

**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-2/2019

Date 1/03/2019

**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 2019-2020. 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	Azim Sardar	Student Representative	Member	<a href="mailto:azimsardar@gmail.com">azimsardar@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:

9. PA to Chairperson, for kind information
10. PA to President, for kind information
11. All Principals/Vice-Principals/HODs
12. Notice Board





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**STUDENT GRIEVANCE REDRESSAL**  
**COMMITTEE (SGRC) 2019-2020**

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 Academics / 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:-

- Academic Matters:** - Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters:** - Related to dues and payments for various items from library, hostels etc.
- 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	Azim Sardar	Student Representative	Member	<a href="mailto:azimsardar@gmail.com">azimsardar@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.





To,

The Registrar

J.J.T.U

Chudela, J.J.W

12-7-2019

Subject:- for Providing books in library

Sir,

I am a student of your college & kindly request to providing books in library for the college. These books are essential for my studies.

I promise to handle the books with care and return them on time

Sincerely

Name - ~~Arifali~~ - B. Pharm - Eyan

Date - 12-7-2019





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 13-07-2019

## Academic Year 2019-2020

### CIRCULAR

SJJTU/CIR/SGRC/2019-2020/01

This is to Inform you that a meeting of Student Grievance Redressal Committee , SJJTU will be held on 17-07-2019 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 15-02-2019.
2. To consider the request of the students regarding Providing Books in the Library by Asif Ali, B.Pharm-II Semester
3. Any other.

To

All SGRC Members

*Regul*  
In-Charge







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

## Grievance Redressel Committee

### Minutes of Meeting

Date: 17-07-2019

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)

Mr. Azim Sardar (Member)

**Agenda: Complain for Providing Books in the Library by Asif Ali, B.Pharma-II Semester**

#### Meeting Proceedings:

The meeting was called to order by Dr. Rakesh Kumar Jat at 10:00 AM . He welcomed all members present and outlined the purpose of the meeting, which was to discuss the grievance related to the provision of books in the library.

#### 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 library services. He highlighted that providing access to books is a fundamental aspect of any educational institution. Dr. Singh encouraged open and constructive discussion on this matter.

### Presentation of Grievance

The committee members listened to the presentation of the grievance related to the provision of books in the library. The complainant's concerns and issues were thoroughly discussed and noted down for further consideration.

### Review of Library Policy

Dr. Saurabh Kumar Singh suggested that the committee should review the existing library policy to better understand the regulations and criteria for book procurement, as this could provide context for addressing the grievance effectively.

### Assessment of Library Budget

Dr. Vijaymala proposed that the committee should also assess the library's budget allocation to understand if there are any financial constraints affecting the acquisition of books. She recommended consulting with the institution's finance department to gain a comprehensive overview.

### Recommendations for Resolution

Dr. Harish Purohit and Mr. Azim Sardar expressed their willingness to engage with the library staff and conduct surveys to gather feedback from students regarding their book requirements. This data could be instrumental in making informed recommendations for resolving the grievance.

### Future Steps

The committee agreed to the following steps:







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Review the library policy and budget allocation.

Initiate a survey to understand student book requirements.

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

**Action Items:**

Dr. Saurabh Kumar Singh to review the library policy.

Dr. Vijaymala to liaise with the finance department to assess the library budget.

Dr. Harish Purohit and Mr. Azim Sardar to conduct a student survey.

Schedule a follow-up meeting for 23-07-2019. Date to discuss findings and recommendations.

**Closing Remarks:**

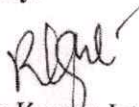
Dr. Rakesh Kumar Jat thanked all members for their active participation and encouraged them to work together to resolve the grievance effectively. He adjourned the meeting at 11:30 AM.

**Meeting Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

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





To,

The Registrar

JJTU

Chudela, TJN

14-9-2019

Subject:- Reflection on Black board.

Mam,

I write letter to say that the blackboard of our class room is so worse the letter that teacher write that do not saw that was written on blackboard.

Your Obediently.

Name:- Astma Ram Meng

BEd - Semester

14-9-2019





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 15-09-2019

## Academic Year 2019-2020

### CIRCULAR

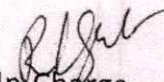
SJJTU/CIR/SGRC/2019-2020/02

This is to Inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 20-09-2019 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 17-07-2019.
2. To consider the request of the students regarding Grievance against Reflections on Blackboards ( Black Board Change) in Classrooms by Atma Ram Meena, B.P.Ed-I Semester.
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 Meeting**

Date: 20-09-2019

Time: 10:00 AM

Location: Conference Room, Main Building

**Present:**

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Vijaymala (Member)

Dr. Harish Purohit (Member)

Mr. Azim Sardar (Member)

**Agenda: Discussion on Grievance against Reflections on Blackboards ( Black Board Change) in Classrooms by Atma Ram Meena, B.P.Ed-I Semester**

**Meeting Commencement:**

The meeting was called to order by Dr. Rakesh Kumar Jat, the In-Charge of the Student Grievance Redressal Committee, at 10:00 AM.

**Opening Remarks:**

Dr. Rakesh Kumar Jat welcomed all the committee members and acknowledged the purpose of the meeting, which is to address the grievance against reflections on blackboards in classrooms.







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झावरमल टीबडेवाला विश्वविद्यालय

**Presentation by Complainant:**

Dr. Singh invited the complainant, a faculty member, to present their concerns regarding reflections on blackboards.

**The complaint highlighted the following issues:**

- Excessive glare and reflections on blackboards due to classroom lighting.
- Difficulty in teaching and student learning due to poor visibility.
- Frequent complaints from students about not being able to read the content on the blackboard.

