



SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

श्री जगदीशप्रसाद झाबरमल टीबडेवाला 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-2/2020

Date 1/03/2020

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 2020-2021. 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	pharmacy@jjtu.ac.in
02	Dr. Saurabh Kumar Singh	Head (Dept. of Civil Engg.)	Member	civilengineering@jjtu.ac.in
03	Dr. Vijaymala	Assistant Professor Department of Law	Member	vijay.mala@gmail.com
04	Dr. Harish Purohit	Assistant Professor	Member	harish.purohit@jjtu.ac.in
05	Nikhil Beniwal	Student Representative	Member	beniwalnikhil@gmail.com

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:

5. PA to Chairperson, for kind information
6. PA to President, for kind information
7. All Principals/Vice-Principals/HODs
8. Notice Board





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**STUDENT GRIEVANCE REDRESSAL
COMMITTEE (SGRC) 2020-2021**

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





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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





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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





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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	pharmacy@jjtu.ac.in
02	Dr. Saurabh Kumar Singh	Head (Dept. of Civil Engg.)	Member	civilengineering@jjtu.ac.in
03	Dr. Vijaymala	Assistant Professor Department of Law	Member	vijay.mala@gmail.com
04	Dr. Harish Purohit	Assistant Professor	Member	harish.purohit@jjtu.ac.in
05	Nikhil Beniwal	Student Representative	Member	beniwalnikhil@gmail.com

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.



16/10-2020

To,

The Registrar
JJTU, ~~the~~ University
Churela, Jharkhand
Subject - Extra classes
Mam,

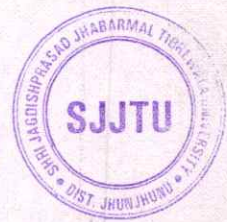
With due respect, I beg to state that I am student from Management department of our university. Our examination is coming near, but some topics from our syllabus is not clear to us. Therefore we need some extra classes for completing our syllabus.

It will be helpful for us to clear our topic and we can perform better in our examination.

Yours faithfully,

Name = Ritik Jangir

Date = 16/10-2020





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Date: 17-10-2020

Academic Year 2020-2021

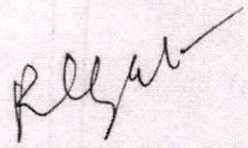
CIRCULAR

SJJTU/CIR/SGRC/2020-2021/01

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 22-10-2020 at 03:00 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 07-01-2020.
2. To consider the request of the students Grievance Regarding the Non-Conduction of Extra Classes for Revision and Problem Solving by Ritik Jangir, B. Com- I Semester
3. Any other.


In-Charge

To
All SGRC Members





SHRI JAGDISHPRASAD JHABARMAL TIBREWALA UNIVERSITY

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Minutes of Meeting

Student Grievance Redressal Committee Meeting

Date: 22-10-2020

Time: 3:00 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. Nikhil Beniwal (Member)

Agenda: Discussion on Grievance Regarding the Non-Conduction of Extra Classes for Revision and Problem Solving by Ritik Jangir, B. Com- 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 3:00 PM.

Opening Remarks:

Dr. Rakesh Kumar Jat welcomed all the committee members and introduced the agenda for the meeting, which is to address the grievance concerning the non-conduction of extra classes for revision and problem solving.





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Presentation by Complainant:

A faculty member presented the following issues related to the non-conduction of extra classes:

- Lack of organized extra classes for revision and problem solving in critical subjects.
- Decreased student performance in examinations due to the absence of such sessions.
- Requests from students for additional academic support.

Discussion:

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

Academic Calendar: Dr. Saurabh Kumar Singh suggested that we should review the academic calendar to identify suitable time slots for extra classes without causing conflicts with the regular schedule.

Identification of Critical Subjects: Dr. Vijaymala recommended identifying the critical subjects where extra classes are most needed and prioritizing them.

Faculty Allocation: Dr. Harish Purohit proposed that faculty members interested in conducting extra classes should volunteer, and their efforts should be recognized and encouraged.

Student Feedback: Mr. Nikhil Beniwal suggested seeking input from students to determine the subjects they find most challenging and where they require additional support.

Action Items:

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





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Dr. Rakesh Kumar Jat will coordinate with the academic department to review the academic calendar and allocate suitable time slots for extra classes.

