SHRI DHANWANTRY AYURVEDIC COLLEGE & HOSPITAL

Run by : SHRI DHANWANTRY EDUCATIONAL SOCIETY (REGD.)

SECTOR 46-B, CHANDIGARH

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SOP OF STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

A Standard Operating Procedure (SOP) for Student Grievance Redressal committee outlines the structured process through which students can report and resolve issues related to academic, administrative, or personal matters within shri Dhanwnatry Ayurvedic College and Hospital , sector 46B, Chandigarh

1. Objective

- To develop a responsive attitude among the students to promote friendly student -student relationship and student teacher relationship in order to create harmonious educational atmosphere in the institute.
- To provide a transparent, fair, and timely mechanism for addressing student grievances, ensuring that students' concerns are heard and resolved effectively.

2. Scope

This SOP applies to all students and covers grievances related to:

- Academic issues (e.g., teaching quality, examination concerns)
- Administrative matters (e.g., fee disputes, hostel facilities)
- Personal matters (e.g., harassment, discrimination)

3. Grievance Submission

- **Informal Resolution**: Students are encouraged to first address their concerns informally by discussing them with the concerned faculty or department head.

Formal Complaint: If unresolved, students can lodge a formal grievance by: Submitting a written complaint to the Student Grievance Redressal Committee (SGRC)

- Sending an email to the designated grievance redressal email address- studentgrievance@sdach.ac.in
- Using the institution's online grievance portal-

  1. Visit sdach.ac.in
  2. Click on Related Links
  3. Select Forms
  4. Choose Student Grievance Form
  5. Fill in the Google Form with the required details
  6. Click Submit

4. Acknowledgment and Processing

- Upon receipt, the SGRC acknowledges the complaint within 3 working days.
- The committee reviews the grievance, gathers necessary information, and may conduct hearings with involved parties.

5. Resolution Timeline

- The SGRC aims to resolve grievances within 15 working days from the date of acknowledgment.
- If additional time is required, the student will be informed of the delay and the reasons thereof.

6. Appeal Process

- If the student is dissatisfied with the SGRC's decision, they may appeal to the management (Higher authority) within 15 days of receiving the decision.
- The management person reviews the appeal and provides a final decision within 15 working days.

7. Confidentiality

All grievances are handled with strict confidentiality to protect the privacy of the complainant and other involved parties.

8. Prohibition of Retaliation

The institution prohibits any form of retaliation against individuals who file a grievance in good faith.

9. Record Maintenance

The SGRC maintains records of all grievances received, actions taken, and resolutions provided for accountability and future reference.

For specific procedures and contact information, students should refer to their institution's official grievance redressal policy or website.

Members Of Student Grievance Redressal Committee with effect from 27/02/2026

Sr.no.	Designation	Name
1.	Chairman	Pandit Sudarshan Kumar Shastri
2.	Coordinator	Dr. Ranjan Kumar Jha
3.	Member	Dr. Shiksha Kumari
4.	Member	Dr. Pragati Ashok Kataria
5.	Member	Dr. Amrit Malik
6.	Member	Dr. Ravinder Kaur
7.	Member	Dr. Harpreet
8.	Member	Dr. Sapna Kaushish