

Key Indicator – 5.1 Student Support
(30)

5.1.4 The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation-wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

(5)

Criteria 5.1.4

Appendix-2

Details of Statutory / Regulatory Committees

- **Grievance Redressal Policy - Students/Faculty**
- **Internal Complaints Committee Policy**
- **Anti-Ragging**

**Grievances Redressal of
Student / Faculty**

June 7, 2019

Grievance Redressal of Students Policy

1. Background

- a) This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the Ansal University, Regulations Governing Grievance Redressal of Students”.

2. Purpose

Ansal University- is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

3. Aim

The aim of these rules is

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

4. Scope and Applicability

- a) These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- b) A ‘Student’ for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University

5. Definitions

- a) ‘Grievance’ is defined as a student’s dissatisfaction with respect to any aspect of the University’s activities and services.
- b) ‘Person’ referred herein shall mean a student on the rolls of the University.
- c) ‘University’ means the Ansal University, Gurugram.



Note: In these Regulations wherever 'he' and 'his' occurs, these shall mean to imply 'he/she' and 'his/her' respectively.

6. Types of grievance

Types of Student grievance

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc.

7. Procedure for redressal of grievance

7.1 Informal Resolution before an issue becomes a formal grievance

- a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
- b) Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

7.2 Grievance handling and resolution mechanism

- a) Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- b) The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified under clause 10 of these regulations.

7.3 Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

a) Stage I

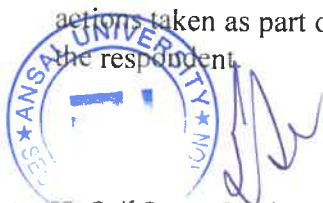
Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 10.



- ii. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
 - iii. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level 1 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
 - vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- b) Stage 2:
- i. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 10 of these regulations.
 - ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
 - iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- c) Stage 3:
- i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 10 of these regulations.
 - ii. The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
 - iii. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

8. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the action taken as part of the process will be provided if so requested by the complainant or the respondent.



- d) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- e) There will be no cost to the complainant for utilizing this grievance and appeal process.

9. Ombudsman

Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.
- c) The Ombudsman shall be appointed by the university on part-time basis

Term of Ombudsman

The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same university.

Powers and functions of Ombudsman

- a) The Ombudsman shall exercise his powers to hear any grievance
 - i. Of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - ii. Of any applicant for admission as student to such institution.
- b) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- c) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

Procedure in redressal of grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.



10. Matrix of grievance handling authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	Department Coordinator	Dean of Respective School	Vice Chancellor
2	Against Faculty	Department Coordinator	Dean of Respective School	Vice Chancellor
3	Grievance related examination	Department Coordinator	Controller of Examination	Vice Chancellor
4	Grievance related to summer internship & placements	Department Coordinator	Director – Corporate Relations & Placements	Vice Chancellor
5	Grievance related to amenities & services	Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
6	Grievance related to stay at hostel	Hostel Warden	Director – Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager - Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean of Respective School / Director – Student Affairs	Vice Chancellor

*Cases related to Sexual Harassment will follow 'Policy on prevention of sexual harassment at workplace: Guidelines for Ansal University'.



9. Appendix 1: List of Student Grievances

a) Grievances that are Academic in nature

- i. Academic Quality
- ii. Suspension of student
- iii. Academic Integrity dispute
- iv. Course material
- v. Class time table
- vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vii. Attendance/directed reading
- viii. Internal Assessment
- ix. Co-curricular activities
- x. Grade Dispute

b) Against Faculty

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

c) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

f) Grievance related to stay at hostel

- i. Quality of Food and Hygiene
- ii. Hostel amenities





g) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions
- iii. Scholarship
- iv. Refunds

h) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

i) Harassment by fellow students or faculty/ staff etc.

- i. Bullying

Registrar:





June 7, 2019

Grievance Redressal Policy – Faculty/Staff

I. POLICY STATEMENT

This Policy is intended to provide a fair, internal process for resolving disputes that arise between faculty or academic staff members and administrators. The formal procedures described in this Policy are intended to be used only when matters cannot be resolved informally. A faculty or staff member who feels aggrieved should first seek an informal resolution at the department, or school level before filing a formal grievance under this Policy.

Grievance Redressal Mechanism for faculty and staff of Ansal University

The Grievance Redressal cell at the University aims at developing a responsive and accountable attitude amongst all stakeholders in order to maintain a harmonious atmosphere at the University.

The Grievance redressal cell is constituted for the redressal of the problems reported by the faculty and staff of the University with the following objectives.

