



Rules for Establishing Grievance Redressal Mechanism

Policy title	Rules for establishing Grievance Redressal Mechanism
Key stakeholders	Students, Dean - Student Welfare, Dean, Hostel Warden
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Next version	
Relevant policies	
Relevant committees/ centre/ cell	Student Grievance Committee, University Grievance Committee
Related Statutory Guideline /Regulations	UGC (Redress of Grievances of Students) Regulations, 2019

1. Short Title

These rules shall be called the “***Rules for establishing Grievance Redressal Mechanism***”.

2. Objective

These rules have been framed with the following objectives –

- i. To provide a two-tier mechanism for redressal of grievances of the students;
- ii. To provide opportunities to the students to raise their grievances;
- iii. To resolve grievances promptly, neutrally and with transparency;
- iv. To develop a responsive and accountable attitude amongst the stakeholders of the University;

3. Grievance Redressal Cell – Constitution, Composition, Functions and Meetings

- i. A Grievance Cell shall be constituted by the University, through its Vice – Chancellor (Provost).
 - ii. **Composition** –
 - a. Vice – Chancellor (Provost) shall be the *ex – officio* member;
 - b. Dean – Student Welfare, who shall be the Convener;
 - c. Dean/Director of the respective constituent Institutes, *ex – officio*, who may nominate such persons on behalf of them to be the member of the Grievance Cell;
 - d. Registrar, *ex - officio*;
 - e. General Campus Administrator;
 - f. Head of Student Admissions;
 - g. Controller of Examination;
 - h. Representative from the Legal Department;
 - i. Hostel Administrator (Chief Warden);
 - iii. **Functions** –
 - a. Set-up committees for the performance of such tasks and functions as required by the Grievance Cell;
 - b. Co – ordinate with the Committees set-up by the Grievance Cell;
 - c. Monitor the activities of the committees;
 - d. Review the process of grievance redressal followed by the committees;
 - e. Check compliance status of the decisions taken by the committees;
 - f. Ensure that the grievance redressal is done in an impartial manner, following principles of natural justice and fairness, in a reasonable time, respecting the views of the student and the University and without any discrimination.
 - iv. **Meetings** –
 - a. The Grievance Cell shall meet at least four (4) times in an academic year, the quorum shall be of one-third (1/3rd) members.
 - b. The meeting shall be called by the Convener, he/she shall prepare the Minutes of the meetings which shall be signed by all the members who attended the meeting.
- 4. Committees** – The Grievance Cell shall make the following committees at the Institute and University level which shall assist it in maintaining a fair and proper mechanism of grievance redressal. The Committees are -
- i. Student Grievance Committee,
 - ii. University Grievance Committee.

5. Student Grievance Committee - Constitution, Composition, Functions and Meetings

- i. A Student Grievance Committee (hereinafter referred to as SGC) shall be set-up by the Grievance Cell at the Institute level for the respective constituent institutes of the University. All the grievances related to the academic delivery shall be first addressed to the SGC.
- ii. **Composition –**
 - a. Academic Coordinator(s), who shall be the chairman, nominated by the Dean of the respective constituent Institute;
 - b. One (1) teaching employee having experience of more than five (5) years, who shall be nominated by the Dean of the respective constituent institute, as the member secretary.
 - c. Two (2) teaching employees who shall be nominated by the Dean - Student Welfare, in consultation with the Vice-Chancellor (Provost) from outside the respective constituent Institute.
 - d. One (1) representative from the students of the respective program/course (where grievance occurred), who shall be nominated by the chairman, based on merit and excellence in academics, sports or other co-curricular activities – who shall be the special invitee.
- iii. **Tenure –** the term of the Chairperson and members shall be of two (2) years.
- iv. **Powers and Functions –**
 - a. It shall decide on the grievance or complaint made by the student within fifteen (15) days from the receipt of such grievance or complaint,
 - b. It shall decide its own rules and procedures for resolving and hearing the grievance or complaint made by the student,
 - c. It shall follow the principles of natural justice and fairness,
 - d. It shall prepare and submit the report of the decision made to the Dean of the Institute, along with the copy of complaint. A copy of the same shall also be submitted to the University Grievance Committee.
- v. **Meetings –**
 - a. The quorum for meeting shall not be less than three (3) members, it shall meet at such instances when a grievance or complaint is made to SGC, by the student.

- b. The member secretary shall prepare the minutes of the meeting, it shall be signed by all the members who are present.

6. University Grievance Committee - Constitution, Composition, Functions and Meetings

- i. An University Grievance Committee shall be set-up by the Grievance Cell at the University level. All the grievances by the students which are not related to academic delivery shall be addressed to it, including the appeal of the decision of the SGC.

ii. **Composition –**

- a. Dean – Student Welfare, who shall be the chairman;
- b. Two (2) Deans of the constituent Institutes who shall be nominated by the Vice – Chancellor (Provost), on a rotational basis; appointed for a term of two (2) years;
- c. Head of Student Admissions, or a person authorized by him/her;
- d. Head of the Legal Department, or a person authorized by him/her;
- e. Controller of Examination, or a person authorized by him/her;
- f. Registrar, who shall be the member secretary;
- g. One (1) representative from the Student Council, who shall be nominated by the chairman, based on merit and excellence in academics, sports or other co-curricular activities – who shall be the special invitee.

iii. **Powers and Functions –**

- a. It shall decide on the grievance or complaint made by the student within fifteen (15) days from the receipt of such grievance or complaint
- b. It shall decide the appeals made to it against the order/decision of the SGC within seven (7) days from the date of receipt of such order/decision.
- c. It shall decide its own rules and procedures for resolving and hearing the grievance or complaint or appeal made by the student.
- d. It shall follow the principles of natural justice and fairness.
- e. It shall prepare and submit the report of the decision made to the Vice – Chancellor (Provost) and Registrar, along with the copy of complaint or the appeal, as the case may be.
- f. It shall have the power to take *suo moto* cognizance of the complaints received to the SGC.

iv. **Meetings –**

- a. The quorum for meeting shall not be less than three (3) members, it shall meet at such instances when a grievance or complaint or appeal is made by the student.

- b. The member secretary shall prepare the minutes of the meeting, it shall be signed by all the members who are present.

8. Procedure for Grievance Redressal

- i. The aggrieved student shall submit their grievances/complaints via an online portal or email to the Grievance Cell, which shall be notified to the students by the Cell.
- ii. On the receipt of the complaint the Grievance Cell shall refer the complaint to the appropriate Committee, within fifteen (15) days from the receipt of complaint.
- iii. The Committee shall, as the case may be, fix a date for hearing the complaint, the same shall be communicated to the aggrieved student and the person/department against whom the grievance has been raised.
- iv. The aggrieved student shall appear before the Committee to present their case, after hearing both the sides, the Committee shall decide on the grievance/complaint within fifteen (15) days from the date of receipt of such grievance/complaint and communicate the same to both the sides. A copy of the decision shall also be sent to the appellate committee (University Grievance Committee) if required, as per the nature of the case, and to the Grievance Cell.
- v. The aggrieved party may have a right to appeal as per clause 7 (iii).