



ORDINANCE : G-002

Regulations For Student Grievance Redressal

Notified on 12/09/2023

Established under Uttar Pradesh Private Universities(Amendment) Act, 2023

(UP ACT No. 10 of 2023)

Regulation for Student Grievance Redressal

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PREAMBLE

T S Mishra University is committed to create conducive atmosphere for academic and holistic development of students. This ordinance has created a mechanism for Redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting examinations, harassment by colleague/senior students, staff or teachers etc. These regulations are in full consonance with University Grant Commission notification "(Redressal of Grievances of students) Regulations 2023" (UGC regulations 2023).

Unrestricted opportunities are given to the students to seek the redressal of their grievances through the Student Redressal Grievance Committee (hereinafter referred as the Committee), constituted in compliance with UGC regulation, 2023.

Although ragging is totally prohibited inside campus and the anti-ragging committees are in place, the student may if he/she so wishes bring to the notice any incident of ragging through this committee which shall ensure speedy action and protection of the student.

1. Objective:

To provide opportunities for redressal of grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

2. Definition:

- (a) **“aggrieved student”** means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

- (b) **“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 a 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, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.
- (c) **“Ombudsperson”** means the Ombudsperson appointed under these regulations;
 - (d) **“Student”** means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
 - (e) **“Students’ Grievance Redressal Committee (SGRC)”** means a committee constituted under these regulations, at the level of an institution.
 - (f) Words and expressions used in these regulations and not defined herein shall have their respective meanings assigned to them in the rules and regulations on the subject by the statutory bodies.

3. Student Grievance Redressal Committee (SGRC):

The Vice Chancellor shall constitute university level SGRC.

A. Composition:

- (i) **Presiding Officer:** senior professor level faculty
- (ii) **Members:** Four Professors/Associate professors level faculty.
- (iii) **Special Invitee:** A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities.

B. Eligibility for Membership of the Committee:

- (i) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.

- (ii) The term of the chairperson and members shall be for a period of two years.
- (iii) The term of the special invitee shall be one year.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (vii) Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

4. Jurisdiction of The Committee:

The SGRC will deal with all grievances related to academics or nonacademic matters. All grievances will be addressed to the presiding officer of the committee in writing in prescribed Format (Annexure I):

- a) Academic Matters - Issues related to marks, grade cards and other examination related matter, Transfer Certificate etc.
- b) Administration Matters – Infrastructure related, food, sanitation, transport or victimization.
- c) Harassment and Ragging

5. Appointment, Tenure, Removal and Conditions of Services of Ombudsperson:

- (i) Ombudsperson shall be appointed by the management for redressal of grievances of students of the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The terms and conditions of appointment of Ombudsperson shall be as per norms laid down in UGC regulations and existing university regulations.
- (iv) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.

- (vi) The remuneration for Ombudsperson shall be as per norms fixed by the respective university.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour, as per laid down procedure.

6. Functions of Ombudsperson:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

7. Procedure for redressal of grievances by ombudspersons and SGRC:

Following procedure will be adopted:

- (i) An online portal will be provided where any aggrieved student may submit an application seeking redressal of grievance. The student may submit the complaint online or in person.
- (ii) On receipt of the complaint, the institution shall refer the complaint to the SGRC, along with its comments within 15 days of receipt of complaint.
- (iii) The SGRC shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the SGRC within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

- (vii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (viii) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is provenly found to be false or frivolous.

8. **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 University, and the necessary changes shall be made in the rules of the University.
9. **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.
10. **Information Regarding Ombudspersons and Student Grievance Redressal Committees:** All relevant information in respect of the SGRC and the Ombudsperson shall be furnished, prominently, on its website and in prospectus, for the purpose of appeals.
11. **Annual Grievance Report:** SGRC shall prepare an annual report as per format (Annexure II) giving full account of all the grievances received and their resolution taken during the previous year. They will forward a copy of report to the Vice Chancellor.

Annexure-I (Format)

Application for Redressal of Grievance/s to Students' Grievance Redressal Cell

Nature of Grievance.....

To,

The Chairman

Students Grievance Redressal Cell (CGRC)

Subject: Application for Redressal of Grievance

Respected Sir/Madam

I/We am/are hereby forwarding my/our application for Redressal of Grievance/s. Kindly accepts it and do the further processing. My/Our personal details and particulars about my/ourgrievance are as follows:

1.	Name of Student	
2.	Father's Name	
3.	Course/Batch	
4.	Residential Address of the students	
5.	Permanent Address of the students	
6.	Email of the student	
7.	Mobile No. of the student	
8.	WhatsApp No. of the student	
9.	Nature of Grievance/s in which Redressal is Sought	Write/ Upload Word/PDF File
10.	List of Supporting Documents Attached herewith	Upload Word/PDF File/s

Declaration by the Students/s

I/We hereby declare that the above information furnished by me/us is true to the best of my/our knowledge. In case if it is turned false I/We am/are personally responsible for the punishment.

Signature of the Student

Date:

Place

Annexure II

Reference: University Grant Commission, New Delhi wide notification dated 11 April 2023

Annual Return on cases of Student Grievance Redressal

Period: From _____ to _____

Name of the University:

S.No.	Description	Number of cases
1.	Number of complaints of sexual harassment received in the year	
2.	Number of complaints disposed of during the year	
3.	Number of cases pending for more the 90 days	
4.	Number of workshops on awareness programmes against sexual harassment conducted during the year.	
5.	Nature of action	

Note:

- Information is to be provided in consolidated form in respect of University as a whole (including affiliated/constituent colleges).

Chairperson/Board