



Ref. No. SU/BOM/1.12

Date 31/03/2024

## GRIEVANCE REDRESSAL MECHANISM REGULATION

### 1. Short Title

These regulations shall be called as Grievance Redressal Mechanism for students of the University.

### 2. Objective

To provide opportunities for redress of certain grievances of students already enrolled in the University, as well as those seeking admission to the University, and a mechanism thereto.

### 3. Definitions

- (a) "**Aggrieved Student**" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (b) "**University Student Grievance Redressal Committee**" (USGRC) means a committee constituted under these regulations.
- (c) "**Commission**" means the University Grants Commission established under Section 4 of the UGC Act, 1956.
- (d) "**Published Admissions Policy**" means such policy, including the process there under, for admission to a course or program of study as may be offered by the University by publication in the Information Brochure/Prospectus.
- (e) "**Grievance**" means, and includes, complaint(s) made by an aggrieved student in respect of the following :
  - (i) Admission contrary to merit determined in accordance with the declared Admissions Policy of the University.
  - (ii) Irregularity in the process under the published Admissions Policy of the University.

- (iii) Refusal to admit in accordance with the published Admissions Policy of the University.
- (iv) Non-publication of Information Brochure/Prospectus by the University, in accordance with the provisions of these regulations.
- (v) Publication by the University of any information in the Information Brochure/Prospectus, which is false or misleading, and not based on the facts.
- (vi) Withholding of, or refusal to return, any document in the form of Certificates, Degree, Diploma or any other award or other document deposited by a student for the purpose of seeking admission in the University, with a view to induce or compel such student to pay any fee(s) in respect of any course or program of study which such student does not intend to pursue.
- (vii) Demand of money in excess to that as specified to be charged in the published Information Brochure/Prospectus/Admissions Policy of the University;
- (viii) Violation, by the University, of any law for the time being in force in regard to reservation of seats in admission to different categories of students.
- (ix) Nonpayment or delay in payment of Scholarships or Financial Aid admissible to any student under the published Information Brochure/Prospectus/Admissions Policy of the 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 University, or in such calendar prescribed by the Commission;
- (xi) Failure by the University to provide student amenities as set out in the Information Brochure/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 Information Brochure/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.
- (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.
- (f) **“Information Brochure/Prospectus”** means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to the University, to the general public (including to those seeking admission in the University) by the University or any authority or person authorized by the University to do so.
- (g) **“Region”** means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha etc.
- (h) **“Student”** means a person enrolled, or seeking admission to be enrolled, in the University.

#### 4. Student Grievance Redressal Committee

##### Student Grievance Redressal Committee of a School

- (a) A complaint by an aggrieved student relating to a School of the University shall be addressed to the concerned Dean of the School. Student Grievance Redressal Committee to be constituted at the level of the School, as the case may be, and with the following composition :
- (i) Dean of the School/Head of the Department, by whatever designation known as Chairperson
- (ii) Two Professors, from outside the School to be nominated by the Vice Chancellor as Members
- (iii) A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson as Member



- (iv) 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 as a Special Invitee
- (b) The term of the Chairperson, members of the Committee, and the Special Invitee shall be of two years.
- (c) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
- (d) In considering the grievances before it, the committee shall follow principles of natural justice.
- (e) The committee shall submit its report with recommendations, if any, to the Dean of the School/Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

#### **University's Student Grievance Redressal Committee**

- (a) The Vice Chancellor of the University shall constitute the University's Student Grievance Redressal Committee to consider grievances unresolved by the School's Student Grievance Redressal Committee to take up grievances arising from School, on the basis of the jurisdiction assigned to it by the Vice Chancellor. The composition of the committee shall be as given below :
  - (i) A senior Professor of the University as Chairperson
  - (ii) Dean, Students Welfare or equivalent as Member
  - (iii) Two Deans drawn from the School, other than those connected with reports of School's Student Grievance Redressal Committee under review, to be nominated by the Vice-Chancellor as Members
  - (iv) One Professor of the University as 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 as Special Invitee.
- (b) The Chairperson, members and the special invitee shall have a term of two years.
- (c) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

- (d) In considering the grievances before it, the University's Students Grievance Redressal Committee shall follow principles of natural justice.
- (e) The University's Students Grievance Redressal Committee shall send its report and recommendations, if any, to the Dean of the School/Vice Chancellor relating to the grievance with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (f) Any student aggrieved by the decision of the University's Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

**5. Procedure for Redressal of Grievances by Student's Grievance Redressal Committee**

- (a) The University shall have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (b) On receipt of an online complaint, the University shall refer the complaint to the appropriate Student's Grievance Redressal Committee, along with its comments within 15 days of the receipt of complaint on the online portal.
- (c) The Student's Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student in writing.
- (d) An aggrieved student may appear either in person or authorize a representative to present the case.
- (e) Grievances not resolved by the University's Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period, provided in these regulations.
- (f) The University shall extend co-operation to the Ombudsperson or the Student's Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the University Grants Commission, which shall take action in accordance with the provisions of these regulations.
- (g) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefor, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (h) 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.

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

**6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICE OF OMBUDSPERSON**

- (a) The University shall appoint Ombudsperson for redressal of grievances of students of the university.
- (b) There shall be one part-time functionary designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the Student's Grievance Redressal Committee(s).
- (c) The Ombudsperson preferably be a retired Vice Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (d) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the University where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the University.
- (e) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (f) For conducting the hearings, the Ombudsperson will be paid a sitting fee, as per the norms fixed by the university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (g) The University will have the rights to remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (g) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired Judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

**7. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT'S GRIEVANCE REDRESSAL COMMITTEE(S)**

The University shall furnish, prominently, on its website and in its Information Brochure/Prospectus, all relevant information in respect of the Student's Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

  
**Registrar**  
**Sanskaram University**  
**Kheri-Taluka, Patauda**  
**Jhajjar (Haryana) 124108**