



All India Institute of Medical Sciences, Rajkot (Gujarat)

Website: <https://aiimsrajkot.edu.in/>

Email: src.aiimsrajkot@gmail.com

STANDARD OPERATING PROCEDURE

of

STUDENT REDRESSAL COMMITTEE

**All India Institute of Medical Sciences
RAJKOT, GUJARAT**



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1. Introduction

To promote the welfare of students, AIIMS Rajkot has constituted a ‘Student Redressal Committee (SRC)’ for handling student grievances related to non-academic matters.

- 1.1. Students may approach the committee to voice their grievances regarding hostel facilities, mess facilities, library, hospital services, interpersonal issues, and any other services/matters under the purview of SRC.
- 1.2. The committee functions to look into the grievances lodged by any student and get them addressed judiciously as per prevailing norms.
- 1.3. This enables the Institute to maintain a democratic, healthy atmosphere and good work culture with in-built goodwill and mutual understanding to help the student in achieving his/her full potential.

2. Definition: in these regulations, unless the context otherwise requires:

- a. “Act” means the All India Institute of Medical Sciences Act, 1956 (No 25 of 1956);
- b. “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- c. AIIMS, Rajkot mean the academic institution formulated under the AIIMS act and regulations, offering undergraduate and post-graduate courses under its ambit.
- d. “Student Redressal Committee” (SRC) means a committee constituted under these regulations, at the level of an institution, AIIMS Rajkot by the Notification of Executive Director
- e. “grievance” means, and includes, complaint(s) made by an aggrieved student.
- f. “Institution” means, All India Institute of Medical Sciences Rajkot, Gujarat.
- g. “Region” means a geographical territory, comprising of Rajkot city of Gujarat state.
- h. “Student” means a person enrolled or admitted in any course offered by AIIMS Rajkot to which these regulations apply.



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3. Objective

The aim of SRC is redressal of the grievances reported by the students of the AIIMS Rajkot falling under the ambit of the SRC. The objectives are:

- 3.1. To keep the dignity of the Institution high by ensuring conducive and harmonious atmosphere in the Institute by promoting healthy relationship among students, faculty and staff.
- 3.2. To record the complaints of the students and examine them and to address them in the best possible manner freely and voluntarily without any fear and pressure.
- 3.3. To ensure effective solution to the student grievances with an impartial and fair approach.
- 3.4. To advise all the students to refrain from stirring up students against other students, faculty members, staff, and Institute administration.

