



**SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY**

**श्री जगदीशप्रसाद झाबरमल टीबड़ेवाला विश्वविद्यालय**

(Conducted by Shri Rajasthani Seva Sangh, Mumbai)

Vidyanagari Jhunjhunu - Churu Road, Dist. - Jhunjhunu, Rajasthan - 333001

(Established U/S 2(f) of UGC Act, 1956 vide Act No. F2(5) Vidhi/2/2009 of 5-2-2009, Govt. of Rajasthan)

Ref. No.: JJTU/REG/SGRC/O-2/2018

Date 1/03/2018

**OFFICE ORDER**

**STUDENT GRIEVANCE REDRESSAL COMMITTEE**

In order to comply with the UGC norms for addressing, student or Parent's grievance in a "Grievance Redressal Committee" of Shri J. J. T. University, Chudela (Jhunjhunu) has been constituted with following Staff in different positions to enquire the nature and extent of grievance for the session 2018-2019. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

S No	Name	Designation	Position	E-Mail
01	Dr. Rakesh Kumar Jat	Principal (Institute of Pharmacy)	In-Charge	<a href="mailto:pharmacy@jjtu.ac.in">pharmacy@jjtu.ac.in</a>
02	Dr. Saurabh Kumar Singh	Head (Dept. of Civil Engg.)	Member	<a href="mailto:civilengineering@jjtu.ac.in">civilengineering@jjtu.ac.in</a>
03	Dr. Vijaymala	Assistant Professor Department of Law	Member	<a href="mailto:vijay.mala@gmail.com">vijay.mala@gmail.com</a>
04	Dr. Harish Purohit	Assistant Professor	Member	<a href="mailto:harish.purohit@jjtu.ac.in">harish.purohit@jjtu.ac.in</a>
05	Savita Kumari	Student Representative	Member	<a href="mailto:Savita.kumari@gmail.com">Savita.kumari@gmail.com</a>

The above said committee is expected to convene meeting as and when required and keep the undersigned informed of the proceedings of the meeting, from time to time.

  
Registrar

Copy to:

13. PA to Chairperson, for kind information
14. PA to President, for kind information
15. All Principals/Vice-Principals/HODs
16. Notice Board





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**STUDENT GRIEVANCE REDRESSAL**  
**COMMITTEE (SGRC) 2018-2019**

The Shri J. J. T. University, Chudela (Jhunjhunu) has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Registrar/ Principal/ Vice- chancellor.

**Objective:-**

The objective of our Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in Shri J.J.T. University.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the Shri J. J. T. University, Chudela (Jhunjhunu) with the following objectives:

- Upholding the dignity of the Shri J. J. T. University, Chudela (Jhunjhunu) by ensuring strife free atmosphere in the Shri J. J. T. University, Chudela (Jhunjhunu) through promoting cordial Student-Student relationship and Student- teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box have been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academic Administration in the Shri J. J. T. University, Chudela (Jhunjhunu).
- Advising Students of the Shri J. J. T. University, Chudela (Jhunjhunu) to





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

- Advising All the Students to refrain from inciting Students against other Students, teachers and Shri J. J. T. University, Chudela (Jhunjhunu) administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

#### Scope:-

The Committee deals with Grievances received in writing from the students about any of the following matters:-

- xiii. **Academic Matters:** - Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- xiv. **Financial Matters:** - Related to dues and payments for various items from library, hostels etc.
- xv. **Other Matters:** - Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.

#### Functions:-

The cases are attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical reports about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

#### Procedure:-

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The SGRC will act upon those cases which have been forwarded along with the







# SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

## श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

necessary documents.

- The SGRC will take up only those matters which have not been solved by the different departments.
- Grievances related to fees etc. will be taken up only if the relevant financial documents like demand drafts etc. are attached.

The Committee is requested to Contribute effectively to dispose the grievances at the earliest.

A registry to register the compliant is established and kept in the Principal office under the Supervision of Dr. Sourabh Kumar Singh Administrative officer. On receipt of the Compliant, the staff in-charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with information to the complainant on their day of Convenience. An aggrieved Student or Parent may appear in person to present his/her case.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by Shri J.J.T. University. The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the higher level and the aggrieved person.

The University shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the University, will be reported to UGC for appropriate action. In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complaint.

### Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by our University.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Institute.

- Decisions by competent authority on assessment and examination result.

#### **Establishment of a Grievance Redressal Committee**

In order to comply with as per UGC norms for addressing, student or Parent's grievance in a "Grievance Redressal Committee" of Shri J. J. T. University, Chudela (Jhunjhunu) has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the University level for the redressal of the same.

