(Conducted by Shri Rajasthani Seva Sangh Mumbai)

Vidyanagari Jhunjhunu - Churu Road, Dist. - Jhunjhunu, Rajasthan - 333010
(Established U/S 2(f) of UGC Act, 1956 vide Act No. F.2(5) Vidhi/2/2009 of 5-2-2009, Govt. of Rajasthan)

Ref. No.: JJTU/REG/SGRC/O-2/2022

Date 1/03/2022

OFFICE ORDER

STUDENT GRIEVANCE REDRESSAL COMMITTEE (2022-2023)

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 2022-23. 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. Anshu Sharma	Head (Dept. of English)	Member	english@jjtu.ac.in
04	Dr. Harish Purohit	Assistant Professor	Member	harish.purohit@jjtu.ac.in
05	Mr. Raju Rangrej	Student Representative	Member	rajurangrej@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.

Registra

Copy to:

1. PA to Champerson, for kind information

Registrar

2. PA to President, for kind information

3. All Principals/Vice-Principals/HODs

4. Notice Board







STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC) 2022-2023

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 Registrate Block in which the Students, who want to remain anonymous, put in writing REGISTRAR 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 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.
- iii. 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 store students will be wide 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 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 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. Anshu Sharma	Head (Dept. of English)	Member	english@jjtu.ac.in
04	Dr. Harish Purohit	Assistant Professor	Member	harish.purohit@jjtu.ac.in
05	Mr. Raju Rangrej	Student Representative	Member	rajurangrej@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.

REGISTRA

Shori Jagdishprasad Jnabarmal Tibrewala university For photocopy painting facility in university Campus Respected Ham, Thank you Yours Obed Poutly Name: - Bolhudayal Class: - CCB- Zya Date: - 07/10-12 Bashu dayel CIB- Lyen



Date: 18-08-2022

Academic Year 2022-2023

CIRCULAR

SJJTU/CIR/SGRC/2022-2023/01

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 23-08-2022 at 02:00 P M in the main building conference hall.

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

- To consider the action taken on the minute of SGRC meeting held on 20-02-2022.
- To consider the request of the students regarding Grievance Regarding Non-Availability of Cafeteria and Canteen in the University Campus by Mr. Pawan Kumar Meena
- 3. Any other.

*

To All SGRC Members











Minutes of Meeting

Student Grievance Redressal Committee Meeting

Date: 23-08-2022

Time: 2:00 PM

Location: Conference Room, Main Building

Present:

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Anshu Sharma (Member)

Dr. Harish Purohit (Member)

Mr. Raju Rangrej (Member)

Agenda: Discussion on Grievance Regarding Non-Availability of Cafeteria and Canteen in the University Campus by Mr. Pawan Kumar Meena

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 introduced the agenda for the meeting, which is to address the grievance concerning the non-availability of cafeteria and canteen facilities on the university campus.











Presentation by Complainant:

A concerned student representative presented the following issues related to the absence of cafeteria and canteen facilities:

- Lack of convenient dining options on campus, leading to students having to travel long distances to find meals.
- Negative impact on student schedules and academic performance due to time spent offcampus for meals.
- Requests from students for on-campus dining options to enhance convenience and access to food.

Discussion:

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

Feasibility Study: Dr. Saurabh Kumar Singh suggested conducting a feasibility study to assess the potential locations and sizes for a cafeteria and canteen on campus.

Vendor Partnerships: Dr. Anshu Sharma recommended exploring partnerships with food vendors to establish on-campus dining options without a significant capital investment.

Student Preferences: Dr. Harish Purohit proposed conducting surveys among students to gather their preferences and dietary requirements to inform menu offerings.

Budget Allocation: Mr. Raju Rangrej suggested working with the finance department to allocate a budget for setting up on-campus dining facilities.