- Upholding the dignity of the university by ensuring a strife free atmosphere and promoting cordial relationships.
- Encouraging faculty and staff to express their grievances fairly and freely without any fear of being victimized.
- Advising faculty and staff to respect the rights and dignity of one another and show restraint and patience whenever a rift or interpersonal issue arises.
- Advising faculty members to refrain from inciting students or other faculty and staff members.
- Advising faculty member to refrain from vindictive action

II. DEFINITIONS

- A. Grievance: A written complaint filed by a faculty or staff member alleging a violation of University, college, department, or school, or policy or established practice.



Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, or instructor, including those with fixed-term and visiting status.

- B. Staff: A full time non-teaching employee of the university including, library , registrar office, examination office , laboratory staff and other administrative staff
- C. Policy: A written statement of principles and procedures that govern the actions of faculty, staff, and administrators, including written rules, bylaws, procedures, or standards.
- D. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit that are usually unwritten but of longstanding duration, and for whose existence the grievant can offer evidence.
- E. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

III MECHANISM FOR REDRESSAL OF GRIEVANCES OF FACULTY AND STAFF

- The following two tier approach for grievance redressal is constituted at the university.
- SCHOOL LEVEL GREIVANCE COMMITTEE



- UNIVERSITY LEVEL GRIEVANCE COMMITTEE

COMPOSITION OF THE CENTRAL GREIVANCE REDRESSAL COMMITTEE

1. Pro- Vice Chancellor/Dean Academics (In chair)
2. Dean or Departmental Head
3. Senior Professor/s
4. Director HR



IV SCOPE OF THE GRIEVANCE COMMITTEE

The committee shall deal with grievances received in writing about any of the following matter:

- Academic issues including course allocation workload, examinations, question paper setting and moderation, webcam related issues, adherence to academic schedules , plagiarism
- Interpersonal Issues and Interpersonal conflicts
- General: Insubordination, violation of University schedules, impersonation, any other form of malpractice.

Sexual Harassment: All complaints of sexual harassment shall be referred by the Central Grievance committee to the University level Committee for Prevention of Sexual Harassment.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the academic council , board of studies and executive council

V GRIEVANCE PROCEDURE

A faculty or staff member may file a formal grievance that alleges a violation of University, department, school, policy or established practice.

A faculty /staff member who feels aggrieved may discuss his/her complaint in a confidential meeting with his head of department or dean.

To file a grievance, an individual faculty or staff member must submit a written, signed statement (the "grievance") to the Central Grievance Committee or School level Grievance committee. The grievance must contain the following information:

1. the specific policy or established practice that has allegedly been violated;
2. the date of the alleged violation and the date on which the grievant became aware of the alleged violation;
3. the facts relevant to the alleged violation;
4. the person(s) against whom the grievance is filed and





5. The redress sought.

The grievant must also submit any documents to the grievance.

VII GRIEVANCE ENQUIRY: PROCEDURES

1. Enquiry shall be scheduled as expeditiously as possible and with due regard for the schedule of both parties.
2. The chairman of the committee shall provide written notice of the time and place of the enquiry, the names of panel and copies of any documents submitted by the parties and deemed relevant, to each party at least four (4) days before the hearing/meeting.
3. The enquiry meeting shall be conducted in good faith and must be completed within 7 calendar days unless the chairman determines that an extension of time is necessary.
4. Minutes of the enquiry shall be maintained. A party may request and obtain a copy minutes.
5. The privacy of confidential records used in the enquiry shall be respected.
6. All parties may present their cases in person and may call witnesses on their behalf.
7. A party may elect not to appear, in which event the enquiry will be held in his or her absence. Absence of a party shall not be prejudicial to the enquiry.
8. The grievant has the responsibility of proving that there has been a violation of policy or established practice. The committee shall decide whether the preponderance of the evidence supports the allegations made by the grievant.



9. The Committees shall resolve any issues raised by the parties, after providing each party the opportunity to be heard on such matters.
10. In case a grievance is received against any of the members of the Central Grievance committee, then the Vice Chancellor, Pro Vice Chancellor Academics and Advisor to Chancellor shall conduct the enquiry and submit the report to the Chancellor.

While dealing with complaint, the committees will observe the law of natural justice.

It is important to point out here that while giving a decision on any grievance the relevant provisions of Act/Regulations should be kept in mind and no decisions should be taken in contradiction of the same.


Registrar:



Grievance Redressal of Students Policy

July 9, 2020

1. Background

- a) This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the Sushant University (Erstwhile Ansal University), Regulations Governing Grievance Redressal of Students”.

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6. Types of grievance

Types of Student grievance

These grievances can be in the nature of:

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- a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
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The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

- a) Stage 1
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 10.



- ii. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
 - iii. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level 1 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
 - vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
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Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.
- c) The Ombudsman shall be appointed by the university on part-time basis

Term of Ombudsman

The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same university.

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Procedure in redressal of grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.



