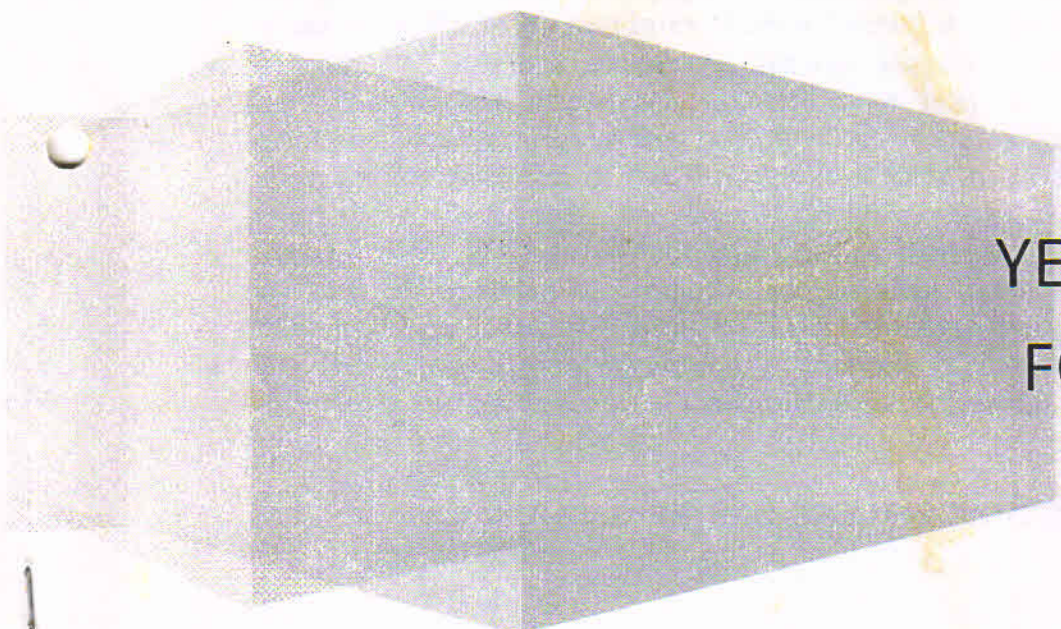


DEV SANSKRITI VISHWAVIDYALAYA

**GRIEVANCE REDRESSAL
MECHANISM FOR
STUDENTS AND FACULTY
MEMBERS**



**YEAR OF POLICY
FORMULATION**

DEV SANSKRITI VISHWAVIDYALAYA
GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS

Dev Sanskriti Vishwavidyalaya strives to sustain a collaborative learning community experience that supports the holistic development of its members and the creation of new knowledge. The university prepares students to live lives of purpose, thoughtful inquiry, and responsible living in a global and pluralistic society. It also emphasizes upon the wellbeing of its faculty members so that they can offer the best possible support to the students and contribute significantly in knowledge generation

With a strong belief and understanding that all the issues with the university community should be resolved through discussions and negotiations under the grievance redressal mechanism the policy has been brought in existence.

The '2012 Grievance Redressal regulations of the University Grants Commission' have been duly incorporated and implemented in the already existing mechanism.

(A) GRIEVANCE REDRESSAL MECHANISM IN HOSTEL-

- Hostel in the University exist to provide conditions of congenial living to the students. Routine matters pertaining to the provision of facilities for the day-to-day running of the hostel should be attended to by the existing hostel authorities. Redressal of grievances through the proposed special mechanism should be viewed as a last resort.
- Any grievance from a resident student or students in the first instance be referred to the concerned Warden who will depending upon the nature of the grievance, ensure that it is processed by him/her as speedily as possible and in no case later than a fortnight from the date of its receipt.
- In case the resident student(s) are not satisfied with the action taken by the Warden the student(s), as the case may be, are free to bring the grievance in writing to the notice of the Student welfare department as soon as the decision of the Warden has been notified and in no case later than three weeks from the date of decision of the Warden
- The Student Welfare Officer will ensure that the grievance is looked into by him as speedily as possible depending upon its nature and in any case within a fortnight from the date the complaint was lodged.
- Students may appeal against the decision of the Student Welfare Officer in writing to the Grievance Committee, which shall constitute
 - Pro Vice Chancellor
 - Hostel Warden
 - KINDLY FULFILL AS PER THE PRESENT STRUCTURE OF THE COMMITTEE

- The Grievance Committee shall ensure that the grievances referred to it are processed as speedily as possible and in no case later than 14 days from the date the complaint is lodged in writing.
- The decision of the Grievance Committee shall be deemed final and abiding
- The Committee shall formulate its own procedure.
- The term of the Committee shall be two years.
- Questions relating to the structure of the hostel administration, including Rules and Regulations governing the hostel, will be outside the purview of the Grievance Committee.