Dr. Saurabh Kumar Singh will lead the effort to identify critical subjects that require extra classes and work with faculty members to organize these sessions.

Dr. Vijaymala will establish a mechanism to encourage faculty members to volunteer for conducting extra classes and explore ways to recognize their efforts.

Dr. Harish Purohit will initiate a survey among students to gather feedback on the subjects they find challenging and require additional support.

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 4:30 PM.

Minutes Prepared By:

Dr. Harish Purohit

Committee Member (Assistant Professor)

Approved By:

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



13/11-2020

To,

The Registrar

SJTU University

Churela, Jharkhand

Subject - Not working of Water cooler
Hall,

With due respect, I am student
from your & esteemed university. This is
to bring to your kind attention that there is
a leakage in the water cooler of our department
- Before it bring more problem, I request
you to repair it or replace it.

I conclude by saying thanks in advance
to you.

Yours faithfully,

Name = Elobchand Dehi's

date = 13/11-2020





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Date: 14-11-2020

Academic Year 2020-2021

CIRCULAR

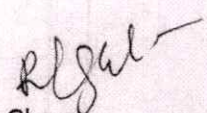
SJJTU/CIR/SGRC/2020-2021/02

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 18-11-2020 at 10:00 AM in the main building conference hall.

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

4. To consider the action taken on the minute of SGRC meeting held on 22-10-2020.
5. To consider the request of the students regarding Grievance Regarding Non-Working Water Cooler by Elop Chand Dahia, LLB-I Year
6. Any other.

To
All SGRC Members


In-Charge





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श्री जगदीशप्रसाद झाबरमल टीबडेवाला विश्वविद्यालय

Date: 14-11-2020

Academic Year 2020-2021

CIRCULAR

SJJTU/CIR/SGRC/2020-2021/02

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 18-11-2020 at 10:00 AM in the main building conference hall.

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

4. To consider the action taken on the minute of SGRC meeting held on 22-10-2020.
5. To consider the request of the students regarding Grievance **Regarding Non-Working Water Cooler by Elop Chand Dahia, LLB-I Year**
6. Any other.

R. Gul
In-Charge

To
All SGRC Members





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Grievance Redressal Committee

Minutes of Meeting

Date: 18-11-2020

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. Nikhil Beniwal (Member)

Agenda: Complain for Non-Working Water Cooler by Elop Chand Dahia, LLB-I Year

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 address the grievance related to the non-working water cooler.

Discussion Points:

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





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Dr. Rakesh Kumar Jat emphasized the importance of maintaining basic amenities such as water coolers on campus and the need to address grievances promptly. 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-functioning water cooler. The complainant's concerns and issues were thoroughly discussed and noted down for further consideration.

Assessment of the Water Cooler

Dr. Saurabh Kumar Singh suggested that the committee should start by assessing the condition of the water cooler. He recommended engaging the maintenance department to carry out an inspection and provide a report on its status.

Timeline for Repair

Dr. Vijaymala proposed that the committee should establish a timeline for repairing or replacing the water cooler, depending on the assessment's findings. She emphasized the importance of quick action to restore this essential service.

Communication with Maintenance

Dr. Harish Purohit and MrNikhil Beniwal volunteered to liaise with the maintenance department to expedite the assessment and repair process. They will also inquire about preventive maintenance measures to avoid such issues in the future.

Future Preventive Measures





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The committee agreed that it was essential to implement preventive measures to ensure the ongoing functionality of water coolers across the campus. This could include regular maintenance schedules and staff training.

Action Items:

Dr. Saurabh Kumar Singh to coordinate the assessment of the water cooler's condition.

Dr. Vijaymala to establish a timeline for repair or replacement.

Dr. Harish Purohit and Mr. Nikhil Beniwal to communicate with the maintenance department and inquire about preventive maintenance measures.

Implement preventive measures to ensure the ongoing functionality of water coolers.

Closing Remarks:

Dr. Rakesh Kumar Jat thanked all members for their active participation and their commitment to resolving the grievance promptly. He emphasized the importance of maintaining essential campus services. The meeting was adjourned at 11.30 AM.

Meeting Minutes Prepared By:

Dr. Harish Purohit

Committee Member (Assistant Professor)

Approved By:

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

