

**SHRI VENKATESHWARA UNIVERSITY**  
**GAJRAULA, UTTAR PRADESH**



**Policy for Grievance Redressal Mechanism for Students**

NH-24 Rajabpur, Gajraula, Dist. Amroha, Uttar Pradesh- 244236

*Extracted from the ordinance of the University, approved by the Executive Council, under item 27.19 in its 27<sup>th</sup> meeting, held on 31.01.2023.*



## STUDENTS' GRIEVANCE REDRESSAL POLICY

1. **Definition:** "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. irregularity in the process under the declared admission policy of the institution;
  - iii. refusal to admit in accordance with the declared admission policy of the institution;
  - iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money more than that specified to be charged in the declared admission policy of the institution;
  - viii. violation, by the University, of any law for the time being in force about reservation of seats in admission to different category of students;
  - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such University, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission or the State Government;
  - xi. failure by the University to provide student amenities as set out in the prospectus, or is required to be extended by the University under any provisions of law for the time being in force;
  - xii. non-transparent or unfair practices adopted by the University for the evaluation of students;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority, or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided; and
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

### 2. Mandatory Publication of Prospectus, its Contents and Pricing

- (i) The University, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses



or programs of study, a prospectus containing the following for the information of persons intending to seek admission to the University and the general public, namely;

- a. the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the University for every course or program of study, including teaching hours, practical sessions, and other assignments;
- b. the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
- c. the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the University;
- d. the process of selection of eligible candidates applying for such admission, including all relevant information about the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
- e. each component of the fee, deposits, and other charges payable by the students admitted to the University for pursuing a course or program of study, and the other terms and conditions of such payment;
- f. rules/regulations for imposition and collection of any fines in specified heads or categories, along with details of minimum and maximum fine as may be imposed.
- g. the percentage of tuition fee and other charges refundable to a student admitted to the University in case such student withdraws from the University before or after completion of course or program of study and the time within and the way such refund shall be made to that student;
- h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
- i. information regarding physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the University;
- j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- k. Any other information as may be specified by the Commission and the State Government;

(ii) provided that the University shall publish/upload information referred to in the above clauses, (a) to (k) of this ordinance, on its website, and the attention of prospective students and the public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media:



- (iii) The University shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made of the publication, distribution, or sale of prospectus.

**3. Student Grievance Redressal Committees (SGRC)**

**a. School Level Student Grievance Redressal Committee (SLSGRC)**

- (i) There shall be a School Level Student Grievance Redressal Committee (SLSGRC) constituted at the level of **each School of Studies**. The composition of the Committee shall be as under:
- (ii) Dean of the School – Chairperson;
- (iii) Two Professors, from outside the School to be nominated by the Vice Chancellor–Members;
- (iv) A Faculty of the School, well-versed with the mechanism of grievance redressal, to be nominated by the Chairperson– Member;
- (v) A representative from among students of the School to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

*Note: To ensure representation of women on the committee, the Vice-Chancellor may induct one women faculty.*

- (i) The term of the Chairperson, members of the Committee and the nominees shall be two years.
- (ii) The quorum for the meeting of SLSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iii) Any complaint relating to the School, Department or Centre of the School shall be addressed by the aggrieved student to the administrative officer of the said School, who will either deal with it at the school level or shall remit it to the concerned Department or Centre of the School.
- (iv) In case the said grievance does not get resolved within five (05) working days of the receipt of the complaint in the school, the same shall automatically be forwarded to the SLSGRC.
- (v) In considering the grievances before it, the SLSGRC shall follow principles of natural justice.
- (vi) The SLSGRC shall submit its report with recommendations, if any, to the Registrar, with a copy thereof to the aggrieved student, within a period of fifteen (15) days from the date of receipt of the complaint.
- (vii) In case the aggrieved student remains unsatisfied, he may take up the matter to the level of University Student Grievance Redressal Committee (USGRC). Likewise, the University may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of USGRC.

**b. Institutional Student Grievance Redressal Committee (ISGRC)**

- (i) There shall be an Institutional Student Grievance Redressal Committee (ISGRC) constituted by the Vice Chancellor at the level of the University to deal with such complaints that do not relate to any academic Department, School, or Centre of the



University. The **composition of the Committee** shall be as under:

- (ii) Dean/Senior Professor of University, nominated by the Vice-Chancellor-Chairperson;
- (iii) Dean, Students Welfare – Member;
- (iv) One senior non-academic functionary nominated by the Vice-Chancellor – Member;
- (v) Proctor – Member;
- (vi) A representative from among students of the University to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

*Note: To ensure representation of women on the committee, the Vice-Chancellor may induct one women faculty.*

- (i) The term of the members/nominee of the committee shall be of two years.
- (ii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iii) Any complaint other than those relating to the School, Department or Centre of the School shall be addressed by the aggrieved student to the concerned administrative head, who will deal with it at his level, in consultation with his staff.
- (iv) In case the said grievance does not get resolved within five (05) working days of the receipt of the complaint in the Department, the same shall automatically be forwarded to the ISGRC.
- (v) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (vi) The ISGRC shall send its report with recommendations, if any, to the Registrar, along with a copy thereof to the aggrieved student, within a period of fifteen workings days from the date of receipt of the grievance.
- (vii) In case the aggrieved student remains unsatisfied, he may take up the matter to the level of University Student Grievance Redressal Committee (USGRC). Likewise, the University may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of USGRC.