10. Matrix of grievance handling authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
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6	Grievance related to stay at hostel	Hostel Warden	Director – Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager – Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean of Respective School / Director – Student Affairs	Vice Chancellor

*Cases related to Sexual Harassment will follow 'Policy on prevention of sexual harassment at workplace: Guidelines for Sushant University (Erstwhile Ansal University)'.



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- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

f) Grievance related to stay at hostel

- i. Quality of Food and Hygiene
- ii. Hostel amenities



a) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions
- iii. Scholarship
- iv. Refunds

b) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

c) Harassment by fellow students or faculty/ staff etc.

- i. Bullying



Registrar:



July 9, 2020

Grievance Redressal Policy – Faculty/Staff

I. POLICY STATEMENT

This Policy is intended to provide a fair, internal process for resolving disputes that arise between faculty or academic staff members and administrators. The formal procedures described in this Policy are intended to be used only when matters cannot be resolved informally. A faculty or staff member who feels aggrieved should first seek an informal resolution at the department, or school level before filing a formal grievance under this Policy.

Grievance Redressal Mechanism for faculty and staff of Sushant University (Erstwhile Ansal University)

The Grievance Redressal cell at the University aims at developing a responsive and accountable attitude amongst all stakeholders in order to maintain a harmonious atmosphere at the University.

The Grievance redressal cell is constituted for the redressal of the problems reported by the faculty and staff of the University with the following objectives.

- Upholding the dignity of the university by ensuring a strife free atmosphere and promoting cordial relationships.
- Encouraging faculty and staff to express their grievances fairly and freely without any fear of being victimized.
- Advising faculty and staff to respect the rights and dignity of one another and show restraint and patience whenever a rift or interpersonal issue arises.
- Advising faculty members to refrain from inciting students or other faculty and staff members.
- Advising faculty member to refrain from vindictive action

II. DEFINITIONS

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Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, or instructor, including those with fixed-term and visiting status.

- B. Staff: A full time non-teaching employee of the university including, library , registrar office, examination office , laboratory staff and other administrative staff
- C. Policy: A written statement of principles and procedures that govern the actions of faculty, staff, and administrators, including written rules, bylaws, procedures, or standards.
- D. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit that are usually unwritten but of longstanding duration, and for whose existence the grievant can offer evidence.
- E. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

III MECHANISM FOR REDRESSAL OF GRIEVANCES OF FACULTY AND STAFF

- The following two tier approach for grievance redressal is constituted at the university.
- SCHOOL LEVEL GREIVANCE COMMITTEE



- UNIVERSITY LEVEL GRIEVANCE COMMITTEE

COMPOSITION OF THE CENTRAL GREIVANCE REDRESSAL COMMITTEE

1. Pro- Vice Chancellor/Dean Academics (In chair)
2. Dean or Departmental Head
3. Senior Professor/s
4. Director HR



IV SCOPE OF THE GRIEVANCE COMMITTEE

The committee shall deal with grievances received in writing about any of the following matter:

- Academic issues including course allocation workload, examinations, question paper setting and moderation, webcam related issues, adherence to academic schedules , plagiarism
- Interpersonal Issues and Interpersonal conflicts
- General: Insubordination, violation of University schedules, impersonation, any other form of malpractice.

Sexual Harassment: All complaints of sexual harassment shall be referred by the Central Grievance committee to the University level Committee for Prevention of Sexual Harassment.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the academic council , board of studies and executive council

V GRIEVANCE PROCEDURE

A faculty or staff member may file a formal grievance that alleges a violation of University, department, school, policy or established practice.

A faculty /staff member who feels aggrieved may discuss his/her complaint in a confidential meeting with his head of department or dean.

To file a grievance, an individual faculty or staff member must submit a written, signed statement (the "grievance") to the Central Grievance Committee or School level Grievance committee. The grievance must contain the following information:

1. the specific policy or established practice that has allegedly been violated;
2. the date of the alleged violation and the date on which the grievant became aware of the alleged violation;
3. the facts relevant to the alleged violation;
4. the person(s) against whom the grievance is filed and



5. The redress sought.

The grievant must also submit any documents to the grievance.

VI The school level Grievance Committee or the Central Grievance committee shall verify the following:

1. Whether the grievance has been filed in a timely fashion;
2. Whether the grievance adequately identifies the existing policies and/or established practices alleged to have been violated
3. Whether the grievance contains a reasonably adequate statement of the facts relevant to the complaint.

