



CIRCULAR

In compliance with UGC guidelines and to ensure a transparent and efficient mechanism for addressing student grievances, Silver Oak University has constituted the Student Grievance Redressal Committee for the academic year 2023-24. The committee shall be responsible for addressing and resolving grievances related to academic and non-academic matters of students in a fair and timely manner.


The committee members are as follows:

SR NO	NAME	POSITION
1	Dr. Samir Gopalan	Chairperson
2	Dr. Dharmeshkumar Modi	Member
3	Dr. Dhara Pandya	Member
4	Mr. Narendra Mahavadia	Member
5	Ms. Deepika Chauhan	Member
6	Prajapati Shubham Bharatbhai 2202030230009 - ASOIT	Student Representative
7	Vrinda Ritu Guru 2203030000001 - SOCHSS	Student Representative

Students may submit their grievances through the designated Grievance Redressal Portal. All complaints will be addressed confidentially and resolved within the stipulated timeframe.

Note:

- Please Note the Chairperson Office: 004, A Block and email id:grievance@silveroakuni.ac.in
- Any student aggrieved by the decision of Student Grievance Redressal committee may prefer an appeal to the Ombudsperson **Dr. Baldevbhai Patel** within a period of fifteen days from the date of receipt of such decision.


Registrar Registrar
Silver Oak University

Copy to:

1. The Provost Office
2. The Registrar Office
3. Dr. Baldevbhai Patel, Ombudsperson
4. IQAC Office
5. All Dean's and HOI's
6. All Concerned Departments
7. All Committee Members





**SILVER OAK
UNIVERSITY**
EDUCATION TO INNOVATION

CIRCULAR NO: SOU/CIR/2023-24/SGRC/2

DATE: 18/12/2023


CIRCULAR

This is to inform you that a meeting of the Student Grievance Redressal Committee, Silver Oak University will be held on 22/12/2023 at 04.30 PM in the C Block Conference Room.

The members are kindly requested to attend the meeting to discuss the following

Agenda:

1. To consider the action taken on the minutes of the SGRC meeting held in the past.
2. To consider the Student Grievance Received
3. Any other points to discuss.


Sign Chairperson

Copy to:

1. The Provost Office
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3. The IQAC Office
4. All Deans / Hols
5. The Ombudsperson
6. All Committee Members



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Date : 22/12/2023

**Minutes of the Meeting
SGRC Committee**

A meeting of the Student Grievance Redressal Committee, Silver Oak University was held on 22/12/2023 (FRIDAY) at 04.30 PM in the C Block Conference Room as per the Circular SOU/CIR/2023/SGRC/2 Dated: 18/12/2023

Opening Remarks:

The chairperson welcomed all the committee members, mentioned that as per the UGC guidelines the University had appointed Dr. Baldevbhai Patel as an Ombudsperson on 01/05/2023. The chairperson introduced the agenda for the meeting, which is to address the grievances raised by students. The chairperson reiterates the importance of the committee and solves the grievances by fair means.

Agenda 1: Discussion on Grievance Regarding fresh fruit related items at food court.

Resolution 1: The committee has suggested to provide fresh fruits, fruit juice related options at University Food Court area. Ms. Vrinda Guru represents her views in favor of the suggestion and acknowledges that for a healthy diet such food options are required.

Meeting was ended thanks to the chair.

Sign of Chairperson

Copy to:

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2. IQAC Office
3. The Ombudsperson
4. All Committee Members



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The following members were present in the meeting held at venue

SR NO	NAME	Role	PRESENCE
1	Dr. Samir Gopalan	Chairperson	
2	Dr. Dharmeshkumar Modi	Member	
3	Dr. Dhara Yogeshkumar Pandya	Member	
4	Mr. Narendra Mahavadia	Member	
5	Ms. Deepika Chauhan	Member	
6	Mr. Shubham Bharatbhai Prajapati	Student Member	
7	Ms. Vrinda Ritu Guru	Student Member	





**SILVER OAK
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Reference Document related to Agenda 1

Keerti Patel
2307030000012
First Year BBA
SOIM
Silver Oak University
Date: 12/10/2023

To,
The principal.

Subject: Request for fresh fruit options
in the food court.

Dear sis/Madam,

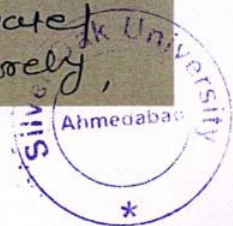
I hope you are doing well. I am
writing to request the introduction of fresh
fruits options in the school/college food
court. Many students, including myself,
would benefit from healthier snack
choice like fruit bowls or smoothies,
which could promote better nutrition
and overall well-being.

Received
with circuit
Callan
13/10/2023

I hope you will consider this
suggestion and take it into account.

Thank you for your time

Keerti Patel
Your sincerely,



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Student Grievance Redressal Committee Grievance Report

Report on Action Taken for Fresh Fruits Options in the Food Court Issue for Kruti Patel.

Date: 18/10/2023

Subject: Report on Fresh Fruits Options in the Food Court for Kruti Patel

Student Name: Kruti Patel

Course: Bachelor of Business Administration

Enrollment Number: 2307030000012

Issue Reported:

Kruti Patel, a 1st Year student of BBA program has requested to provide fresh fruits in the food court area.

Action Taken:

As per the above request, university as started exploring the vendors who can serve fresh fruits at food court area a with a reasonable rate. The university has initiated the process and soon the vendor will be selected and requested food options will be available at food court area.