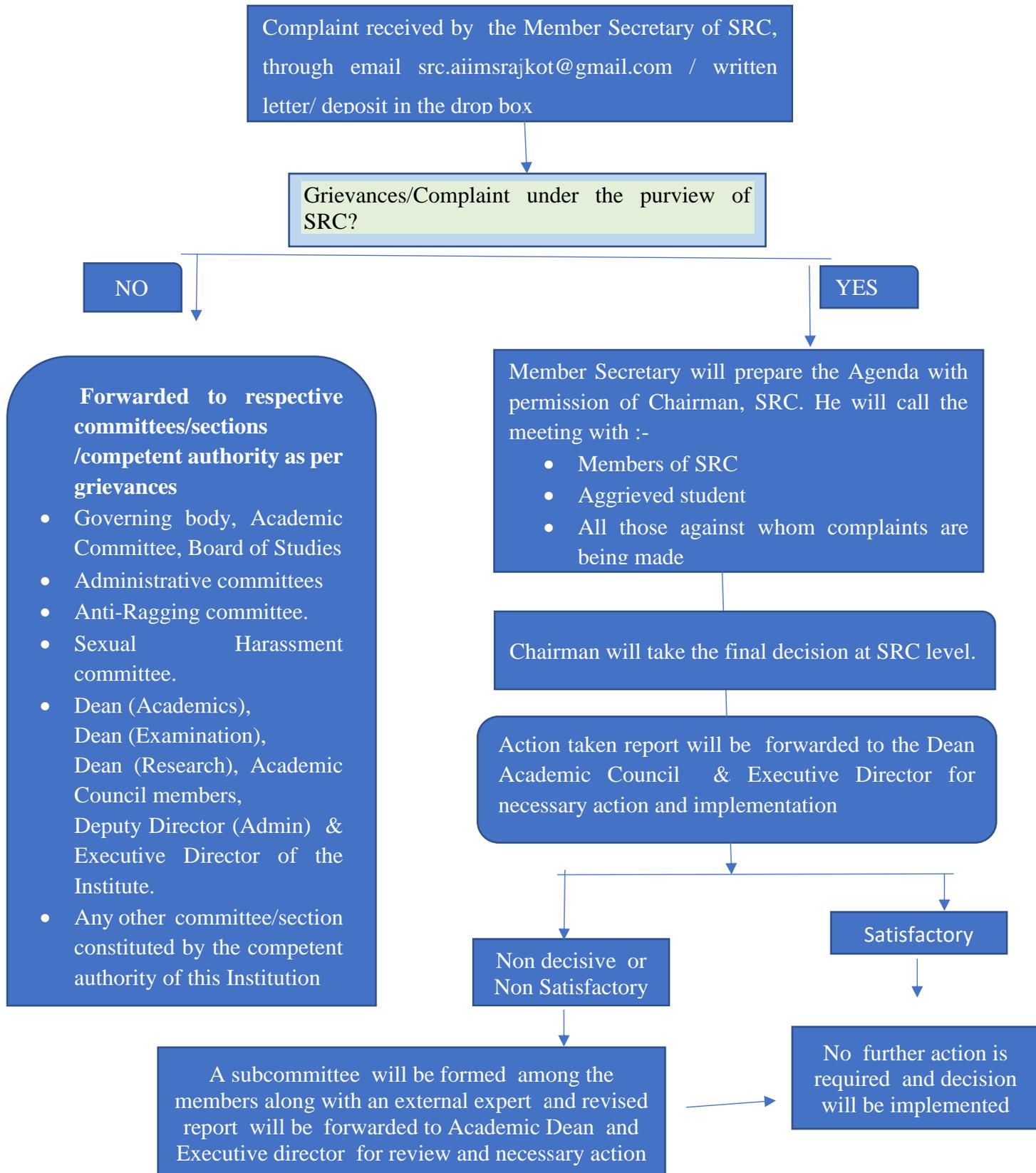
4. Scope

The committee will deal with grievances received in writing/email from the bonafide students of AIIMS, Rajkot about any matter related to accommodation, food, transport, interpersonal issues, hospital services, adjustment issues, sanitation, or any other issues as decided by SRC on time to time basis.



5. Flow chart of SRC:

FLOW CHART OF STUDENT REDRESSAL COMMITTEE (SRC) AIIMS RAJKOT





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Level of escalation		Primary responsibility	Escalation to	Information to
Level-1	If student is staying in hostel/campus	Warden /Assistant Provost/ Provost	Mentor	Associate Dean (Academic)
	If student is not staying in hostel/campus	Mentor	SRC	
Level-2 If the grievance not addressed by provost and mentor	SRC		Dean (Academic)	
Level-3 If the aggrieved student not satisfied with the decision of SRC	Dean (Academic)		Executive Director	
Level -4 If the aggrieved student not satisfied with the decision of Dean, Academics	Executive Director			



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7. Functions

- 7.1. The cases will be examined timely on receipt of grievances from the students.
- 7.2. The Committee will review cases falling under its ambit and will act formally accordingly as per the institutional policy.
- 7.3. The Committee shall document the evidences as per guidelines.
- 7.4. The Committee shall prepare a report and submit to the appropriate authority within stipulated period.

8. Exclusions

The Student Redressal Committee shall **not** entertain the following issues/grievances:

- 8.1. Decisions of the Governing body, Academic Committee, Board of Studies and Administrative committees constituted as per act and regulation by AIIMS Rajkot.
- 8.2. Decisions made by the institute with regard to disciplinary matters and misconduct.
- 8.3. Any matter/grievance coming under the purview of Dean (Academics), Dean (Examination), Dean (Research), Recruitment cell, other recruitment committees and other committees constituted by the competent authority of AIIMS Rajkot.
- 8.4. Ragging in any form is strictly prohibited within and outside the institution campus. Ragging Complaints will be handled by the Anti-Ragging committee.
- 8.5. Harassment complaints will be handled as per government guidelines by the Sexual Harassment committee.
- 8.6. Any grievances against Dean (Academics), Dean (Examination), Dean (Research), Academic Council members, Deputy Director (Admin), SRC, and Executive Director of the Institute.