Presentation by Complainant:

A concerned student representative presented the following issues related to the absence of cafeteria and canteen facilities:

- Lack of convenient dining options on campus, leading to students having to travel long distances to find meals.
- Negative impact on student schedules and academic performance due to time spent offcampus for meals.
- Requests from students for on-campus dining options to enhance convenience and access to food.

Discussion:

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

Feasibility Study: Dr. Saurabh Kumar Singh suggested conducting a feasibility study to assess the potential locations and sizes for a cafeteria and canteen on campus.

Vendor Partnerships: Dr. Anshu Sharma recommended exploring partnerships with food vendors to establish on-campus dining options without a significant capital investment.

Student Preferences: Dr. Harish Purohit proposed conducting surveys among students to gather their preferences and dietary requirements to inform menu offerings.

Budget Allocation: Mr. Raju Rangrej suggested working with the finance department to allocate a budget for setting up on-campus dining facilities.











Action Items:

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

Dr. Rakesh Kumar Jat will initiate a feasibility study to assess potential locations and sizes for a cafeteria and canteen on campus.

Dr. Saurabh Kumar Singh will explore partnerships with food vendors to establish on-campus dining options.

Dr. Anshu Sharma will organize surveys among students to gather preferences and dietary requirements for menu planning.

Dr. Harish Purohit will work with the finance department to allocate a budget for setting up oncampus dining facilities.

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)]









. देवा में

र जिस्हार भहीत्था, श्री ज्यादीका प्रसाद आवरम्य टीवडेवाला विश्वविद्यालय - पुडे, का ह्यन्सून नाज

कि चिष्य - विक्वविद्याला ने क्षेत्रे एवं कैंटीन की स्विधा करवाने के बाबत ।

अभीवत विषय में निवेदन हैं कि मैं वामिन्य विभाग के बी. बी. ए द्वीय संक्रय का दान हैं। आपसे निवेदन हैं कि हमारे विश्वविद्यालय में, के के रहे के हीन की स्विद्या नहीं हैं. इसे 34लब्द करवाने की सेपा करें। अपसी आर्थ क्या होगा।

सिधनयवाद हिनाक - 17-08-2022

- १मदीय

नाम - प्रका कुगर मीगा कला - ती वी ए त्रीयवर्ष

SJJTU

This application has Submitted in 16(4) Language Hindi So Please consider it as quierounce under noted Point In this application Student of BEN-III Year. Mr. Pawar Kumar Hears has demaded For. (afeteria. & Contreer Jucility in university comprs.









Date: 07-10-2022

Academic Year 2022-2023

CIRCULAR

SJJTU/CIR/SGRC/2022-2023/02

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 13-10-2022 at 02:00 P M in the main building conference hall.

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

- To consider the action taken on the minute of SGRC meeting held on 23-08-2022.
- To consider the request of the students regarding Grievance of Non-Availability of Photocopy, Printing, and Stationery Facilities in the University Campus
- 3. Any other.

In-Charge

To All SGRC Members











Minutes of Meeting

Student Grievance Redressal Committee Meeting

Date: 13-10-2022.

Time: 2:00 PM

Location: Conference Room, Main Building

Present:

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Anshu Sharma (Member)

Dr. Harish Purohit (Member)

Mr. Raju Rangrej (Member)

Agenda: Discussion on Grievance Regarding Non-Availability of Photocopy, Printing, and Stationery Facilities in the University Campus

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 introduced the agenda for the meeting, which is to address the grievance concerning the non-availability of photocopy, printing, and stationery facilities on the university campus.











Minutes of Meeting

Student Grievance Redressal Committee Meeting

Date: 13-10-2022.

Time: 2:00 PM

Location: Conference Room, Main Building

Present:

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh-Kumar Singh (Member)

Dr. Anshu Sharma (Member)

Dr. Harish Purohit (Member)

Mr. Raju Rangrej (Member)

Agenda: Discussion on Grievance Regarding Non-Availability of Photocopy, Printing, and Stationery Facilities in the University Campus

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 introduced the agenda for the meeting, which is to address the grievance concerning the non-availability of photocopy, printing, and stationery facilities on the university campus.