Conclusion:

New vendor options are being explored. The university will definitely incorporate the suggestion and add suggested facility. The remarks and discussion related to grievance will be conveyed to student.





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CIRCULAR NO: SOU/CIR/2023-24/SGRC/3

DATE: 18/03/2024

CIRCULAR

This is to inform you that a meeting of the Student Grievance Redressal Committee, Silver Oak University will be held on 23/03/2024 at 04.00 PM in the C Block Conference Room.

The members are kindly requested to attend the meeting to discuss the following

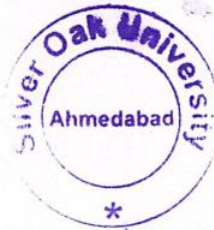
Agenda:

1. To consider the action taken on the minutes of the SGRC meeting held in the past.
2. To consider the Student Grievance Received
3. Any other points to discuss.

Sign of Chairperson

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Dated: 23/03/2024

Minutes of the Meeting SGRC Committee

A meeting of the Student Grievance Redressal Committee, Silver Oak University was held on 23/03/2024 (SATURDAY) at 04.00 PM in the C Block Conference Room as per the Ref: Circular SOU/CIR/2024/SGRC/3 dated 18/03/2024

Opening Remarks:

The chairperson welcomed all the committee members and introduced the agenda for the meeting, which is to address the grievances raised by students.

Agenda 1: Discussion on Grievance Regarding PC not working in E Block 8th Floor Labs.

Resolution 1: The committee has noted that the issue was resolved within two days by IT support team and electrical maintenance team.

Meeting was ended thanks to the chair.

Sign of Chairperson

Copy to :

1. The Provost Office
2. The Registrar Office
3. IQAC Office
4. The Ombudsperson
5. All Committee Members





**SILVER OAK
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EDUCATION TO INNOVATION

The following members were present in the meeting held at venue

SR NO	NAME	Role	PRESENCE
1	Dr. Samir Gopalan	Chairperson	<i>Samir Gopalan</i>
2	Dr. Dharmeshkumar Modi	Member	<i>Dharmeshkumar Modi</i>
3	Dr. Dhara Yogeshkumar Pandya	Member	<i>Dhara Pandya</i>
4	Mr. Narendra Mahavadia	Member	<i>Narendra Mahavadia</i>
5	Ms. Deepika Chauhan	Member	<i>Deepika Chauhan</i>
6	Mr. Shubham Bharatbhai Prajapati	Student Member	<i>Shubham Prajapati</i>
7	Ms. Vrinda Ritu Guru	Student Member	<i>Vrinda Ritu Guru</i>



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Reference Document related to Agenda 1

panchal rishika kizitbhai
2204070200002
3rd sem. MSc IT
Socca
Silver Oak University
Ahmedabad
Date: 07/02/2024

To
The Class Counsellor.

Subject: Grievance Regarding Non-functional
PCs in E-Block Lab

Dear Sir/Madam.

I am writing to bring to your attention an issue regarding the computers in the E-block lab on the 8th floor. During our recent lab lectures, several PCs were not functioning properly, which has disrupted the learning process and made it difficult to complete assignments on time.

I kindly request you to address this issue and ensure the proper functioning of the systems to avoid further inconvenience during lab sessions.

Silver Oak University
Ahmedabad
112

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PAGE NO.:

Thanking you for your time and consideration.

Yours sincerely,
Panchal Rishita Kizibhai

Received
01/11/2024

08/02/2024

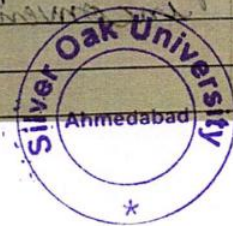
Subject: Performance Review in F-Block

Dear Sir/Madam,

I am writing to bring to your attention an issue regarding the computer in the F-block lab (on the 4th floor). During our recent lab lecture, several PCs were not functioning properly, which has disrupted the laboratory process and made it difficult to complete assignments on time.

I kindly request you to address this issue and ensure the proper functioning of the systems to avoid further inconvenience during lab sessions.

2/2



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Student Grievance Redressal Committee Grievance Report

Report on Action Taken for PC not working in E Block 8th floor labs for students.

Date: 09/02/2024

Subject: Report on PC not working in E Block 8th floor labs by students .

Student Name: PANCHAL RISHITA KIRITBHAI

Course: M.SC(IT)

Enrolment Number: 2204070200002

Issue Reported:

The concern department has been informed to verify the above said grievance and has been found correct.

Investigation and Action Taken:

The system files were damaged due to error and has been repaired. System files were reinstalled and now all the pc's are working properly.

Conclusion:

PC malfunctions in E Block 8th floor labs were investigated. Repairs and system file updates were performed, and preventative measures implemented. The grievance has been resolved and informed to the concern student.





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STUDENT GRIEVANCE REDRESSAL COMMITTEE

The Student Grievance Redressal Committee for the academic year 2023-24 had ensured that the concerns raised by students have been resolved.

List of the issues and the Action taken regarding student grievances is provided in the following table.

YEAR	NO OF GRIEVANCES RECEIVED	NO OF GRIEVANCES RESOLVED
2023-24	02	02

The Institute places on record its sincere thanks to all the members of the Student Grievance Redressal Committee for their active involvement.

Sign of Chairperson

Registrar

Registrar
Silver Oak University



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