the online portal provided on our website of the University:**  
<https://www.reva.edu.in/grievance-redressal>

### **Objectives of the Cell:**

1. To provide an opportunity for the students to freely express their grievance, with utmost anonymity.
2. To set up a mechanism for speedy and expeditious resolution of the grievance.
3. To provide an appropriate counselling to the students in the process of resolving the grievance.
4. To promote cordial relationship amongst the students inter se.
5. Advising Students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
6. Advising all the Students to refrain from inciting Students against other Students, teachers and University administration.
7. Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

### **Functions of the Cell:**

1. To review the complaints received by the SGRC and resolve the same within 10days.
2. **Receiving and Registering Complaints:**
  - Upon receiving a complaint (through various channels, such as online portals, suggestion boxes, or in-person submissions), the Cell registers it promptly, documenting relevant details such as the nature of the grievance, the identity of the complainant, and the date of submission.
3. **Documentation and Record-keeping:**
  - Detailed documentation includes information on the complaint, relevant correspondence, investigation findings, decisions made, and actions taken by the Cell.
4. **Investigation and Fact-finding:**
  - The Cell conducts impartial and thorough investigations into each grievance, gathering relevant information and evidence to ascertain the facts of the case.



**5. Mediation and Conflict Resolution:**

- In cases where disputes can be resolved through mediation or negotiation, the SGRC facilitates dialogue through trained mediators between the parties involved.

**6. Decision-making:**

- It carefully reviews the evidence, applies relevant policies and regulations, and makes informed decisions or recommendations for resolution based on the available information.

**7. Recommendations for Resolution:**

- The SGRC formulates recommendations for resolving grievances based on its investigation and analysis.
- These recommendations may include corrective actions, or other measures to address the root causes of the grievance and prevent its recurrence.

**8. Communication and Feedback:**

- Throughout the grievance resolution process, the Cell communicates openly with the complainant and relevant parties.
- It provides regular updates on the status of the complaint and ensures that all parties are informed of the progress.

**9. Follow-up and Monitoring:**

- After a grievance has been resolved, the SGRC conducts follow-up to ensure that any agreed-upon actions are implemented effectively.
- It monitors the situation to verify that the grievance has been fully addressed and that any systemic issues have been remedied.

**10. Training and Awareness:**

- The Cell may organize training sessions, workshops, or awareness programs to educate students about the grievance redressal process.
- It ensures that students know their rights and responsibilities and understand how to access the grievance redressal mechanisms available.

**11. Continuous Improvement:**

- Continuously review and improve the grievance redressal process based on feedback evolving needs.

**Meeting:**

- The Cell shall meet at least **two times** a year and as per the cases raised.
- The member Secretary, in consultation with the Chairman of the Cell, shall prepare a provisional agenda for meeting. It shall be circulated to all Members of the Cell two days before meeting. All the decisions should be taken based on majority. After the meeting, the Cell shall approve a report embodying its views, recommendations, and decisions. The MoM of should be shared with concerned University Offices with a copy marked to IQAC.





### Student Grievance Redressal Cell

Date: 20.12.2022

Sl.No.	Name	Status
1	<b>Dr. M Dhanamjaya</b> Vice-Chancellor Email Id: <a href="mailto:vc@reva.edu.in">vc@reva.edu.in</a>	Chairperson
2	<b>Dr. R C Biradar</b> Pro Vice-Chancellor, Email Id: <a href="mailto:provc@reva.edu.in">provc@reva.edu.in</a>	Member
3	<b>Dr. Narayana Swamy</b> Director, School of Mechanical Engineering Email Id: <a href="mailto:dir.me@reva.edu.in">dir.me@reva.edu.in</a>	Member
4	<b>Dr. Shubha A</b> Dean, REVA Business School Email Id: <a href="mailto:dean.rbs@reva.edu.in">dean.rbs@reva.edu.in</a>	Member
5	<b>Prof. Shilpa B.R.</b> Dept of Biotechnology Email Id: <a href="mailto:shilpa.br@reva.edu.in">shilpa.br@reva.edu.in</a>	Member
6	<b>Col Shri Kumar Nair</b> Director, Administration, Email Id: <a href="mailto:colshrikumar@reva.edu.in">colshrikumar@reva.edu.in</a>	Member
7	<b>Dr. N Ramesh</b> Registrar Email Id: <a href="mailto:registrar@reva.edu.in">registrar@reva.edu.in</a>	Member Secretary

  
Registrar  
REVA University  
Bengaluru - 560 064