Presentation by Complainant:

A concerned student representative presented the following issues related to the absence of these facilities:

- Lack of a designated area for photocopying and printing academic materials, causing inconvenience to students.
- Difficulty in obtaining essential stationery items like notebooks, pens, and textbooks within the campus.
- Requests from students for accessible and well-stocked photocopy, printing, and stationery facilities.

Discussion:

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

Space Allocation: Dr. Saurabh Kumar Singh suggested identifying a suitable location on campus for a photocopy and printing center.

Vendor Partnerships: Dr. Anshu Sharma recommended exploring partnerships with stationery vendors to provide on-campus access to essential items.

Budget Allocation: Dr. Harish Purohit proposed working with the finance department to allocate a budget for setting up photocopy, printing, and stationery facilities.

Student Involvement: Mr. Raju Rangrej suggested involving students in the decision-making process to gather input on their requirements and preferences for these facilities.

Action Items:

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











Dr. Rakesh Kumar Jat will work on identifying a suitable location on campus for a photocopy and printing center.

Dr. Saurabh Kumar Singh will explore partnerships with stationery vendors to provide oncampus access to essential items.

Dr. Anshu Sharma will work with the finance department to allocate a budget for setting up photocopy, printing, and stationery facilities.

Dr. Harish Purohit will organize a student focus group to gather input on the requirements and preferences for these facilities.

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.

REGISTRAR

Meeting Adjournment:

The meeting was adjourned at 3:30 PM.

Minutes Prepared By:

Dr. Harish Purohit

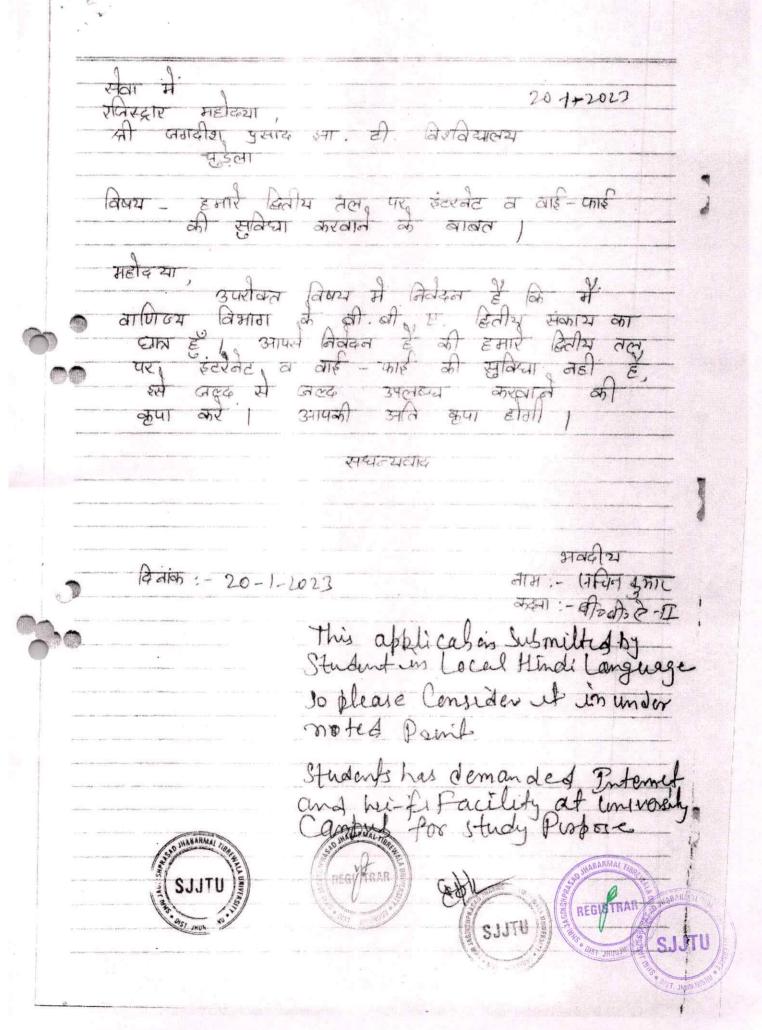
Committee Member (Assistant Professor)

Approved By:

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

SJJTU SULLANDING.