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9. Student Redressal Committee (SRC) and its Constitution

9.1. The Executive Director of AIIMS Rajkot, Gujarat has constituted a Student Redressal Committee consisting of seven (7) members:

- i Chairperson : Dr. Bhavesh Modi, Professor and Head, Department of CFM, AIIMS Rajkot;
- ii Member Secretary: Dr. Sanjay Gupta, Professor and Head, Department of FMT, AIIMS Rajkot;
- iii Provost Boy's Hostel: Dr. Sundip Charmode;
- iv Provost Girl's Hostel: Dr. Kiran Piparva;
- v Liaison officer: Dr. Suman Bodat;
- vi Advocate: Mrs. Bhavnaben Joshipura;
- vii Wellness officer: Dr. Gayatri Bhatia, Assistant professor, Department of Psychiatry.

9.2. The composition of Student Redressal Committee (SRC) shall not change; however, the members so nominated will have a term of two years or till reconstituted by the order of competent authority.

9.3. . To maintain Continuity in the operations of the Committee, at least fifty percentage of the membership shall be retained while renewing the committee members.

9.4. Absence of a member for three consecutive meetings without valid reasons may lead to a replacement by the Appointing Authority.

9.5. A member may resign after giving at least one month's notice to the appointing authority. The Committee may recommend to the appointing authority for a replacement.

9.6. All the members of SRC are to abide strict confidentiality in the matters pertaining to the SRC. Any default in this regard may be viewed seriously and may become a ground for removal from the SRC. At the commencement of each meeting, each SRC member shall submit a confidentiality undertaking.



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10. Terms of reference of SRC

10.1. **The SRC shall consider the grievances of only the students pursuing course in AIIMS, Rajkot (both undergraduate & postgraduate)**

10.1.1. Information regarding the functioning of SRC will be disseminated to the students through notice boards in the academic block, hostels, library, hospital. The SOP and other details of the SRC will be put up in the institute website.

10.1.2. The aggrieved student/s can submit their grievances either directly in writing to the Member Secretary of SRC, through email or written letter, or deposit in the complaint box earmarked for this purpose.

10.1.3. The email id of SRC is **src.aiimsrajkot@gmail.com**

10.1.4. The postal address for submitting grievances is The Member Secretary, Student Redressal Committee for AIIMS Rajkot (Temporary campus: PDU GMC, Rajkot, Gujarat-360001).

10.1.5. Complaint boxes shall be kept at the appropriate places and the key for the complaint boxes will be in safe custody of the Member Secretary.

10.1.6. The Member Secretary will make a list of all the complaints received in a month and will present in the forthcoming meeting of the SRC.

10.1.7. The SRC, through its Member Secretary, is authorised with hearing the complaint of the aggrieved student and has the authority to ask the student/s who are the subject of the complaint for an explanation. Whether to forward the grievance to the student mentors for resolution or to the SRC for consideration is up to the Member Secretary.

10.1.8. Anonymous grievances shall not be entertained.

10.2. **The SRC will conduct meetings for redressal of the grievances**

10.2.1. The meetings of the SRC will be conducted as per the requirement.

10.2.2. Additional meetings, if required, will be convened depending on the gravity and the emergency nature of the grievance.

10.2.3. The Member Secretary will send invitation of the meeting to the members of SRC after deciding the time & venue in consultation with the Chairperson.

10.2.4. The Member Secretary will prepare the agenda and after approval from the Chairperson circulate it among the members of SRC at the time of invitation.

10.2.5. The quorum for the meeting is fifty percentage. Although it is recommended that members be physically present, if physical presence is not possible, a member



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may be considered present if they participate through teleconference, provided the member has received all pertinent material prior to the meeting, must be able to participate actively and equally in all discussions, and their participation in that manner will be so noted in the minutes. Chairman and Member Secretary have been authorised to co-opt student representative need based.