#### **GRIEVANCE REDRESSAL COMMITTEE:**

S No	Name	Designation	Position	E-Mail
01	Dr. Rakesh Kumar Jat	Principal (Institute of Pharmacy)	In-Charge	<a href="mailto:pharmacy@jjtu.ac.in">pharmacy@jjtu.ac.in</a>
02	Dr. Saurabh Kumar Singh	Head (Dept. of Civil Engg.)	Member	<a href="mailto:civilengineering@jjtu.ac.in">civilengineering@jjtu.ac.in</a>
03	Dr. Vijaymala	Assistant Professor Department of Law	Member	<a href="mailto:vijay.mala@gmail.com">vijay.mala@gmail.com</a>
04	Dr. Harish Purohit	Assistant Professor	Member	<a href="mailto:harish.purohit@jjtu.ac.in">harish.purohit@jjtu.ac.in</a>
05	Savita Kumari	Student Representative	Member	<a href="mailto:Savita.kumari@gmail.com">Savita.kumari@gmail.com</a>

The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the above mentioned Grievances Redressal Committee.

All aggrieved stockholders may also thenceforth approach to the Grievance Redressal Committee.





01-08-2018

To,  
The Registrar

JJTU University  
Churela, JTN

Subject  $\Rightarrow$  Health Checkup Facilities in University  
MaM,

I hope this message finds you well As a concerned member of the University Community, I would like to bring to your attention the importance of implementing regular health checkup facilities on campus.

Having accessible health checkup services within the university premises would not only contribute to the overall well-being of student and staff but also promote a healthier and more productive campus environment. Regular health checkup can aid in the early detection of potential health issues, fostering a proactive approach to health care.

Thank you for your attention to this matter and I look forward to a positive response.  
Sincerely,

Name: Mohsin - B. Tech - II Sem  
Date - 01-08-2018

In this Application Students  
has demanded for Health Checkup  
Facility







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 03-08-2018

## Academic Year 2018-2019

### CIRCULAR

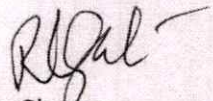
SJJTU/CIR/SGRC/2018-2019/01

This is to Inform you that a meeting of Student Grievance Redressal Committee , SJJTU will be held on 08-08-2018 At 11:00 AM in the main building conference hall.

The members are kindly requested to attend the meeting to discuss the following agenda:

1. To consider the action taken on the minute of SGRC meeting held on 15-03-2018.
2. To consider the request of the students regarding Non-Availability of Health Checkup Facility by Mr. Mohsin , B. Tech –II Semester (Civil Engineering)
3. Any other.

To  
All SGRC Members

  
In-Charge





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Minutes of Meeting**

**Student Grievance Redressal Committee**

Date: 08-08-2018

Time: 11:00 AM

Venue: Conference Hall, SJJT University, Main Building

**Present:**

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Vijaymala (Member)

Dr. Harish Purohit (Member)

Ms. Savita Kumari (Member)

**Agenda: Complain for Non-Availability of Health Checkup Facility by Mr. Mohsin , B. Tech –II Semester (Civil Engineering)**

**Meeting Proceedings:**

The meeting was called to order by Dr. Rakesh Kumar Jat at 11:00 AM. He welcomed all members present and outlined the purpose of the meeting, which was to address the grievance related to the non-availability of health checkup facilities.

**Discussion Points:**

**Opening Remarks by Dr. Rakesh Kumar Jat (In-Charge)**

Dr. Rakesh Kumar Jat emphasized the importance of access to health checkup facilities for the well-being of students and staff. He encouraged open and constructive discussion on this matter.







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

### Presentation of Grievance

The committee members listened to the presentation of the grievance regarding the non-availability of health checkup facilities. The complainant's concerns and issues were thoroughly discussed and noted down for further consideration.

### Assessment of Current Situation

Dr. Saurabh Kumar Singh suggested that the committee should assess the current situation regarding health checkup facilities on campus. He recommended engaging the health department or relevant authorities to provide information on the status of these services.

### Exploring Options

Dr. Vijaymala proposed that the committee should explore various options to provide health checkup facilities. This could include partnerships with local clinics or hospitals, setting up temporary health camps, or allocating budget resources for the establishment of an on-campus health center.

### Timeline for Implementation

Dr. Harish Purohit and Ms. Savita Kumari volunteered to create a timeline for implementing the chosen solution. They emphasized the importance of a well-planned approach to ensure that health checkup facilities are made available as soon as possible.

