3BS/2023/Naac/cr.5.1.4



SHANTINIKETAN Business School

Approved by AICTE, Min. of HRD Govt. of India, DTE Mumbai & RTMNU, Nagpur. Managed by Shantiniketan Bahu-Uddeshiya Sanstha

The institution adopts redressal of student grievances including sexual harassment and ragging cases 1. Implementation of guidelines of statutory/regulatory bodies 2. Organisation wide awareness and undertakings on Criteria 5.1.4 policies with zero tolerance 3. Mechanisms for submission of online/offline students' grievances 4. Timely redressal of the grievances through appropriate committees "Kindly submit 1. Minutes of the meetings of student grievance committee, as per metric. 2. Circular/web-link/ committee report justifying the objective of the metric 3. Proof of constitution of Internal committees / Grievances Committee formation / other committees as per UGC norms. Findings of DVV 4. Report of grievances from the concerned committee. 5. Note: The mechanism of redressal should be available as document and should be hosted in the HEI"s Website. The link of the same shall be provided to validate the same" Grievance Redressed Mechanism has been followed by the **Response/ Clarification** institute through institute website, supporting documents are enclosed herewith

hebdai

Officiating Principal Shantinikalan Businese School Megowr

Campus : Survey No. 22/3, Near Uppalwadi Industrial Estate, Mhasala, Kamptee Road, Nagpur-440026.

Shantiniketan Business School

Online Grievance Redressal Mechanism

Online Grievance Redressal Mechanism has been adopted by the institute.

The detail instructions and procedure regarding online grievances is provided at the website of the institute <u>www.sbseducation.org</u> with the link:

"https://www.sbseducation.org/content/grievance-redressal-committee/grievance-redressal"



Officiating Principal Shantiniketan Business School Nagpur

Shantiniketan Business School

Grievance Redressal Mechanism



