



**STANDARD OPERATING PROCEDURE (SOP) : STUDENTS GRIEVANCE  
REDRESSAL COMMITTEE**

1. To facilitate the students of Sikkim Manipal Institute of Technology to redress their grievances on academic and any other issue, a mechanism in the form "Student's Grievance Redressal Committee" has been constituted. A student or parent/guardian with a genuine grievance may approach the Student's Grievance Redressal Committee in writing, routed through concerned Teacher Guardian and Head of the Department. The grievances may also be sent through email on Institute Grievance Portal [www.ecm.org.in](http://www.ecm.org.in) using their log in credentials (Reg No and e-campus password) or email the same on e-mail id [grievance@smit.smu.edu.in](mailto:grievance@smit.smu.edu.in).

2. The purpose of constitution of Students Grievance Redressal committee is to provide an additional avenue that will address all issues pertaining to student's in fair and just manner. It is designed to accentuate the existing mechanism of addressing student's problems.

3. The committee will deal with the grievances received in writing from the student's/parents/guardians or grievances uploaded in [www.ecm.org.in](http://www.ecm.org.in) on the following issues:-

- (a) Academic Issue
- (b) Non Academic Issue
- (c) Punishment awarded on account of indiscipline act and violation of Rules, Regulations and Code of Conduct of the Institute.
- (d) Any other Issues

4. The composition of the committee is as under:-

- (a) **Chairperson** - Director/Associate Director (A)
- (b) **Members:-**
  - (i) Prof (Dr.) A.P Tiwary, Associate Director (SA) - Member
  - (ii) Prof (Dr) R.N Bera, HOD, Dept of AI&DS - Member
  - (iii) Mr. Nasir Ansari, HOD i/c Dept of EEE - Member
- (c) **Special Invitee:** President, Student Council

5. The sequential procedure to redress the grievance are as under:-

- (a) An aggrieved student to put forward his /her grievances in writing addressed to Chairperson, Student's Grievance Redressal Committee, SMIT routed through his/her Teacher Guardian and Head of the Department and deposited in the Complaint Box kept in Administrative Office or the student/parent/guardian may





upload the grievance in [www.ecm.org.in](http://www.ecm.org.in). Further the grievances may also be emailed at [grievance@smit.smu.edu.in](mailto:grievance@smit.smu.edu.in). Head IT Council is entrusted to check and forward the same to Chairperson, Student's Grievance Redressal Committee on daily routine basis.

(b) Once the grievances of student is considered to be genuine for review by the chairperson, Students' Grievance Redressal Committee, a notification to this effect is issued in the form of Convening Order or Inter Office Note.

(c) The committee will assemble with minimum number of 03 members less special invitee to review the case (s) on the merit of the facts by examining all past records pertaining to the pleading students and try to redress the grievances within 05 days from the receipt of application.

(d) The committee will notify the outcome of the review to the student through Teacher Guardian and Head of the Department.

(e) One copy of the notification will invariably be placed in personal file of the student for record.

6. In case the aggrieved students are not satisfied with the decision, they can approach Ombudsman appointed by the University through Registrar, Sikkim Manipal University.

7. The term of the members and special invitee will be of two years.

8. This Standing Operating Procedure supersedes Standing Operating Procedure bearing No. 3229/AD(A)/SOP/01/2021 dated 03 Sep 2021.

No. 3229/AD(A)/SOP/01/2022

29 Jun 2022

**Distribution:-**

All Concerned

Copy to:

1. Registrar, SMU
2. All Associate Directors/HODs
3. Head IT Council, SMIT

4. All College Notice Board

(Prof. (Dr.) Sangeeta Jha)  
Director i/c

for information. You are further requested to upload the SOP in suchana for information of all faculty/students.