### Communication Plan

The committee agreed to establish a communication plan to inform students and staff about the progress and availability of health checkup facilities. This would involve regular updates through official channels.





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Action Items:**

Dr. Saurabh Kumar Singh to assess the current situation regarding health checkup facilities.

Dr. Vijaymala to explore various options for providing health checkup facilities.

Dr. Harish Purohit and Ms. Savita Kumari to create a timeline for implementation.

Develop a communication plan to inform students and staff about the progress.

**Closing Remarks:**

Dr. Rakesh Kumar Jat thanked all members for their active participation and their dedication to resolving the grievance promptly. He emphasized the importance of prioritizing the health and well-being of the campus community. The meeting was adjourned at 1:00 PM.

**Meeting Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

[Dr. Rakesh Kumar Jat (In-Charge)]





10-10-2018

To  
The registrar  
JTTU, University  
Churela, JTN  
Subject  $\Rightarrow$  Establishment of Sports Club and Sports training  
Program

MAM

I trust this letter finds you well. I am writing to express my strong interest in the establishment of sports club and sports training program with our university. Recognizing the numerous benefits that sports bring to individuals and the community, I believe the initiative would significantly contribute to the holistic development of our university.

A sport club would provide a platform for student to engage in various athletic activities, fostering teamwork, discipline and physical well-being. Additionally a structured sports training program could enhance skills, promote a healthy lifestyle and potentially lead to the formation of competitive university sports teams.

Thank you for considering this proposal and I am eager to discuss the potential benefits and implementation strategies further.

Sincerely

Name - Pooja Kumari - MCA II Sem

Date - 10-10-2018







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श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 12-10-2018

## Academic Year 2018-2019

### CIRCULAR

SJJTU/CIR/SGRC/2018-2019/02

This is to Inform you that a meeting of Student Grievance Redressal Committee , SJJTU will be held on 16-10-2018 At 01:00 PM in the main building conference hall.

The members are kindly requested to attend the meeting to discuss the following agenda:

1. To consider the action taken on the minute of SGRC meeting held on 08-08-2018.
2. To consider the request of the students regarding for Non-Availability of Sports Club & Sports Training Facility by Ms. Pooja Kumari , MCA-I Semester
3. Any other.

To  
All SGRC Members

*Rel*  
In-Charge







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श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Minutes of Meeting**

**Student Grievance Redressal Committee**

Date: 16-10-2018

Time: 1:00 PM

Venue: Conference Hall, SJJT University, Main Building

**Present:**

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Vijaymala (Member)

Dr. Harish Purohit (Member)

Ms. Savita Kumari (Member)

**Agenda: Complain for Non-Availability of Sports Club & Sports Training Facility by Ms. Pooja Kumari, MCA-I Semester**

**Meeting Proceedings:**

The meeting was called to order by Dr. Rakesh Kumar Jat at 1:00 PM. He welcomed all members present and outlined the purpose of the meeting, which was to address the grievance related to the non-availability of sports clubs and sports training facilities.

**Discussion Points:**

**Opening Remarks by Dr. Rakesh Kumar Jat (In-Charge)**







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Dr. Rakesh Kumar Jat emphasized the importance of sports and physical activities for the overall development of students. He encouraged open and constructive discussion on this matter.

### Presentation of Grievance

The committee members listened to the presentation of the grievance regarding the non-availability of sports clubs and sports training facilities. The complainant's concerns and issues were thoroughly discussed and noted down for further consideration.

### Assessment of Current Sports Facilities

Dr. Saurabh Kumar Singh suggested that the committee should assess the current state of sports facilities on campus. He recommended engaging with the sports department to gather information on the existing resources and their utilization.

### Exploring Options

Dr. Vijaymala proposed that the committee should explore various options to provide sports clubs and training facilities. This could include allocating space and resources, hiring coaches, or forming partnerships with local sports clubs.

### Budget Allocation

Dr. Harish Purohit and Ms. Savita Kumari emphasized the importance of budget allocation for sports facilities. They recommended consulting with the finance department to ensure that sufficient funds are available for the establishment and maintenance of sports facilities.

### Communication Plan

The committee agreed to establish a communication plan to inform students about the progress in providing sports clubs and training facilities. This would involve regular updates through official channels.







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Action Items:**

Dr. Saurabh Kumar Singh to assess the current state of sports facilities on campus.

