

## **STUDENT GRIEVANCE REDRESSAL POLICY**

This student grievance redressal policy of the university is a transparent mechanism made for the students of the University for redressal of their grievances made in pursuance of the University Grants Commission (Grievance Redressal) Regulations, 2012 and for that purpose grievances of students broadly include the following nature of grievances:

1. Grievances related to admissions, prospectus and other allied issues
2. Grievances related to schedule and conduct of examinations, evaluation practices and other allied issues
3. Grievance related to academics and other allied issues
4. Grievances related to scholarships, documents, certificates, degrees and other allied issues
5. Grievances related to payment of fees and charges etc.
6. Grievances related to discrimination, sexual harassment and victimization etc.

### **1. PROCEDURE FOR REDRESSAL OF GRIEVANCES:**

- a) The grievances shall be redressed by the concerned school/ division within a period of seven days of the receipt of the grievance.
- b) In case a student is not satisfied with the decision, he/she may file grievance/complaint in writing within seven days of the receipt of the decision, to the Chairperson of the Grievance Redressal Committee (GRC).
- c) The GRC while dealing with the grievance/complaint, at all levels, shall follow the principles of natural justice.
- d) The GRC shall ensure disposal of grievance not later than a month of receipt of the grievance.
- e) **Appeal:**
  - i) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days of receipt of decision prefer an appeal to the Ombudsman.

- ii) No grievance shall be entertained by the Ombudsman until and unless, the student has availed of all the remedies available in the university for redressal of grievance.
- iii) Ombudsman shall not deal with any grievance related to revaluation or remarking of answer sheets unless specific irregularity materially affecting the outcome or instance of discrimination is indicated.

## **2. GRIEVANCE REDRESSAL COMMITTEE:**

The committee shall be constituted by the Vice Chancellor of the University which consists of a senior professor and three senior teachers, and a student representative of the school, from where grievance is received, based on his/her academic merit will be nominated as a special invitee.

## **3. OMBUDSMAN:**

The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor. The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term.

## **4. INTERPRETATION:**

Any question relating to the interpretation or likewise related to any provision of this policy shall be decided by the Chancellor of the university. Notwithstanding anything stated in this policy for any unforeseen issues, or in event of dispute in interpretation of any provision of this policy and in respect of all the matters, whether expressly provided herein or not, the Chancellor of the university may take such measures as may be necessary for removal of difficulties. The decision of the Chancellor shall be final and binding on all concerned.

Sd/-

(Registrar)