

SRI DEVARAJ URS ACADEMY OF HIGHER EDUCATION AND RESEARCH

**A Deemed to be University
Tamaka, Kolar, Karnataka.**

**Declared under Section 3 of the UGC Act, 1956
vide MHRD, Government of India Notification
No.F-9-36/2006-U.3 (A) dated 25th May 2007**



STUDENTS GRIEVANCE REDRESSAL POLICY



SRI DEVARAJ URS ACADEMY OF HIGHER EDUCATION & RESEARCH

A DEEMED TO BE UNIVERSITY, (DECLARED UNDER SECTION 3 OF THE UGC ACT, 1956)

TAMAKA, KOLAR 563101, KARNATAKA, INDIA

Name of the Policy/ Guidelines	Student Grievance Redressal Policy	
Short Description	The Students Grievance Redressal Policy provides the SOP's for Grievances of students	
Scope	This policy is applicable to all the Under Graduate and Post Graduate students of SDUAHER	
Policy status	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Revised	
Date of approval of Version 1	12 May 2020	
Revision No.	0	
Brief description of last revision	Not Applicable	
Date of approval of current revision	Not Applicable	
Effective date		
Approval Authority	Board of Management	
Responsible officer	Registrar	
Name of the Policy/ Guidelines		
Details of division	Date of Revision	Approved by

STUDENTS GRIEVANCE REDRESSAL POLICY

PREAMBLE:

Sri Devaraj Urs Academy of Higher Education and Research, hence forth termed as SDUAHER in the policy document has created a platform for addressing redressal of students' grievances related to academic and non-academic issues, such as assessment, victimization, attendance, charging of fees, conduct of examinations, harassment by peer group, teaching, non-teaching and any person attached to The Academy.

OBJECTIVES:

The objectives of the Grievance Redressal Committee are to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in premises of The Academy.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of Faculty of Medicine and Faculty of Allied Health and Basic Science.

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship, Student-Teacher relationship and Student-Non-teaching staff relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint box have been installed at various places of the institutions which are accessible to the students. Students are free to express their grievances in written form. The details of the students shall remain anonymous. The grievances will not restrict to the issues as mentioned in the policy document and student can share their suggestions for improving the Academics / Administration of the institutions.
- Students suggestions are given priority and have the right to respect for each other and show utmost restraint and patience whenever any occasion of rift arises.
- Students shall refrain from inciting other Students against each other, teachers, non-teaching and College administration

DEFINITIONS:

1. Aggrieved student - means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

2. 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 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 in excess of that specified to be charged in the declared admission policy of the institution;
- viii. Violation, by the institution, of any law for the time being in force in regard to 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 institution, or under the conditions, if any, prescribed by the Commission;
- x. Delay by the institution 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;
- xi. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. Non-transparent or unfair practices adopted by the institution 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;
- xiii. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xiv. Denial of quality education as promised at the time of admission or required to be provided; and

xv. 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.

3. Institution - means, Sri Devaraj Urs Academy of Higher Education and Research, Kolar.

4. College – means, Sri Devaraj Urs Medical College and Department of Faculty of Allied Health and Basic Science.

5. Grievant: Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

6. Days: Days means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

SCOPE:

The Committee deals with Grievances received in writing from the students about any of the following matters:

Types of Grievance	Specification
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, Declaration of results etc.
Extension & Extra Curricular	Alumni registration, Award of non-academic credits, Physical Education, cultural activities at both institutions and outside etc.
Amenities & Maintenance	Hostel facilities –Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, drinking water, Sanitation & hygiene, Maintenance, Medical facilities, student cooperative society, play grounds, gymnasiums etc.
Placement & Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
General Administration	Collection of fees–on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc.
Other related issues	Safety & Security, Discipline, Misbehaviours, Emergency services, etc.

GRIEVANCES REDRESSAL COMMITTEE [GRC]:

The committee constituted by The Academy shall handle the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances. The committee will consider only formal grievances, received via email at dir.sw@sduu.ac.in or in person, and put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

Constitution of the Grievance Redressal Committee:

The Grievance Redressal Committee for Students is notified from The Academy bearing the No. SDUAHER/KLR/ADMN/189/2020-21, dated 12-05-2020 (Annexure -3).

The minimum quorum shall be 60%. The chairman of the committee shall take the liberty of calling the enquiry, if the discussion is going beyond the permissible limits.

The members shall restrict the enquiry/discussion to the case related.

Personal matters shall not be discussed in the forum either in public or in private.

In case, the members need to take decision on voting, the chairman reserves voting and in case decision has to be expressed, his vote will be considered before declaring the decision.

Any member unable to attend the meeting shall intimate by e-mail or in person to the Chairman or Member Secretary.