REGISTRAR SUMBARWAL SUJTU





Date: 20-01-2023

Academic Year 2022-2023

CIRCULAR

SJJTU/CIR/SGRC/2022-2023/03

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 25-01-2023 at 03:30 P M in the main building conference hall.

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

- To consider the action taken on the minute of SGRC meeting held on 13-10-2022.
- 2. To consider the request of the students Grievance Regarding Non-Availability of Internet & Wi-Fi Facility in the University Campus by Sachin Kumar
- 3. Any other.

To
All SGRC Members











Date: 20-01-2023

Academic Year 2022-2023

CIRCULAR

SJJTU/CIR/SGRC/2022-2023/03

This is to inform you that a meeting of Student Grievance Redressal Committee, SJJTU will be held on 25-01-2023 at 03:30 P M in the main building conference hall.

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

- To consider the action taken on the minute of SGRC meeting held on 13-10-2022.
- 2. To consider the request of the students Grievance Regarding Non-Availability of Internet & Wi-Fi Facility in the University Campus by Sachin Kumar
- 3. Any other.

In-Charge

To All SGRC Members









Minutes of Meeting

Student Grievance Redressal Committee Meeting

Date: 25-01-2023

Time: 3:30 PM

Location: Conference Room, Main Building

Present:

Dr. Rakesh Kumar Jat (In-Charge)

Dr. Saurabh Kumar Singh (Member)

Dr. Anshu Sharma (Member)

Dr. Harish Purohit (Member)

Mr. Raju Rangrej (Member)

Agenda: Discussion on Grievance Regarding Non-Availability of Internet & Wi-Fi Facility in the University Campus by Sachin Kumar

Meeting Commencement:

The meeting was called to order by Dr. Rakesh Kumar Jat, the In-Charge of the Student Grievance Redressal Committee, at 3:30 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-availability of internet and Wi-Fi facilities on the university campus.











Presentation by Complainant:

A concerned student representative presented the following issues related to the absence of internet and Wi-Fi facilities:

- Lack of reliable and widespread internet connectivity on campus, hindering academic research and online learning.
- Increased inconvenience for students who rely on digital resources for coursework.
- Requests from students for accessible and stable Wi-Fi connections.

Discussion:

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

Infrastructure Assessment: Dr. Saurabh Kumar Singh suggested conducting an assessment of the existing network infrastructure and identifying areas where improvements are needed.

Service Providers: Dr. Anshu Sharma recommended exploring partnerships with reliable internet service providers to enhance campus-wide connectivity.

Budget Allocation: Dr. Harish Purohit proposed working with the finance department to allocate a budget for improving internet and Wi-Fi facilities.

Student Involvement: Mr. Raju Rangrej suggested involving students in the decision-making process to gather input on their connectivity needs and preferences.

Action Items:

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

Dr. Rakesh Kumar Jat will initiate an assessment of the existing network infrastructure on campus to identify areas for improvement.











Dr. Saurabh Kumar Singh will explore partnerships with reliable internet service providers to enhance campus-wide connectivity.

Dr. Anshu Sharma will work with the finance department to allocate a budget for improving internet and Wi-Fi facilities.

Dr. Harish Purohit will organize a student focus group to gather input on connectivity needs and preferences.

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 4:45 PM.

Minutes Prepared By:

Dr. Harish Purohit

Committee Member (Assistant Professor)

Approved By:

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





