SIU Grievance Redressal Mechanism for the Institute

	Reporting of Grievance	Whom to Report	Time frame for Disposal	Report to	Check / Control Point
STEP 1	Written Grievance by the Student - To be sent via email or hard copy	Grievance to be submitted to the Deputy Director / Administrative Officer	Maximum ten days for decision	If need be report to the Director of the institute	
STEP 2	Hearing of the Grievance/ Getting to know the problem	If required refer to Grievance Committee/ Disciplinary Committee (of the institute)	Maximum of ten days for the entire process of hearing/s and decision making	Committee is to submit report to the Director/ Deputy Director	If need be, the Director of the institute can intervene/ suggest / guide
STEP 3	Communicating the decision to the student via email or via hard copy. In case of a hardcopy communication, get signature of the student on office copy within three working days after the decision is taken	The decision of the committee is to be communicated to the Deputy Director/ Administrative Officer	Within five working days	The same is to be reported to the Director of the Institute	
STEP 4	If student is not satisfied, he/ she has the right to appeal in writing against the decision of the institute's Grievance Committee	The appeal can be sent to University Grievance Committee (Grievance redressal form can be filled) or the appeal can be sent to the Student Affairs Department who in turn will have to convene the meeting of the University Grievance Committee	To be processed within 15 days. The decision will be communicated to the student and the director of the institute also by the office of the Head - Student Affairs.	Report to the Hon'ble Vice Chancellor of the University	
STEP 5	If student is not satisfied, he/ she has the right to appeal in writing against the decision of the University's Grievance Committee	Ombudsperson (details mentioned on the website of the University)	The grievance to be resolved within a period of 30 days. The student as well as the University (Registrar / Nodal Officer) to be notified of the decision	The University's Registrar / Nodal Officer	