The tenure of the committee shall be for 12 months; however, the member may continue for one more term. The student representative may rotate annually. The Director, Student Welfare shall be the permanent member secretary. The warden of both the hostels will be the nodal officers.

FUNCTIONS OF THE COMMITTEE:

1. The cases are attended promptly on receipt of written grievances from the students and recommendations are given case to case.
2. The Committee formally meets to review all cases, prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.
3. Decision and recommendations are given by the committee within 24 hours of the enquiry committee or maximum of 72 hours.
4. To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized and if required the names of the complainant is kept anonymous.
5. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
6. To analyse the merits of grievances and conduct formal hearings and investigation as the case may be
7. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
8. To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application;
9. To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application

PROCEDURE:

Procedure for filing a complaint / grievance

1. Any student of Sri Devaraj Urs Academy of Higher Education and Research may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email (dir.sw@sduu.ac.in) or in writing. The Complaint may be submitted through the Nodal Persons. If the complaint is oral, it will be converted into a written form by the committee member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of Grievance Redressal Committee, the member should forward it to dir.sw@sduu.ac.in

Process for addressing the Grievance:

1. Upon receipt of complaint, the Secretary of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
2. At this stage, based on the nature of the complaint and severity of its possible impact, the Secretary may take one of the two options to proceed on addressing the concerns while keeping the Chairperson copied in all communication:

In routine operation:

The Secretary of the Committee may address the issue directly with the help of the concerned department.

In this case, the complainant is apprised of the actions taken or the work-in-progress in a timely manner.

Once the matter has been resolved the Secretary will send a final update to the complainant on the matter.

In matters of very serious concern:

The Secretary may also call for a meeting of the GRC.

The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.

Final decision of the Committee will be communicated to the student within 15 days of the receipt of the complaint.

The Member Secretary of the Committee will communicate the decisions to the concerned parties via email and a copy of the case and decision will be sent to the Vice Chancellor or to any person assigned by him.

If the student is not satisfied with the decision of the constituent college level Committee then the same shall be placed before the appellate authority.

The Secretary will maintain an updated record of all complaints, actions taken and closure status.

In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

In case the complaint has been made against a member of the Grievance Redressal Committee the concerned member will be barred from participating in any proceedings till the case has been closed.

GENERAL GUIDELINES:

The grievance must always be in the form of a detailed written complaint submitted via email to dir.sw@sduu.ac.in or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 days from the date of occurrence of the event giving rise to the grievance. However, the University may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.

Formal grievance complaint shall include:

- a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing
- a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance-full name, contact information of the person escalating/initiating the grievance complaint

Group Grievance:

If, it is a group grievance, list of all persons who are parties to the grievance to be attached.

The list must include each person's name, university ID, Phone number/Email ID, etc. The list must also designate one individual as spokesperson for the group.

Timeframe: It shall be the endeavour of the Grievance Redressal Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.

Prohibition against Retaliation: SDUAHER will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the party to the Grievance Redressal Committee through dir.sw@sduu.ac.in

No proxy will be allowed: The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

Confidentiality: SDUAHER shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of factfinding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

Documentation: The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of Officer-in-Charge of Grievance Redressal Cell, which shall contain the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee. (As per the format enclosed as Annexure – 1)

Alternative avenues for redressal of grievances: Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

Appeals: If the student is not satisfied with the decision of the redressal offered by the Grievance Redressal Committee, he /she can submit an appeal to the Vice Chancellor, SDUAHER who shall be the appellate authority and it should be within a week of the receipt of decision with all relevant details.

The Vice Chancellor shall review the decision and pass an appropriate order. The Vice Chancellor, if needed may recommend, necessary corrective action as he/she may deem fit, to ensure avoidance of recurrence of similar grievance at The Academy, and the necessary changes shall be made in the rules of The Academy.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.

Exclusions: The following complaints/grievances shall not be construed by the Grievance Redressal Cell for consideration and disposal:

ANNEXURE - 2
FORMAL GRIEVANCE REGISTRATION FORM
(Suggested Form)

Grievant's Profile

Name:.....
 Institutional ID:.....
 Gender : Male/Female
 Phone:.....
 Email:.....

Grievance Details

Type of Grievance

- Academic Related
- Extension & Extra-curricular
- Amenities & Maintenance
- Placements &
- General Administration
- Other related issues

Date of Occurrence:.....

 Note: Must be filed within 5 working Days

Have you discussed this issue with your Mentor and/or HOD/Director/Controlling Officer?

<input type="checkbox"/> Ye	<input type="checkbox"/> No	<input type="checkbox"/> Not applicable
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Mentor's/HoD's/Director's/Controlling officer's

Name:.....

Phone:

Issue of Grievance: (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

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Action Requested: Indicate the action(s) that would resolve your grievance.

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I declare that the information provided by me is true and factual to the best of my knowledge.

Date:

Grievant Signature: