



TEERTHANKER MAHAVEER UNIVERSITY

DELHI ROAD, MORADABAD (U.P.)

STUDENTS' GRIEVANCE REDRESSAL SYSTEM

In order to promote a responsive and conducive academic environment on the campus, each College/Independent Teaching Department shall establish a 'Students' Grievance Redressal Cell'. The 'Cell' shall provide a friendly mechanism to the students to report their grievances and the faster disposal of the same. It shall also provide a platform to the students to come forward with constructive suggestions for more efficient and effective teaching-learning atmosphere.

Further, the University has established a Students' Help Desk at the Administrative Block with an objective of guiding the university students to the appropriate Office/Officer for addressing their queries or resolving a difficulty. The 'Help Desk' shall also advise the students about the procedure involved in the matter. It may also facilitate in resolving any grievance of a student remaining unattended at the College/Department level.

[NOTE: The term "Grievance" refers to a difficulty, problem, or a feeling of discontent at individual student level due to an act/omission of the staff of University/College/Department]

1. OBJECTIVES:

(i) Students' Help Desk

- To guide a student about the procedure and officers/offices to be approached to address any query/grievance related to an academic or administrative matter.
- To co-ordinate with College/Department/Section/Division of the University in resolving the students grievances.

(ii) Students' Grievance Redressal Cell

- Providing a free and fair environment to students so that they can express their difficulties/problems without any apprehension.
- To ensure early and effective solution to a student's problem and provide/suggest ways and means so that such an issue does not arise in future.
- Counseling the students to maintain dignity and decorum, and to exercise restraint and patience as per demand of the situation.
- Ensuring friendly environment in the College/Department by promoting cordial Student-Student and Student-Staff relations.
- Training the staff to be more responsive, courteous, and service oriented.

2. CONSTITUTION OF THE STUDENTS' GRIEVANCE REDRESSAL CELL:

a) For Colleges:

- | | |
|---|--------------------|
| (i) Principal | : Chairperson |
| (ii) One Senior most Professor
<i>(in case there is no Professor, the senior most faculty other than mentioned below)</i> | : Member |
| (iii) One Senior most Female Faculty | : Member |
| (iv) Dy. Registrar/Asstt. Registrar/Administrative Officer, as
the case may be OR
A person not below the rank of an Asstt. Professor
<i>(to be nominated by the Principal)</i> | : Member Secretary |

b) For Independent Teaching Departments

- | | | | |
|-------|---|---|------------------|
| (i) | Head of the Department | : | Chairperson |
| (ii) | Senior most Professor
<i>(in case there is no Professor, the senior most faculty other than mentioned below)</i> | : | Member |
| (iii) | One Senior most Female Faculty | : | Member Secretary |

Note: Each College/ Independent Teaching Department shall constitute its Students' Grievance Redressal Cell within one week of notification these 'Rules', and send the details to the Office of the Registrar for information.

3. SCOPE

The Students' Grievance Redressal Cell shall strive to resolve all types of grievances of routine nature raised by the students of the respective College/Department, except those mentioned in the 'Exclusion' clause or the ones that infringe upon the working of any other Authority.

As such, the 'Cell' shall deal with the following types of grievances/suggestions *(the list is only indicative in nature)*:

- (i) **Academic:** Identity Card, Marks Sheet, Duplicate Marks Sheet, Migration Certificate, Enrollment number, Degree Certificate, Character certificate, Internal assessment, Attendance, Laboratory, Workshop
- (ii) **Financial:** Fee/Dues, Fine
- (iii) **Administrative:** Discipline, Transport, Security, and Information/Query
- (iv) **Hostel:** Accommodation, Services, Hygiene, Cleanliness, Food.

4. PROCEDURE TO FILE A GRIEVANCE/SUGGESTION

- A student may approach the Students' Grievance Redressal Cell in person and file her/his grievance/suggestion in the prescribed format (Annexure-I), available on the University website.
- The matter may also be reported through e-mail to the Chairperson of the 'Cell'.
- A student may also drop the completed proforma in the Suggestion/ Grievance Box placed outside the Office to the respective Principal/HOD.
- A student can approach the Students' Help Desk for any grievance/suggestion related to other sections of the University, or regarding a grievance not settled by her/his College/Department.
- A student can also make use of the Suggestion/Complaint Box maintained at the Students' Help Desk for giving a suggestion or reporting a grievance.
- No student is allowed to file a grievance/suggestion on behalf of any other student.
- Incomplete proforma or anonymous proforma shall be summarily rejected.

5. COMPLAINT PROCESSING

- (i) Suggestion/Grievance Box maintained at the College/Department will be opened every Monday & Thursday by the Member Secretary of the Cell.
- (ii) In case of the University the Suggestion/Grievance Box shall be opened by an authorized representative of the Registrar.
- (iii) The Suggestions/Grievances so received shall be entered in serial order with a suffix S or G, as the case may, in the register maintained for the purpose. All grievances/ suggestions received by hand or email shall also be recorded in the same register in the order of their receipt at the concerned Cell/Desk.

b) For Independent Teaching Departments

- (i) Head of the Department : Chairperson
(ii) Senior most Professor : Member
(in case there is no Professor, the senior most faculty other than mentioned below)
(iii) One Senior most Female Faculty : Member Secretary

Note: Each College/ Independent Teaching Department shall constitute its Students' Grievance Redressal Cell within one week of notification these 'Rules', and send the details to the Office of the Registrar for information.

3. SCOPE

The Students' Grievance Redressal Cell shall strive to resolve all types of grievances of routine nature raised by the students of the respective College/Department, except those mentioned in the 'Exclusion' clause or the ones that infringe upon the working of any other Authority.

As such, the 'Cell' shall deal with the following types of grievances/suggestions *(the list is only indicative in nature)*:

- (i) **Academic:** Identity Card, Marks Sheet, Duplicate Marks Sheet, Migration Certificate, Enrollment number, Degree Certificate, Character certificate, Internal assessment, Attendance, Laboratory, Workshop
(ii) **Financial:** Fee/Dues, Fine
(iii) **Administrative:** Discipline, Transport, Security, and Information/Query
(iv) **Hostel:** Accommodation, Services, Hygiene, Cleanliness, Food.

4. PROCEDURE TO FILE A GRIEVANCE/SUGGESTION

- A student may approach the Students' Grievance Redressal Cell in person and file her/his grievance/suggestion in the prescribed format (Annexure-I), available on the University website.
- The matter may also be reported through e-mail to the Chairperson of the 'Cell'.
- A student may also drop the completed proforma in the Suggestion/ Grievance Box placed outside the Office to the respective Principal/HOD.
- A student can approach the Students' Help Desk for any grievance/suggestion related to other sections of the University, or regarding a grievance not settled by her/his College/Department.
- A student can also make use of the Suggestion/Complaint Box maintained at the Students' Help Desk for giving a suggestion or reporting a grievance.
- No student is allowed to file a grievance/suggestion on behalf of any other student.
- Incomplete proforma or anonymous proforma shall be summarily rejected.

5. COMPLAINT PROCESSING

- (i) Suggestion/Grievance Box maintained at the College/Department will be opened every Monday & Thursday by the Member Secretary of the Cell.
- (ii) In case of the University the Suggestion/Grievance Box shall be opened by an authorized representative of the Registrar.
- (iii) The Suggestions/Grievances so received shall be entered in serial order with a suffix S or G, as the case may, in the register maintained for the purpose. All grievances/ suggestions received by hand or email shall also be recorded in the same register in the order of their receipt at the concerned Cell/Desk.

- (iv) The Students Grievance Redressal Cell shall ensure urgent meeting(s) as are necessary to ensure early resolution of grievance(s), such that the students can find early solution to the difficulties faced by them, thus generating higher confidence into the system.
- (v) It is desirable that the 'Cell' resolves all the issues within seven working days from date of its registering.
- (vi) The action taken with date against each grievance/suggestion shall be recorded in the above register.
- (vii) Minutes of meeting of the 'Cell' shall be maintained by the respective College/ Department.
- (viii) A monthly report of the above shall be sent to the office of the Registrar along with other monthly reports.

6. EXCLUSION

The Students' Grievance Redressal Cell or Students' Help Desk shall not entertain the grievance arising out of any of the following:

- (i) Decisions of the Executive Council, Academic Council, University Court, Planning Board, Finance Committee.
- (ii) Decisions of the Board of Studies, Board of Faculty, any other Administrative or Academic Committees constituted by the University.
- (iii) Decisions taken by the University Authorities with regard to disciplinary matter and conduct of student.
- (iv) Decisions of the competent authority on assessment and examination results.

7. APPELLATE AUTHORITY & POWER TO REMOVE DIFFICULTIES

- The Vice Chancellor of the University shall be the Appellate Authority, whose decision shall be final and binding on all.
- The Vice Chancellor shall also be the competent authority to remove any difficulty or ambiguity in interpretation and effecting these 'Rules'.

----- X -----



TEERTHANKER MAHAVEER UNIVERSITY

Delhi Road, Moradabad (U.P.)

Proforma for Filing Suggestion/Grievance with 'Students Grievance Redressal Cell'

A. Student's Particulars:

- 1 Student's Name: _____ 2 Father's Name: _____
- 3 Enrollment No.: _____ 4 Program: _____
- 5 Semester/ Year: _____ 6 College/Deptt.: _____
- 7 Mobile No.: _____ 8 Email ID: _____

B. Suggestion/Grievance (please attach extra sheet, if required):

.....

.....

.....

.....

.....

.....

.....

.....

Date: _____

Signature: _____

FOR OFFICE USE ONLY

Date of Receipt _____

No.: S/G _____

C. Processing & Action Taken Report:

.....

.....

.....

.....

.....

.....

.....

.....

Date: _____

Signature (Member Secretary): _____