**c. University Student Grievance Redressal Committee (USGRC)**

- (i) The **Vice Chancellor shall constitute** such numbers of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more SLSGRC or the ISGRC.
- (ii) Pro-Vice Chancellor or in his absence a Dean nominated by the Vice-Chancellor – Chairperson;
- (iii) Dean, Student Welfare or equivalent – Member;
- (iv) Two Deans drawn from the Schools of the Studies, other than those connected with reports of SLSGRC under review, to be nominated by the Vice-Chancellor – Members;
- (v) One Professor of the University nominated by the Vice-Chancellor- Member;
- (vi) Two representatives from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitees.

*Note: To ensure representation of women on the committee, the Vice-Chancellor may induct*



*one women faculty.*

- (i) The Chairperson, members and the special invitee/nominee shall have a term of two years.
- (ii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
- (iii) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (iv) The USGRC shall send its report and recommendations, if any, to the Dean of the School, Heads of Department & Centre, or the Registrar and other administrative Heads, with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance by the Committee, for necessary compliance and report to the Vice-Chancellor.
- (v) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Vice-Chancellor who shall, within a period of fifteen days from the date of receipt of the appeal, take a final view which shall be communicated to the aggrieved student within the next three working days.

**d. Ombudsperson**

Any student aggrieved by the decision of the University Student Grievance Redressal Committee and disposal of the appeal by the Vice-Chancellor, may prefer further appeal, within a period of fifteen days, to the Ombudsperson appointed by the State Government in terms of the University Grants Commission (Redress of Grievances of Students) Regulation, 2023;

*pending appointment of the Ombudsperson by the State Government, the Vice-Chancellor shall be the final authority for disposal of the appeal(s).*

**e. Functions of Ombudsperson**

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under this Ordinance.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

**f. Procedure for Redressal of Grievances by Ombudsperson and Student Grievance Redressal Committee**

- (i) The University shall maintain an Online Portal where any aggrieved student may apply seeking redressal of grievance.
- (ii) On receipt of an online complaint, the University shall, depending on the nature of complaint refer the complaint to the appropriate Administrative Officer in the



- Schools of Studies (for academics) or the Head of the Service Departments (other than academics) for appropriate necessary action, as indicated in the preceding sub-clause of the Grievance Redressal Committee(s).
- (iii) The Student Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the concerned officials in the University and the aggrieved student.
  - (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
  - (v) Grievances not resolved by the University Student Grievance Redressal Committee or on appeal to the Vice Chancellor, shall be referred by the student to Ombudsperson, within the stipulated period.
  - (vi) University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; any failure to do so may be reported by the Ombudsperson to the Commission, who shall act in accordance with the provisions of these regulations.
  - (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief to the aggrieved student, as may be appropriate.
  - (viii) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the University shall place it for general information on its website.
  - (ix) The University shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the University to comply with the recommendations.
  - (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

**g. Information regarding Ombudsperson and Student Grievance Redressal Committees**

The University shall prominently publish on its website and the prospectus all relevant information in respect of the Student Grievance Redressal Committee(s) under its purview, and the Ombudsperson for the purpose of appeal (s).

**h. Group Grievance Redressal**

Redressal of Group grievances may pertain to the following:

- (i) Group grievances lodged together by several students shall be referred to the Head of the Department who will try and resolve the matter within a period of one week.
- (ii) In case the students are not satisfied with the decision of the Head of Department, students may approach the Admission and Facilitation Cell for its consideration.
- (iii) If the grievance remains unresolved within two weeks from the day the grievance was lodged with the Admission and Facilitation Cell, an appeal may be made to the Vice- Chancellor, who will try to resolve the matter.
- (iv) The Decision of the Vice-Chancellor shall be final and binding.



**i. Redressal of Grievances related to the Accounts, Library, Hostels, Food, Maintenance, Sports, and Security, etc.:**

- (i) The grievances pertaining to the Accounts Branch, Library, Hostels, Food, Maintenance, Sports, Security, and related issues shall be lodged with the respective administrative Head/in-charge. The Heads shall personally investigate the grievance(s) and settle it within a period of one week.
- (ii) If a resolution is not provided within the said timeline; the student may approach the Admission and Facilitation Cell who will try to get the issue(s) resolved in a week's time.
- (iii) If the matter remains unresolved after approaching the Facilitation Cell, the students may make an appeal to the Registrar who shall try to resolve the matter within a period of one week.
- (iv) The decision of the Registrar shall be final and binding.



Key for Grievance Redressal Mechanism for Students