VII GRIEVANCE ENQUIRY: PROCEDURES

1. Enquiry shall be scheduled as expeditiously as possible and with due regard for the schedule of both parties.
2. The chairman of the committee shall provide written notice of the time and place of the enquiry, the names of panel and copies of any documents submitted by the parties and deemed relevant, to each party at least three
3. (2) days before the hearing/meeting.
4. The enquiry meeting shall be conducted in good faith and must be completed within 7 calendar days unless the chairman determines that an extension of time is necessary.
5. Minutes of the enquiry shall be maintained. A party may request and obtain a copy minutes.
6. The privacy of confidential records used in the enquiry shall be respected.
7. All parties may present their cases in person and may call witnesses on their behalf.
8. A party may elect not to appear, in which event the enquiry will be held in his or her absence. Absence of a party shall not be prejudicial to the enquiry.
9. The grievant has the responsibility of proving that there has been a violation of policy or established practice. The committee shall decide whether the preponderance of the evidence supports the allegations made by the grievant.



9. The Committees shall resolve any issues raised by the parties, after providing each party the opportunity to be heard on such matters.
10. When an enquiry panel sustains an allegation made in a grievance, it shall recommend appropriate redress consistent with existing policies, procedures, and practices.
11. In case a grievance is received against any of the members of the Central Grievance committee, then the Vice Chancellor, Pro Vice Chancellor Academics and Advisor to Chancellor shall conduct the enquiry and submit the report to the Chancellor.

While dealing with complaint, the committees will observe the law of natural justice.

It is important to point out here that while giving a decision on any grievance the relevant provisions of Act/Regulations should be kept in mind and no decisions should be taken in contradiction of the same.


Registrar:



Grievance Redressal of Students Policy

1. Background

- a) This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the Sushant University (Erstwhile Ansal University), Regulations Governing Grievance Redressal of Students”.

2. Purpose

Sushant University (Erstwhile Ansal University) - is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

3. Aim

The aim of these rules is

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

4. Scope and Applicability

- a) These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- b) A ‘Student’ for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University

5. Definitions

- a) ‘Grievance’ is defined as a student’s dissatisfaction with respect to any aspect of the University’s activities and services.
- b) ‘Person’ referred herein shall mean a student on the rolls of the University.
- c) ‘University’ means the Sushant University, Gurugram.



Note: In these Regulations wherever 'he' and 'his' occurs, these shall mean to imply 'he/she' and 'his/her' respectively.

6. Types of grievance

Types of Student grievance

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc.

7. Procedure for redressal of grievance

7.1 Informal Resolution before an issue becomes a formal grievance

- a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
- b) Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

7.2 Grievance handling and resolution mechanism

- a) Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- b) The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified under clause 10 of these regulations.

7.3 Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

- a) Stage I
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 10.



- ii. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
 - iii. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level 1 authority may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
 - vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- b) Stage 2:
- i. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 10 of these regulations.
 - ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
 - iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- c) Stage 3:
- i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 10 of these regulations.
 - ii. The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
 - iii. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

8. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so requested by the complainant or the respondent.



- d) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- e) There will be no cost to the complainant for utilizing this grievance and appeal process.

9. Ombudsman

Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.
- c) The Ombudsman shall be appointed by the university on part-time basis

Term of Ombudsman

The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same university.

Powers and functions of Ombudsman

- a) The Ombudsman shall exercise his powers to hear any grievance
 - i. Of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - ii. Of any applicant for admission as student to such institution.
- b) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- c) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

Procedure in redressal of grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.



10. Matrix of grievance handling authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	Department Coordinator	Dean Respective School	of Vice Chancellor
2	Against Faculty	Department Coordinator	Dean Respective School	of Vice Chancellor
3	Grievance related examination	Department Coordinator	Controller of Examination	Vice Chancellor
4	Grievance related to summer internship & placements	Department Coordinator	Director – Corporate Relations & Placements	Vice Chancellor
5	Grievance related to amenities & services	Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
6	Grievance related to stay at hostel	Hostel Warden	Director – Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager – Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean / Director – Student Affairs	of Vice Chancellor

*Cases related to Sexual Harassment will follow ‘Policy on prevention of sexual harassment at workplace: Guidelines for Sushant University (Erstwhile Ansal University)’.



9. Appendix 1: List of Student Grievances

a) Grievances that are Academic in nature

- i. Academic Quality
- ii. Suspension of student
- iii. Academic Integrity dispute
- iv. Course material
- v. Class time table
- vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vii. Attendance/directed reading
- viii. Internal Assessment
- ix. Co-curricular activities
- x. Grade Dispute

b) Against Faculty

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

c) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

f) Grievance related to stay at hostel

- i. Quality of Food and Hygiene
- ii. Hostel amenities



g) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions
- iii. Scholarship
- iv. Refunds

h) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

i) Harassment by fellow students or faculty/ staff etc.

- i. Bullying


Registrar:



Grievance Redressal Policy – Faculty/Staff

I. POLICY STATEMENT

This Policy is intended to provide a fair, internal process for resolving disputes that arise between faculty or academic staff members and administrators. The formal procedures described in this Policy are intended to be used only when matters cannot be resolved informally. A faculty or staff member who feels aggrieved should first seek an informal resolution at the department, or school level before filing a formal grievance under this Policy.

