



CIRCULAR NO: SOU/CIR/2024-25/SGRC/ 1

DATE: 24/06/2024

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 2024-25. 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. Dhara Pandya	Chairperson
2	Dr. Samir Gopalan	Member
3	Mr. Jaimin Dave	Member
4	Mr. Narendra Mahavadia	Member
5	Ms. Deepika Chauhan	Member
6	Solanki Monil Manishbhai 2301030430007 - SOCET	Student Representative
7	Chanchal Bisht 2204030100043 - SOCCA	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

Copy to: **Silver Oak University**

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



Established by Gujarat Private Universities Act 2009



**SILVER OAK
UNIVERSITY**
EDUCATION TO INNOVATION

Date: 24/06/2024

Notification

Ref No.: SOU/CIR/2024-25/SGRC/1

Subject: Change of Chairperson – Student Grievance Redressal Committee (SGRC)

It is hereby notified that, with effect from **24/06/2024**, **Dr. Dhara Pandya, Dean – Health Science**, has been appointed as the **Chairperson of the Student Grievance Redressal Committee (SGRC)** at Silver Oak University, replacing **Dr. M. Samir Gopalan, Dean - School of Law and Liberal Studies**.

We extend our sincere gratitude to Dr. Samir Gopalan for their dedicated service and significant contributions in addressing student grievances and fostering a student-friendly environment. We look forward to continued efforts and leadership under Dr. Dhara Pandya in ensuring a transparent, efficient, and student-centric grievance redressal process.

Additionally, Dr. Samir Gopalan is requested to handover all relevant files, records, and data related to the Student Grievance Redressal Committee (SGRC) to Dr. Dhara Pandya to ensure a smooth transition and continuity of operations.

All concerned are requested to take note of this change and extend their cooperation accordingly.

By Order,

Registrar

Silver Oak University

Registrar

Silver Oak University



Established by Gujarat Private Universities Act 2009

Nr. Bhavik Publications, Opp. Bhagwat Vidyapith, S.G. Road, Gota, Ahmedabad - 382481

Phone : +91-79-66046304, +91-79-66046300/1/2/3 | E-Mail : info@silveroakuni.ac.in | Web : www.silveroakuni.ac.in



Ref: Circular SOU/CIR/2024-25/SGRC/2

DATE: 16/12/2024

CIRCULAR

This is to inform you that a meeting of the Student Grievance Redressal Committee, Silver Oak University will be held on 21/12/2024 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 aware about change in the committee.
2. To consider the Student Grievance Received
3. Any other points to discuss.

Sign of Chairperson

Copy to :

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



Established by Gujarat Private Universities Act 2009

Nr. Bhavik Publications, Opp. Bhagwat Vidyapith, S.G. Road, Gota, Ahmedabad - 382481

Phone : +91-79-66046304, +91-79-66046300/1/2/3 | E-Mail : info@silveroakuni.ac.in | Web : www.silveroakuni.ac.in



Date: 21/12/2024

Minutes of the Meeting

SGRC Committee

A meeting of the Student Grievance Redressal Committee, Silver Oak University was held on 21/12/2024 (SATURDAY) at 04.00 PM in the C Block Conference Room as per the Ref: Circular SOU/CIR/2024-25/SGRC/2 dated 16/12/2024

Opening Remarks:

The chairperson welcomed all the committee members.

Related to Agenda 1: The chairperson has notified the changes in the committee for AY 2024-2025. The chairperson has elaborated the importance and functions of the committee to the new members.

Agenda 2: Discussion on Grievance Regarding inadequate lift facility at A block.

Resolution 2: The committee has noted that the university officials are aware about the situation and it has been planned and decided to add one more lift in A block.

The Chairperson suggested that as the University is promoting e-governance related practices for all stakeholders, in line with that SGRC should accept Grievances by Online mode only from 01/01/2025 onwards. The members have shared their views and unanimously acknowledged the suggestion of the Chairperson.

The Chairperson has also conveyed a message to the members that the University is planning to start an IVR system for registering any queries of the students. The student members have appreciated the idea and welcome it affirmatively.

Meeting was ended by 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



Established by Gujarat Private Universities Act 2009



The following members were present in the meeting held at venue

SR NO	NAME	ROLE	PRESENCE
1	Dr. Dhara Pandya	Chairperson	<i>Dhara</i>
2	Dr. Samir Gopalan	Member	<i>Samir Gopalan</i>
3	Mr. Jaimin Dave	Member	<i>Jaimin</i>
4	Mr. Narendra Mahavadia	Member	<i>Narendra</i>
5	Ms. Deepika Chauhan	Member	<i>Deepika</i>
6	Mr. Solanki Monil Manishbhai	Student Member	
7	Ms. Chanchal Bisht	Student Member	



Established by Gujarat Private Universities Act 2009

Nr. Bhavik Publications, Opp. Bhagwat Vidyapith, S.G. Road, Gota, Ahmedabad - 382481

Phone : +91-79-66046304, +91-79-66046300/1/2/3 | E-Mail : info@silveroakuni.ac.in | Web : www.silveroakuni.ac.in



Reference Document related to Agenda 1

Mahi Mishra
22114030300016
Silver Oak College of Physiotherapy
Silver Oak University

Date: 20/08/2024

To,
The Head of Department
Silver Oak College of Physiotherapy
Silver Oak University.

Subject: Request to improve lift facilities in A Block.

Respected sir/madam,

I, Mahi Mishra, a student of Silver Oak College of Physiotherapy, wish to highlight the inadequate lift facilities in A Block. The single lift is overcrowded and insufficient, leading to long waits and inconvenience, particularly for those with physical challenges.

I kindly request you to consider increasing the number of lifts or enhancing the current facility to address this issue effectively.

Thank you for your attention.

Yours sincerely
~~Mahi~~
Mahi Mishra
Student
22114030300016
Silver Oak College of
Physiotherapy.

Received need to discuss
20/8/24

Need to discuss
21/8/24

Silver Oak University
Ahmedabad

Student Grievance Redressal Committee Grievance Report

Report on Action Taken for improvement in Lift facility at A block for Students.

Date: 29/08/2024

Subject: Report on Lift facility at A block for Students.

Student Name: MISHRA MAHI KAMLESH

Course: Bachelor of Physiotherapy

Enrollment Number: 2214030300016

Issue Reported:

The above-mentioned student has registered a complaint about the existing list. The complaint was initiated due to the availability of single lift and overcrowded issues.

Investigation and Action Taken:

The complaint is genuine and it is well aware to the authorities that in Block A only a single lift is available and most of the time it is working in overcrowded condition. The higher authorities has decided to add one more lift in Block A.

Conclusion:

Installation of the new lift in Block A has been approved by the authorities of the University which will be an added facility for all the stack holders of the University. The complaint has been resolved and it has been also informed to the concern student.

Alam

