

STUDENT GRIEVANCE REDRESSAL CELL

As suggested by University Grants Commission, New Delhi, the University has established a Student Grievance Redressal Cell, to provide a mechanism for Redressal of students' grievances and ensure the transparency, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and redress it as per requirement. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Cell. The University aims at solving the grievances of the students within stipulated time.

PROCEDURE FOR REDRESSAL OF STUDENT GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEE:

(i) Student may submit an application seeking redressal of grievance through the mail to the chairperson of the committee available on University website.

(ii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student within 7 working days of receiving the complaint.

(iii) An aggrieved student may appear either in person or authorize a representative to present the case.

(iv) The SGRC shall send its report with recommendations, if any, to the competent authority concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.

(v) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

(vi) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

(vii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.

(viii) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student.

(ix) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.

(x) The University shall comply with the recommendations of the Ombudsperson.

(xi) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.