Grievance Redressal Mechanism for faculty and staff of Sushant University (Erstwhile Ansa University)

The Grievance Redressal cell at the University aims at developing a responsive and accountable attitude amongst all stakeholders in order to maintain a harmonious atmosphere at the University.

The Grievance redressal cell is constituted for the redressal of the problems reported by the faculty and staff of the University with the following objectives.

- Upholding the dignity of the university by ensuring a strife free atmosphere and promoting cordial relationships.
- Encouraging faculty and staff to express their grievances fairly and freely without any fear of being victimized.
- Advising faculty and staff to respect the rights and dignity of one another and show restraint and patience whenever a rift or interpersonal issue arises.
- Advising faculty members to refrain from inciting students or other faculty and staff members.
- Advising faculty member to refrain from vindictive action

II. DEFINITIONS

- A. Grievance: A written complaint filed by a faculty or staff member alleging a violation of University, college, department, or school, or policy or established practice.



- B. Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, or instructor, including those with fixed-term and visiting status.
- C. Staff: A full time non-teaching employee of the university including, library , registrar office, examination office , laboratory staff and other administrative staff
- D. Policy: A written statement of principles and procedures that govern the actions of faculty, staff, and administrators, including written rules, bylaws, procedures, or standards.
- E. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit that are usually unwritten but of longstanding duration, and for whose existence the grievant can offer evidence.
- F. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

III MECHANISM FOR REDRESSAL OF GRIEVANCES OF FACULTY AND STAFF

- The following two tier approach for grievance redressal is constituted at the university.
 - SCHOOL LEVEL GRIEVANCE COMMITTEE
- ↓
- UNIVERSITY LEVEL GRIEVANCE COMMITTEE

COMPOSITION OF THE SCHOOL LEVEL GRIEVANCE REDRESSAL COMMITTEE

The school level grievance committee shall have the following compositions

- (i) The school dean/principal/HOD (Chairman/chairperson)
- (ii) 3 senior faculty as members

COMPOSITION OF THE CENTRAL GREIVANCE REDRESSAL COMMITTEE

1. Pro- Vice Chancellor/Dean Academics (In chair)
2. Dean or Departmental Head
3. Senior Professor/s
4. Director HR



IV SCOPE OF THE GRIEVANCE COMMITTEE

The committee shall deal with grievances received in writing about any of the following matter:

- Academic issues including course allocation workload, examinations, question paper setting and moderation, webcam related issues, adherence to academic schedules , plagiarism
- Interpersonal Issues and Interpersonal conflicts
- General: Insubordination, violation of University schedules, impersonation, any other form of malpractice.

Sexual Harassment: All complaints of sexual harassment shall be referred by the Central Grievance committee to the University level Committee for Prevention of Sexual Harassment.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the academic council , board of studies and executive council

V GRIEVANCE PROCEDURE

A faculty or staff member may file a formal grievance that alleges a violation of University, department, school, policy or established practice.

A faculty /staff member who feels aggrieved may discuss his/her complaint in a confidential meeting with his head of department or dean.

To file a grievance, an individual faculty or staff member must submit a written, signed statement (the "grievance") to the Central Grievance Committee or School level Grievance committee. The grievance must contain the following information:

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2. the date of the alleged violation and the date on which the grievant became aware of the alleged violation;
3. the facts relevant to the alleged violation;
4. the person(s) against whom the grievance is filed and



5. The redress sought.

The grievant must also submit any documents to the grievance.

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1. Whether the grievance has been filed in a timely fashion;
2. Whether the grievance adequately identifies the existing policies and/or established practices alleged to have been violated
3. Whether the grievance contains a reasonably adequate statement of the facts relevant to the complaint.

VII GRIEVANCE ENQUIRY: PROCEDURES

1. Enquiry shall be scheduled as expeditiously as possible and with due regard for the schedule of both parties.
2. The chairman of the committee shall provide written notice of the time and place of the enquiry, the names of panel and copies of any documents submitted by the parties and deemed relevant, to each party at least three (3) days before the hearing/meeting.
3. The enquiry meeting shall be conducted in good faith and must be completed within 7 calendar days unless the chairman determines that an extension of time is necessary.
4. Minutes of the enquiry shall be maintained. A party may request and obtain a copy minutes.
5. The privacy of confidential records used in the enquiry shall be respected.
6. All parties may present their cases in person and may call witnesses on their behalf.
7. A party may elect not to appear, in which event the enquiry will be held in his or her absence. Absence of a party shall not be prejudicial to the enquiry.
8. The grievant has the responsibility of proving that there has been a violation of policy or established practice. The committee shall decide whether the preponderance of the evidence supports the allegations made by the grievant.