- 10.2.6. The Member Secretary will send formal intimation to the aggrieved students to be present during the meeting of the SRC. If the grievance is made against another student, then that student will also be invited to the meeting. If the grievance is submitted by a group of students (mass petition), then they will be asked to choose a representative to attend the meeting.
- 10.2.7. The Chairperson of SRC will preside over the meeting and the Member Secretary will present the agenda of the meeting along with the Minutes and 'Action Taken Report' of the previous meeting. Member Secretary is entitled to depute any member to record Minutes of Meeting and also assign job responsibilities to other members to ensure smooth functioning of the SRC.
- 10.2.8. With the permission of the Chairperson, the grievance from the aggrieved student and the explanation received from the person against whom the grievance is made, will be read out by the Member Secretary/one of the members and a preliminary discussion will be done by the members.
- 10.2.9. The members of SRC may issue summons and obtain any clarifications from the aggrieved student/s and the person/student against whom the grievance is made, if required. Necessary evidences shall be documented through electronic mean or print mean or both.
- 10.2.10. If the Chairperson feels that the grievance requires detailed investigation, then he can constitute a subcommittee from among the members along with an external technical expert and the subcommittee has to submit the report to the Chairperson within stipulated time. This report will be discussed in the subsequent meeting and a final recommendation will be made.
- 10.2.11. The Chairperson can constitute inspection team to gather information by including members outside the SRC and such a team may comprise one student representative.
- 10.2.12. If the matter relates to more than one Institution/Department, the SRC shall coordinate with all such Institutions/ Departments and ensure that the issue



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is addressed.

- 10.2.13. Final recommendation of the SRC on the grievance shall be made with consensus.
- 10.2.14. The final recommendation / decision made by the SRC will be forwarded to the Dean Academic Council and Executive Director for implementation.
- 10.2.15. The Member Secretary of the SRC will inform the aggrieved student regarding the recommendation and the action taken on the grievance, within stipulated time of the meeting.
- 10.2.16. If the SRC is not able to redress any grievances/in case of the aggrieved student or the student/person against whom the grievance is made do not cooperate with the proceedings the grievance shall be forwarded to Dean (Academic Council). The Appellate Authority (Executive Director, AIIMS Rajkot) shall be the final authority to decide in case the issue/grievance goes beyond the Dean (Academic Council).
- 10.3. **The SRC will follow up the action taken based on the recommendation**
- 10.3.1. The Member Secretary will prepare a report which includes the details of aggrieved student/s, the nature & details of the grievance, the recommendation of the SRC and the final action taken. The report will be stored both as soft and hard copy and will be in the safe custody of the Member Secretary.
- 10.3.2. The Chairman of SRC shall be the final decision making authority at the level of SRC.
- 10.3.3. Any student aggrieved by the decision of the SRC or not satisfied by its decision may within a period 1 week prefer an appeal to the Dean (Academic Council).
- 10.3.4. The Institute hereby establishes a Registry, managed by the Member Secretary or the member deputed to do so and a transparent mechanism of handling Registry shall be decided by Member Secretary in consultation with the Chairperson which may be reviewed by the Appellate Authority, if needed.
- 10.3.5. In case the grievance is found to be false or frivolous, the SRC may recommend to the Executive Director to take the appropriate action against the Complainant.



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11. Minutes of the Meeting

- 11.1. Minutes shall be prepared by the Member Secretary, or a member deputed to do so.
- 11.2. The Chairperson shall review the minutes for accuracy and completeness and approve for circulation.
- 11.3. The approved minutes shall be circulated within 7 days of meeting to the members of SRC.
- 11.4. The minutes shall be presented and approved at the next meeting of the SRC.

12. Record Keeping

- 12.1. Hard and soft copies of all grievances, the final report of all grievances and the action taken, and the minutes of the meetings shall be kept safely by the Member Secretary or a member assign to do so.
- 12.2. A register will be kept for recording the receipt of grievances including the date of receipt and the information on whether action taken or forwarded to Dean (Academic Council).
- 12.3. A file shall be kept for the action taken on the grievances.

13. Appellate Authority

- 13.1. The Executive Director of AIIMS Rajkot will be the Appellate Authority.

14. Report to Executive Director, AIIMS Rajkot

- 14.1. At the end of every academic year, an annual report of the functioning of the SRC will be prepared by the Member Secretary in consultation with the Chairperson and this will be presented for approval by the members of the SRC.
- 14.2. This annual report and will be submitted to the Executive Director by the Chairperson of SRC.