Dr. Vijaymala to explore various options for providing sports clubs and training facilities.

Dr. Harish Purohit and Ms. Savita Kumari to consult with the finance department regarding budget allocation.

Develop a communication plan to inform students about the progress.

**Closing Remarks:**

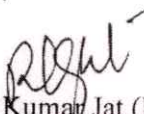
Dr. Rakesh Kumar Jat thanked all members for their active participation and their commitment to promoting sports and physical activities on campus. He emphasized the importance of providing students with opportunities for holistic development. The meeting was adjourned at 3:00 PM.

**Meeting Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

  
[Dr. Rakesh Kumar Jat (In-Charge)]



To,  
The Registrar  
J.J.T.U  
Chudela, J.J.N

4-2-2019

Subject:- For Gym facility

Sir,

I write this letter with high anticipation to bring to your kind concern the need for a gym in our College. Respected, most of the ~~the~~ College I got to know that the space for the installation of Gym equipment has already been allocated.

I shall be obliged for your kind response.

Sincerely

Name - Ankit Kumar Kaswan - BA Bsc Sem 1

Date - 4-2-2019







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श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 09-02-2019

## Academic Year 2018-2019

### CIRCULAR

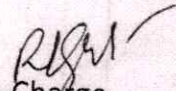
SJJTU/CIR/SGRC/2018-2019/03

This is to Inform you that a meeting of Student Grievance Redressal Committee , SJJTU will be held on 15-02-2019 At 10:00 AM in the main building conference hall.

The members are kindly requested to attend the meeting to discuss the following agenda:

1. To consider the action taken on the minute of SGRC meeting held on 16-10-2018.
2. To consider the request of the students regarding for Non-Availability of Gym Facilities by Mr. Ankit Kumar Kaswan, B.A. II Semester
3. Any other.

To  
All SGRC Members

  
In-Charge





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श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

## Grievance Redressel Committee

### Minutes of Meeting

Date: 15-02-2019

Time: 10:00 AM

Venue: Conference Hall, SJJT University, Main Building

#### Present:

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Vijaymala (Member)

Dr. Harish Purohit (Member)

Ms. Savita Kumari (Member)

**Agenda: Complain for Provision of Gym Facilities by Mr. Ankit Kumar Kaswan, B.A. II Semester**

#### Meeting Proceedings:

The meeting was called to order by Dr. Rakesh Kumar Jat at 10:30 AM. He welcomed all members present and outlined the purpose of the meeting, which was to discuss the grievance related to the provision of gym facilities.

#### Discussion Points:

**Opening Remarks by Dr. Rakesh Kumar Jat (In-Charge)**







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Dr. Rakesh Kumar Jat began by acknowledging the importance of addressing grievances related to campus facilities, including the provision of gym facilities. He encouraged open and constructive discussion on this matter.

### Presentation of Grievance

The committee members listened to the presentation of the grievance related to the lack of gym facilities on campus. The complainant's concerns and issues were thoroughly discussed and noted down for further consideration.

### Review of Existing Facilities

Dr. Saurabh Kumar Singh suggested that the committee should review the existing facilities and amenities available on campus to ascertain the current state of fitness-related resources. This assessment would help in understanding the extent of the issue.

### Financial Feasibility

Dr. Vijaymala proposed that the committee should also consider the financial feasibility of establishing gym facilities. She recommended consulting with the institution's finance department to assess the potential costs and funding options.

### Alternative Solutions

Dr. Harish Purohit and Ms. Savita Kumari recommended exploring alternative solutions such as partnering with local gyms or fitness centers to provide discounted memberships to students. This approach could address the concern without significant capital investment.

### Future Steps

The committee agreed to the following steps:

Review the existing campus facilities.







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Consult with the finance department to assess financial feasibility.

Explore alternative solutions such as partnerships with external fitness centers.

Schedule a follow-up meeting to discuss findings and potential solutions.

**Action Items:**

Dr. Saurabh Kumar Singh to review existing campus facilities.

Dr. Vijaymala to liaise with the finance department regarding financial feasibility.

Dr. Harish Purohit and Ms. Savita Kumari to research potential partnerships with external fitness centers.

Schedule a follow-up meeting for 20-02-2019 Date to discuss findings and recommendations.

**Closing Remarks:**

Dr. Rakesh Kumar Jat thanked all members for their active participation and encouraged them to work together to find a suitable resolution to the grievance. He adjourned the meeting at 11:30 AM.

**Meeting Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

[Dr. Rakesh Kumar Jat (In-Charge)]