9. The Committees shall resolve any issues raised by the parties, after providing each party the opportunity to be heard on such matters.
10. When an enquiry panel sustains an allegation made in a grievance, it shall recommend appropriate redress consistent with existing policies, procedures, and practices.
11. In case a grievance is received against any of the members of the Central Grievance committee, then the Vice Chancellor, Pro Vice Chancellor Academics and Advisor to Chancellor shall conduct the enquiry and submit the report to the Chancellor.

While dealing with complaint, the committees will observe the law of natural justice.

It is important to point out here that while giving a decision on any grievance the relevant provisions of Act/Regulations should be kept in mind and no decisions should be taken in contradiction of the same.



Registrar:



Grievance Redressal of Students Policy

1. Background

- a) This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the “Sushant University, Regulations Governing Grievance Redressal of Students”.

2. Purpose

Sushant University- is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

3. Aim

The aim of these rules is

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
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4. Scope and Applicability

- a) These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- b) A ‘Student’ for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University

5. Definitions

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Note: In these Regulations wherever 'he' and 'his' occurs, these shall mean to imply 'he/she' and 'his/her' respectively.

6. Types of grievance

Types of Student grievance

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc.

7. Procedure for redressal of grievance

7.1 Informal Resolution before an issue becomes a formal grievance

- a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
- b) Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

7.2 Grievance handling and resolution mechanism

- a) Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- b) The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified under clause 10 of these regulations.

7.3 Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

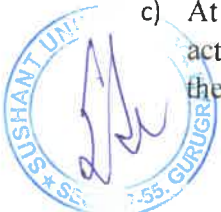
- a) Stage 1
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 10.



- ii. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
 - iii. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level 1 authority, may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
 - vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- b) Stage 2:
- i. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 10 of these regulations.
 - ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
 - iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- c) Stage 3:
- i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 10 of these regulations.
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8. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against
- b) Implementation of the procedure will be done without prejudice to either party.
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- d) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- e) There will be no cost to the complainant for utilizing this grievance and appeal process.

9. Ombudsman

Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.
- c) The Ombudsman shall be appointed by the university on part-time basis

Term of Ombudsman

The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same university.

Powers and functions of Ombudsman

- a) The Ombudsman shall exercise his powers to hear any grievance
 - i. Of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
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- b) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
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Procedure in redressal of grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.



10. Matrix of grievance handling authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
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5	Grievance related to amenities & services	Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
6	Grievance related to stay at hostel	Hostel Warden	Director – Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager - Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean / Director – Student Affairs	of Vice Chancellor

*Cases related to Sexual Harassment will follow ‘Policy on prevention of sexual harassment at workplace: Guidelines for Sushant University’.



9. Appendix 1: List of Student Grievances

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 - viii. Internal Assessment
 - ix. Co-curricular activities
 - x. Grade Dispute
- b) Against Faculty**
- i. Academic delivery & quality
 - ii. Classroom conduct
 - iii. Regularity & punctuality
 - iv. Any discrimination / victimization of students
- c) Grievance related to examination**
- i. Registration / Re-registration / Student Records
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 - v. De-barred / Year back cases
 - vi. Discrepancy in Diplomas / Degrees
- d) Grievance related to Summer Internship & Placements**
- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules
- e) Grievance related to Amenities & Services**
- i. Common services (Transportation / Canteen / Medical, etc.)
 - ii. Extra-curricular facilities
 - iii. Student Financial Aid
 - iv. Travel Concession
 - v. Identity Cards
- f) Grievance related to stay at hostel**
- i. Quality of Food and Hygiene
 - ii. Hostel amenities



g) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions
- iii. Scholarship
- iv. Refunds

h) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

i) Harassment by fellow students or faculty/ staff etc.

- i. Bullying



Registrar:



June 10, 2022

Grievance Redressal Policy – Faculty/Staff

I. POLICY STATEMENT

This Policy is intended to provide a fair, internal process for resolving disputes that arise between faculty or academic staff members and administrators. The formal procedures described in this Policy are intended to be used only when matters cannot be resolved informally. A faculty or staff member who feels aggrieved should first seek an informal resolution at the department, or school level before filing a formal grievance under this Policy.

Grievance Redressal Mechanism for faculty and staff of Sushant University

The Grievance Redressal cell at the University aims at developing a responsive and accountable attitude amongst all stakeholders in order to maintain a harmonious atmosphere at the University.

The Grievance redressal cell is constituted for the redressal of the problems reported by the faculty and staff of the University with the following objectives.

