



SMU SIKKIM
MANIPAL
UNIVERSITY

Established under Govt. of Sikkim, Act 9 of 1995, recognised under 2(f) of the UGC Act, 1956

124 / SMU / REG / MOBC / 157 / 2022

09 August 2022

To

Dean, SMIMS

Director, SMIT

Medical Superintendent, CRH

Principal, SMCON

Principal, SMCPT

Controller of Examination, SMU

Directorate of Research, SMU

Coordinator, Dept of H&SS

Coordinator, Paramedical Courses

Prof & Head, Dept. of Medical Biotechnology

Head, HR SMU

Head, GS SMU

Head, IT SMU

Senior Finance Officer, SMU

Dr. B. K. Tamang
Chairperson, SMIMS

**SUB: GRIEVANCES REDRESSAL CELL FOR SC, ST, OBC & MINORITY
EMPLOYEES AND STUDENTS**

1. Revised Standard Operating Procedure: Grievance Redressal Cell of SC, ST, OBC & Minority employees, and students is forwarded herewith for compliance/ implementation please.
2. All earlier SOPs issued by the University on the above captioned subject are hereby superseded.



[Signature]

Registrar, SMU



STANDING OPERATING PROCEDURE

**GRIEVANCE REDRESSAL CELL FOR SC, ST, OBC
AND MINORITY EMPLOYEES & STUDENTS**

Scope & Coverage

1. This Policy covers all employees and students of Sikkim Manipal University and its constituent units.

Objectives

2. (a) To ensure provision for an environment where as such students feel safe and secure.
- (b) To empower the faculty and students belonging to SC, ST, OBC & Minority.
- (c) To handle the issues and short and long-term needs of the SC, ST, OBC & Minorities.
- (d) To bring the students belonging to SC, ST, OBC & Minority in par with the main stream student body.
- (d) To circulate and bring awareness about the various GOI welfare schemes for SC, ST, OBC and Minority.

Composition of the SC, ST, OBC & Minority Cell

3. (a) Chairperson - Prof (Dr) B.K . Tamang, SMIMS
- (b) Convenor - Prof W. Asha lata Devi, SMCON
- (c) Member - Prof (Dr) Nasrin Banu Laskar, SMIMS
- (d) Member - Mr Yogesh Baraily, SMIMS
- (e) Member - Dr. Annet Thatal, SMIMS
- (f) Member - Mr Yogen Ghatani, SMIT
- (g) Student Representative
- (i) Tadong Campus- Tshering Choden Tamang, MBBS 2020 Batch.
- (ii) SMIT Campus: - Ms Anishka Biswakarma, B.tech, III Sem,

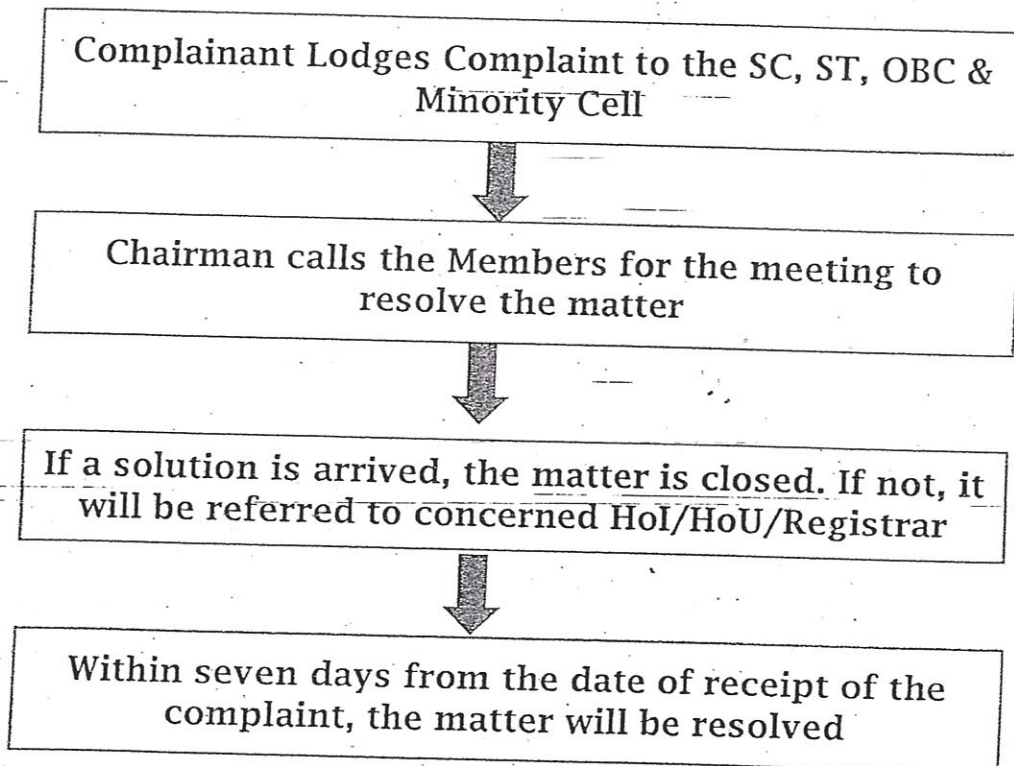


Powers

4. The Cell is empowered to sort out the problems of the employees and students at their level through discussion. In case the Cell fails to resolve the issue, then the matter shall be referred to the Dean/Director/Medical Superintendent and Registrar of the University. If any employee/student referred in the case is found guilty, appropriate disciplinary/administrative action shall be initiated against him/her after obtaining necessary approval from the HoIs/HoUs/HoOs and the University and punishment awarded accordingly.

Process (General Overview & Flowchart).

5. The sequence of action to be taken by the Cell:-



Procedure (Step-wise Description)

6. (a) The complainant (faculty/student) within two days of the incident shall file a written complaint to the Chairperson of the SC, ST, OBC and Minority Cell
- (b) The Chairperson of the Cell shall conduct the enquiry and within seven days from the date of receipt of the complaint shall furnish report to the complainant.



(c) If the matter is not escalated within three working days of receipt of the report then the matter is deemed to have been closed. If the complainant/student is not satisfied with the report, then he /she may go for appeal within three days from the date of received of the report to the next level i.e. the Vice Chancellor.

General Guidelines

7. (a) The complainant shall complain only genuine problem as stated in the above policy.
- (b) The SC, ST, OBC and Minority Cell shall handle the cases with utmost care by providing natural justice without any bias.
- (c) The cases shall be attended promptly as per timelines mentioned in the policy.

8. Input/ Output

Supplier	(S)	Complainant
Input	(I)	Complaint/Grievances
Process	(P)	Process & Procedure as per SC, ST, OBC & Minority Cell Policy
Output	(O)	Grievances Redressal
Customer	(C)	Complainant

10. Reference Documents.

S/No	Document Description	Document No
1.	Enquiry Format	

11. Complaint Registers are available in the University and in all the Institutes and Units where the SC, ST, OBC and Minority employees/students may register their complaints/grievances for redressal.
12. All earlier SOPs issue by the University on the above captioned subject are hereby superseded.

198/SMU/REG/SOP/ 12 /2022

Date: 09 August 2022



Prof (Dr) K.S. Sherpa
Registrar

Copy to:-

1. All HoIS/HoUs/HoOs
2. All concerned
2. File No. 198/SMU/REG/MOBC/2022