



SMIT SIKKIM
MANIPAL
UNIVERSITY
SIKKIM MANIPAL INSTITUTE OF TECHNOLOGY

**SOP FOR
STUDENTS GRIEVANCE REDRESSAL
COMMITTEE**

**SIKKIM MANIPAL INSTITUTE OF TECHNOLOGY
MAJHITAR – 737136, EAST SIKKIM
JULY 2024**



**STANDARD OPERATING PROCEDURE (SOP) : STUDENTS GRIEVANCE
REDRESSAL COMMITTEE**

1. To facilitate the students of Sikkim Manipal Institute of Technology to redress their grievances on academic and any other issue, a mechanism in the form "Student's Grievance Redressal Committee" has been constituted. A student or parent/guardian with a genuine grievance may approach the Student's Grievance Redressal Committee in writing, routed through concerned Teacher Guardian and Head of the Department. The grievances may also be sent through email on Institute Grievance Portal www.ecm.org.in using their log in credentials (Reg No and e-campus password) or email the same on e-mail id grievance@smit.smu.edu.in.
2. The purpose of constitution of Students Grievance Redressal committee is to provide an additional avenue that will address all issues pertaining to student's in fair and just manner. It is designed to accentuate the existing mechanism of addressing student's problems.
3. The committee will deal with the grievances received in writing from the student's/parents/guardians or grievances uploaded in www.ecm.org.in on the following issues:-
 - (a) Academic Issue
 - (b) Non Academic Issue
 - (c) Punishment awarded on account of indiscipline act and violation of Rules, Regulations and Code of Conduct of the Institute.
 - (d) Any other Issues
4. The composition of the committee is as under:-
 - (a) **Chairperson** - Director/Associate Director (A)
 - (b) **Members:-**
 - (i) Prof (Dr.) N.K Bhattacharyya, Associate Director (SA) - Member
 - (ii) Prof (Dr.) Biswaraj Sen, HOD, Dept of IT - Member
 - (iii) Dr. Nasir Ansari, HOD i/c Dept of EEE - Member
 - (c) **Special Invitee:** President, Student Council
5. The sequential procedure to redress the grievance are as under:-
 - (a) An aggrieved student to put forward his /her grievances in writing addressed to Chairperson, Student's Grievance Redressal Committee, SMIT routed through his/her Teacher Guardian and Head of the Department and deposited in the Complaint Box kept in Administrative Office or the student/parent/guardian may



upload the grievance in www.ecm.org.in. Further the grievances may also be emailed at grievance@smit.smu.edu.in. Head IT Council is entrusted to check and forward the same to Chairperson, Student's Grievance Redressal Committee on daily routine basis.

(b) Once the grievances of student is considered to be genuine for review by the chairperson, Students' Grievance Redressal Committee, a notification to this effect is issued in the form of Convening Order or Inter Office Note.

(c) The committee will assemble with minimum number of 03 members less special invitee to review the case (s) on the merit of the facts by examining all past records pertaining to the pleading students and try to redress the grievances within 05 working days from the receipt of application.

(d) The committee will notify the outcome of the review to the student through Teacher Guardian and Head of the Department.

(e) One copy of the notification will invariably be placed in personal file of the student for record.

6. In case the aggrieved students are not satisfied with the decision, they can approach Ombudsman appointed by the University through Registrar, Sikkim Manipal University.

7. The term of the members and special invitee will be of two years.

8. This Standing Operating Procedure supersedes Standing Operating Procedure bearing No. 3229/AD(A)/SOP/11/22 dated 29 Jun 2022 .

No. 3229/AD(A)/ SOP/ 05 /2024 .

(Prof. (Dr.) Gurdaman Lal Sharma)
Director, SMIT

05 Jul 2024.

Prof (Dr) G.L. Sharma
Director
Sikkim Manipal Institute of Technology
Majitar, Rangpo - 737136
East Sikkim (Sikkim)

Distribution:-

All Concerned

Copy to:

1. Registrar, SMU
2. All Associate Directors/HODs
3. Head IT Council, SMIT

4. All College Notice Board

for information. You are further requested to upload the SOP in suchana for information of all faculty/students.



SIKKIM MANIPAL INSTITUTE OF TECHNOLOGY

File No.....

Date.....

UNDERTAKING BY THE PARENT

UNDER TAKING EXECUTED BY PARENT OF REG NO.....

NAME OF THE STUDENT.....BATCH

..... I, parent of my ward
with Reg No

With reference to.....dated.....

hereby accept the findings of the committee as per the above reference and accept that my ward is guilty of the acts of indiscipline committed by my ward and hereby undertake to assure you that my ward will not repeat any such acts of indiscipline in violation of the rules, regulations, codes and conducts laid down for student of SMIT. I also accept unconditionally that in case of any acts of indiscipline committed by my ward in future, I will accept any punishment including expulsion and dismissal from the University even when time may not permit an enquiry and such a punishment will not be challenged by me or anybody else on my behalf. I request you to kindly give my ward a last chance to improve this time by a review of the punishment awarded.

Signature of the parent.....Date.....

Name of Parent.....

Mobile number of parent.....

Reg No.....Name of Student.....

Mobile number of student.....email.....

Signature of witness.....Name of witness.....

Date:.....