- Upholding the dignity of the university by ensuring a strife free atmosphere and promoting cordial relationships.
- Encouraging faculty and staff to express their grievances fairly and freely without any fear of being victimized.
- Advising faculty and staff to respect the rights and dignity of one another and show restraint and patience whenever a rift or interpersonal issue arises.
- Advising faculty members to refrain from inciting students or other faculty and staff members.
- Advising faculty member to refrain from vindictive action

II. DEFINITIONS

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Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, or instructor, including those with fixed-term and visiting status.

- B. Staff: A full time non-teaching employee of the university including, library , registrar office, examination office , laboratory staff and other administrative staff
- C. Policy: A written statement of principles and procedures that govern the actions of faculty, staff, and administrators, including written rules, bylaws, procedures, or standards.
- D. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit that are usually unwritten but of longstanding duration, and for whose existence the grievant can offer evidence.
- E. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

III MECHANISM FOR REDRESSAL OF GRIEVANCES OF FACULTY AND STAFF

- The following two tier approach for grievance redressal is constituted at the university.
- SCHOOL LEVEL GREIVANCE COMMITTEE



- UNIVERSITY LEVEL GRIEVANCE COMMITTEE

COMPOSITION OF THE SCHOOL LEVEL GRIEVANCE REDRESSAL COMMITTEE

The school level grievance committee shall have the following compositions

- (i) The school dean/principal/HOD (Chairman/chairperson)
- (ii) 3 senior faculty as members

COMPOSITION OF THE CENTRAL GREIVANCE REDRESSAL COMMITTEE

1. Pro- Vice Chancellor/Dean Academics (In chair)
2. Dean or Departmental Head
3. Senior Professor/s
4. Director HR



IV SCOPE OF THE GRIEVANCE COMMITTEE

The committee shall deal with grievances received in writing about any of the following matter:

- Academic issues including course allocation workload, examinations, question paper setting and moderation, webcam related issues, adherence to academic schedules , plagiarism
- Interpersonal Issues and Interpersonal conflicts
- General: Insubordination, violation of University schedules, impersonation, any other form of malpractice.

Sexual Harassment: All complaints of sexual harassment shall be referred by the Central Grievance committee to the University level Committee for Prevention of Sexual Harassment.

Exclusions:

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the academic council , board of studies and executive council

V GRIEVANCE PROCEDURE

A faculty or staff member may file a formal grievance that alleges a violation of University, department, school, policy or established practice.

A faculty /staff member who feels aggrieved may discuss his/her complaint in a confidential meeting with his head of department or dean.

To file a grievance, an individual faculty or staff member must submit a written, signed statement (the "grievance") to the Central Grievance Committee or School level Grievance committee. The grievance must contain the following information:

1. the specific policy or established practice that has allegedly been violated;
2. the date of the alleged violation and the date on which the grievant became aware of the alleged violation;
3. the facts relevant to the alleged violation;
4. the person(s) against whom the grievance is filed and



5. The redress sought.

The grievant must also submit any documents to the grievance.

VI The school level Grievance Committee or the Central Grievance committee shall verify the following:

1. Whether the grievance has been filed in a timely fashion;
2. Whether the grievance adequately identifies the existing policies and/or established practices alleged to have been violated
3. Whether the grievance contains a reasonably adequate statement of the facts relevant to the complaint.

VII GRIEVANCE ENQUIRY: PROCEDURES

1. Enquiry shall be scheduled as expeditiously as possible and with due regard for the schedule of both parties.
2. The chairman of the committee shall provide written notice of the time and place of the enquiry, the names of panel and copies of any documents submitted by the parties and deemed relevant, to each party at least three (3) days before the hearing/meeting.
3. The enquiry meeting shall be conducted in good faith and must be completed within 7 calendar days unless the chairman determines that an extension of time is necessary.
4. Minutes of the enquiry shall be maintained. A party may request and obtain a copy minutes.
5. The privacy of confidential records used in the enquiry shall be respected.
6. All parties may present their cases in person and may call witnesses on their behalf.
7. A party may elect not to appear, in which event the enquiry will be held in his or her absence. Absence of a party shall not be prejudicial to the enquiry.
8. The grievant has the responsibility of proving that there has been a violation of policy or established practice. The committee shall decide whether the preponderance of the evidence supports the allegations made by the grievant.



9. The Committees shall resolve any issues raised by the parties, after providing each party the opportunity to be heard on such matters.
10. When an enquiry panel sustains an allegation made in a grievance, it shall recommend appropriate redress consistent with existing policies, procedures, and practices.
11. In case a grievance is received against any of the members of the Central Grievance committee, then the Vice Chancellor, Pro Vice Chancellor Academics and Advisor to Chancellor shall conduct the enquiry and submit the report to the Chancellor.

While dealing with complaint, the committees will observe the law of natural justice.

It is important to point out here that while giving a decision on any grievance the relevant provisions of Act/Regulations should be kept in mind and no decisions should be taken in contradiction of the same.