**Discussion:**

The committee members engaged in a thorough discussion regarding the grievance. Several key points were raised and considered:

**Lighting:** Dr. Saurabh Kumar Singh suggested that the issue might be related to the type and placement of classroom lighting. He proposed that we assess the lighting in the affected classrooms and make necessary adjustments to minimize reflections.

**Anti-Glare Coatings:** Dr. Vijaymala recommended exploring the possibility of applying anti-glare coatings to the blackboard surfaces. She suggested obtaining cost estimates for this solution.

**Alternative Teaching Methods:** Dr. Harish Purohit proposed that instructors be encouraged to use alternative teaching methods, such as digital projectors or whiteboards, to reduce reliance on traditional blackboards.

**Student Feedback:** Mr. Azim Sardar recommended collecting feedback from students to better understand the extent of the problem and the impact on their learning experience.

**Action Items:**

After a comprehensive discussion, the following action items were agreed upon:







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Dr. Rakesh Kumar Jat will coordinate with the facilities management team to assess classroom lighting and make necessary adjustments to reduce reflections on blackboards.

Dr. Vijaymala will gather cost estimates for applying anti-glare coatings on the blackboard surfaces and present this information at the next committee meeting.

Dr. Harish Purohit will work with the faculty to encourage the use of alternative teaching methods when appropriate.

Mr. Azim Sardar will initiate a student feedback survey to gather input on the visibility issues and their impact on learning.

**Next Meeting:**

The next Student Grievance Redressal Committee meeting will be scheduled within two weeks to review the progress on the action items and further discuss the grievance.

**Meeting Adjournment:**

The meeting was adjourned at 11:30 AM.

**Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

*Rakesh*

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





24-12-2019

To,

The Registrar

JJT University

Chudela, JTN

Subject:- Cleanliness of toilet.

Mam,

It is to bring to your kind notice that the ~~School~~ <sup>University</sup> toilets are very dirty.

The taps are constantly leaking. Its difficult to stand there at all I wish you could yourself see there condition.

In fact their bad condition forces many student to relieve themselves at the boundary walls & such other place. The sweeper never seen to clean them.

Kindly get the toilets cleaned & painted a fresh to give them a good look.

Thanking you in anticipation.

Yours Obediently

Date 24-12-2019 Jee-pak Bahdar







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 03-01-2020

## Academic Year 2019-2020

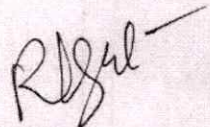
### CIRCULAR

SJJTU/CIR/SGRC/2019-2020/03

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 07-01-2020 at 02:00 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 20-09-2019.
2. To consider the request of the students regarding Grievance Regarding Lack of Cleanliness in Toilets by Deepak Patidar, B.A. B.Ed- I Year
3. Any other.

  
In-Charge

To  
All SGRC Members





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Minutes of Meeting**

**Student Grievance Redressal Committee Meeting**

Date: 07-01-2020

Time: 2:00 PM

Location: Conference Room, Main Building

**Present:**

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Vijaymala (Member)

Dr. Harish Purohit (Member)

Mr. Azim Sardar (Member)

**Agenda: Discussion on Grievance Regarding Lack of Cleanliness in Toilets by Deepak Patidar, B.A. B.Ed- I Year**

**Meeting Commencement:**

The meeting was called to order by Dr. Rakesh Kumar Jat, the In-Charge of the Student Grievance Redressal Committee, at 2:00 PM.

**Opening Remarks:**

Dr. Rakesh Kumar Jat welcomed all the committee members and stated the purpose of the meeting, which is to address the grievance regarding the lack of cleanliness in the institution's toilets.







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

**Presentation by Complainant:**

A concerned staff member presented the following issues related to the cleanliness of the toilets:

- Frequent unclean and unsanitary conditions in both staff and student toilets.
- Inadequate maintenance and cleanliness routines.
- Increased risk of hygiene-related health issues among staff and students.

**Discussion:**

The committee members engaged in a comprehensive discussion regarding the grievance. Several key points were raised and considered:

**Maintenance Staff:** Dr. Saurabh Kumar Singh recommended assessing the staffing levels responsible for toilet maintenance. He suggested evaluating whether there are enough personnel and if their schedules align with peak usage times.

**Cleaning Procedures:** Dr. Vijaymala proposed a review of the cleaning procedures and schedules. She suggested the need for regular inspections and audits to ensure cleanliness standards are met.

**Awareness Campaign:** Dr. Harish Purohit suggested initiating an awareness campaign among staff and students to promote a sense of responsibility for maintaining clean toilets and proper hygiene.

**Feedback Mechanism:** Mr. Azim Sardar recommended establishing a feedback mechanism where staff and students can report cleanliness issues promptly.

**Action Items:**

After a thorough discussion, the following action items were agreed upon:







SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Dr. Rakesh Kumar Jat will coordinate with the facilities management team to assess staffing levels and their schedules for toilet maintenance.

Dr. Saurabh Kumar Singh will oversee a review of cleaning procedures, schedules, and the implementation of regular inspections to ensure cleanliness standards are maintained.

Dr. Vijaymala will develop and execute an awareness campaign to educate staff and students about the importance of toilet cleanliness and hygiene.

Mr. Azim Sardar will be responsible for setting up a feedback mechanism to collect reports from staff and students regarding cleanliness issues in toilets.

**Next Meeting:**

The next Student Grievance Redressal Committee meeting will be scheduled within two weeks to review the progress on the action items and further discuss the grievance.

**Meeting Adjournment:**

The meeting was adjourned at 3:30 PM.

**Minutes Prepared By:**

Dr. Harish Purohit

Committee Member (Assistant Professor)

**Approved By:**

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

