

**10** YEARS  
OF UNIVERSITY  
RECOGNITION  
**20** YEARS OF  
ACADEMIC  
EXCELLENCE



**REVA**  
UNIVERSITY

Bengaluru, India

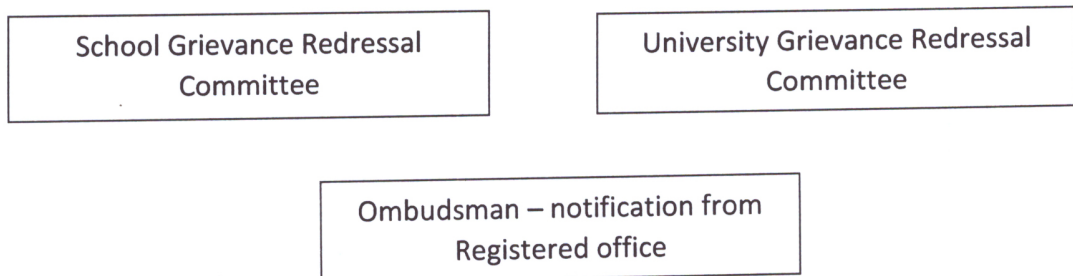
# **MECHANISM FOR SUBMISSION OF ONLINE / OFFLINE STUDENTS' GRIEVANCES**



Rukmini Knowledge Park  
Kattigenahalli, Yelahanka, Bengaluru – 560064  
[www.reva.edu.in](http://www.reva.edu.in)

## Mechanism for Submission of Grievance Redressal

- REVA University follows a transparent mechanism for handling all grievances.
- All stakeholders are advised to communicate by email, HR call or direct meetings to resolve all issues.
- The top management of REVA University also have frequent interactions with Directors/Vertical Heads/faculty so as to resolve all issues.
- If there are unresolved issues further to this, the same is addressed through the Grievance Redressal Process as follows:
  - ❖ The aggrieved student could meet up with her/his mentor and give full details along with support documents.
  - ❖ The Mentor hands this over to the Director of the School.
  - ❖ The Director initiates the meeting with the student and the Mentor and if unresolved hands the complaint to the office of the University Affairs.
  - ❖ The Office of the University Affairs would be responsible for forwarding the application to the concerned person.
  - ❖ REVA University has the Grievance Redressal Mechanism set up at 3 levels:



- ❖ The School Grievance Redressal Cell addresses issues arising from within the school.
- ❖ The University Grievance Redressal Cell addresses issues arising from Schools/Hostels /Transport/Security/Sports/General admin within the campus.

## University Committee:

### General Grievance Redressal Cell (GGRC)

Sl.No.	Name	Status
1	Dr. M Dhanamjaya Vice-Chancellor Email Id: vc@reva.edu.in	Chairperson
2	Dr. R C Biradar Pro Vice-Chancellor Email Id: provc@reva.edu.in	Member
3	Dr. Y Ramalinga Reddy Director, School of Civil Engineering Email Id: ramalingareddy@reva.edu.in	Member
4	Dr. Shubha A Dean, REVA Business School Email Id: dean.rbs@reva.edu.in	Member
5	Dr. Bharathi S Director, School of Legal Studies Email Id: dir.ls@reva.edu.in	Member
6	Mr. S Abhish Athreya (R19ME103) 4 <sup>th</sup> Year Student, School of Mechanical Engineering	Member
7	Ms. Yogeshwari K (I M.Sc) 1 <sup>st</sup> Year Student, School of Applied Sciences	Member
8	Mr. Anish (R20BM514) 3 <sup>rd</sup> Year Student, School of Commerce & Management	Member
9	Mr. Dhruv S (R19EC066) 4 <sup>th</sup> Year Student, School of Electronics & Communication Engineering	Member
10	Dr. N Ramesh Registrar Email Id: registrar@reva.edu.in	Member Secretary

### Student Grievance Redressal Cell

Sl.No.	Name	Status
1	Dr. M Dhanamjaya Vice-Chancellor Email Id: vc@reva.edu.in	Chairperson
2	Dr. R C Biradar Pro Vice-Chancellor Email Id: provc@reva.edu.in	Member
3	Dr. Narayana Swamy Director, School of Mechanical Engineering Email Id: dir.me@reva.edu.in	Member
4	Dr. Shubha A Dean, REVA Business School Email Id: dean.rbs@reva.edu.in	Member
5	Prof. Shilpa B.R. Dept of Biotechnology Email Id: shilpa.br@reva.edu.in	Member
6	Col Shri Kumar Nair Director, Administration Email Id: colshrikumar@reva.edu.in	Member
7	Dr. N Ramesh Registrar Email Id: registrar@reva.edu.in	Member Secretary

#### Procedure adopted by Grievance Redressal Cell:

- The Grievance Redressal Cell (Students) shall fix a date for hearing the complaint.
- The aggrieved student to appear in person to present the case.
- Natural justice to be the guiding principle for all grievances.
- All such applications to be disposed speedily and not later than a month of receipt of the grievance.
- The concluded proceedings to be passed as may be deemed fit.



Registrar  
 REVA University  
 Bengaluru - 560 064

**Ombudsman**

- If the aggrieved student is not satisfied with the decision taken, then she/he may appeal to the Registered Ombudsman.
- The Ombudsman will follow the same process as detailed for Grievance Redressal Committee.
- In the case of any misrepresentation or nature of complaint if false; the Ombudsman may order appropriate action.

**Email Coordinates for Grievance Redressal for students: [grievance@reva.edu.in](mailto:grievance@reva.edu.in)**



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REVA University  
Bengaluru - 560 064



# REVA UNIVERSITY

Bengaluru, India

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