Registrar:



Grievance Redressal of Students Policy

1. Background

- a) This policy has been framed in line with the provisions of the “**University Grants Commission Grievance Redressal Regulations, 2012**” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the Sushant University, Regulations Governing Grievance Redressal of Students”.

2. Purpose

Sushant University - is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.

3. Aim

The aim of these rules is

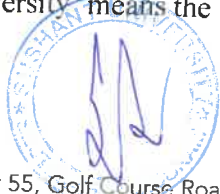
- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

4. Scope and Applicability

- a) These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- b) A ‘Student’ for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University

5. Definitions

- a) ‘Grievance’ is defined as a student’s dissatisfaction with respect to any aspect of the University’s activities and services.
- b) ‘Person’ referred herein shall mean a student on the rolls of the University.
- c) ‘University’ means the Sushant University, Gurugram.



Note: In these Regulations wherever 'he' and 'his' occurs, these shall mean to imply 'he/she' and 'his/her' respectively.

6. Types of grievance

Types of Student grievance

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination
- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc.

7. Procedure for redressal of grievance

7.1 Informal Resolution before an issue becomes a formal grievance

- a) Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counseling.
- b) Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator may seek guidance from the appropriate authority for the purpose.

7.2 Grievance handling and resolution mechanism

- a) Matrix for grievance redressal mechanism for students is given under clause 10 of these regulations.
- b) The grievance Redressal mechanism has three levels of grievance redressal of which Level-III is the Appellate Authority.
- c) Formal grievances shall be submitted in writing stating full material facts to the First Level Grievance Handling Authority as specified under clause 10 of these regulations.

7.3 Procedure and Stages in Grievance Handling

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 6 above:

- a) Stage 1
 - i. Formal complaint by the aggrieved person shall be submitted in writing to the Level-I Grievance Handling Authority, as specified under clause 10.



- ii. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
 - iii. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
 - iv. The Authority concerned will then endeavor to resolve the grievance within next seven working days of receiving the formal grievance and convey the outcome / action taken to the complainant.
 - v. The Level 1 authority may get the matter investigated through a designated subcommittee, if so considered necessary to arrive at a decision.
 - vi. Wherever required, the University will take preventive or corrective action in a reasonable time and advise the complainant of the same.
- b) Stage 2:
- i. If a complainant does not receive any response within the seven working days or is dissatisfied with the outcome of the complaint, s/he may prefer an appeal in writing with the Level-II Grievance Handling Authority concerned as specified under Clause 10 of these regulations.
 - ii. The Level-II Authority will consult with the complainant and other relevant parties within ten working days of receiving the appeal. Wherever possible, such consultations may be in the form of face-to –face discussion.
 - iii. Following the consultation, the Authority concerned will take further steps to address the grievance and communicate the same to the complainant.
- c) Stage 3:
- i. If a complainant is still dissatisfied with the outcome or decision of Level-II Authority on the appeal, he/she may represent the matter to the Appellate Authority as specified under clause 10 of these regulations.
 - ii. The concerned Appellate Authority will convey its decision within five working days from receiving the appeal.
 - iii. The decision of the Appellate Authority will be final and no further appeal will be entertained under any circumstances.

8. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so requested by the complainant or the respondent.



- d) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- e) There will be no cost to the complainant for utilizing this grievance and appeal process.

9. Ombudsman

Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.
- c) The Ombudsman shall be appointed by the university on part-time basis

Term of Ombudsman

The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same university.

Powers and functions of Ombudsman

- a) The Ombudsman shall exercise his powers to hear any grievance
 - i. Of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - ii. Of any applicant for admission as student to such institution.
- b) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- c) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

Procedure in redressal of grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.



10. Matrix of grievance handling authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	Department Coordinator	Dean Respective School	of Vice Chancellor
2	Against Faculty	Department Coordinator	Dean Respective School	of Vice Chancellor
3	Grievance related examination	Department Coordinator	Controller of Examination	Vice Chancellor
4	Grievance related to summer internship & placements	Department Coordinator	Director – Corporate Relations & Placements	Vice Chancellor
5	Grievance related to amenities & services	Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
6	Grievance related to stay at hostel	Hostel Warden	Director - Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager - Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean Respective School / Director – Student Affairs	of Vice Chancellor

*Cases related to Sexual Harassment will follow ‘Policy on prevention of sexual harassment at workplace: Guidelines for Sushant University’.



9. Appendix 1: List of Student Grievances

a) Grievances that are Academic in nature

- i. Academic Quality
- ii. Suspension of student
- iii. Academic Integrity dispute
- iv. Course material
- v. Class time table
- vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vii. Attendance/directed reading
- viii. Internal Assessment
- ix. Co-curricular activities
- x. Grade Dispute

b) Against Faculty

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

c) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

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