(B) STUDENTS GRIEVANCES OTHER THAN THOSE PERTAINING TO HOSTELS AND EVALUATION

(i) Individual Grievances

- Every department shall have teachers appointed as staff coordinators to look after the problems of the respective students. The complaint of a student will first be referred to the students' departmental staff coordinator, who shall after looking into the complaint, dispose it off at his level.
- A student not satisfied with the solution suggested by the departmental staff coordinator may approach the Head of the Department, who will give his decision within a period of 1 week.
- A student not satisfied even with the decision of the Head of the Department may appeal to the Committee consisting of Director of the Department and two other persons nominated by the Vice-Chancellor from within the University. This Committee shall be Standing Committee for each department.
- The decision of the Standing Committee shall be considered final and abiding.

(ii) Group Grievances

- If several students together lodge a complaint with the Head of the Department, efforts will be made to resolve the problem within the Department. Departments should normally be able to localize the problem of their students.
- A group of students not satisfied with the decision of the Head of the Department, may approach the Standing committee mentioned above.
- The Standing Committee should resolve the Department level issues in consultation with Head of the Department.
- The Committee shall formulate its own rules of functioning and procedures.
- The term of the Committee shall be two years.
- The decision of the Committee shall be final and binding.

(c) MISCELLANEOUS GRIEVANCES

Library

Any grievance about the functioning of the Library should be brought to the notice of the Librarian, Students dissatisfied with his decision may refer the matter to the Grievance committee.

Sports

Any grievance about the working of the sports organization should be brought to the notice of the Sports officer. Students dissatisfied with his decision may appeal to the Dean of Students.

General Consideration

- Grievances should be submitted to the appropriate body within a reasonable time but not more than two weeks after the event at issue.
- Report on a grievance submitted to a Committee also should be made within a reasonable time, not exceeding two weeks from the submission of a grievance.
- While enquiries concerning redressal are in progress, executive actions taken will remain in force.
- Prevention of grievances is even more important than their redressal. All primary complaints, if not attended to, may later assume the form of grievance and should, therefore, be looked into at the initial stage itself.
- For this purpose, the already existing arrangements like Staff coordinator, Head of the Departments should also be re-activated to localize and resolve the issues.
- Redressal of Grievances through the proposed special mechanism should be viewed only as a last resort.

MECHANISM FOR REDRESSAL OF ACADEMIC GRIEVANCES OF STUDENTS

The Academic Council at its meeting held on _____ approved the recommendations of the Committee appointed by it for evolving a Mechanism for Redressal of Academic Grievances of Students. The recommendations of the Committee are reproduced below for information of all concerned.

After careful consideration of all related aspects, the Committee makes the following recommendations:

1. While it reiterates that actual processes of evaluation are outside the purview of the students participation and that the teacher giving the course should evaluate the performance of the student in it, it was, however, felt that in order to develop healthy student faculty relations it would be desirable to formalize the channels for redressal of academic grievances of students, if any.
2. The Committee was of the considered opinion that only those components of a course which are verifiable such as end semester, mid-semester examinations including quizzes, term papers etc., alone should fall under the purview of this mechanism;

3. So far as continuous evaluation covering aspects other than those specified under 2 above are concerned the course incharge who carried out evaluation throughout the semester will be outside the purview of the mechanism underlined here;

4. A student who feels aggrieved on the grade awarded in a course would be required to make an application in the prescribed form alongwith a fee of Rs.____/- for each course to the Head of the Centre giving reasons for his/her feeling aggrieved within one month of the notification of the result.

5. The students concerned would have also to categorically sign a declaration that he/she undertakes to accept the final grade as result of review which could result in improvement of his/her grade or the grade remaining the same of his/her being awarded a lower grade;

6. On receipt of the application in the prescribed form alongwith requisite fee, the Head of the Department shall refer the case alongwith relevant papers and together with the scripts of all the candidates who have taken the course to a committee of faculty members of the Department not exceeding three in each case for their consideration and review;

7. No appeal shall lie against the revised grade arrived at through review;

8. In addition the Committee recommends that each Department should have a Screening Committee for each programme of study consisting of faculty members not exceeding three who would ensure that examination schedule is maintained, the evaluation is completed within the time schedule and scrutiny of overall results of the programme of study.

GRIEVANCE REDRESSAL MECHANISM FOR THE FACULTY

MEMBERS OF THE UNIVERSITY

In order to redress individual as well as collective grievances of the teachers of the University, a three-tier Grievance Redressal Mechanism has been devised as follows:

(A) Department Level Grievance Redressal Committee

Any grievance at the department's level may, in the first instance, be brought to the notice of the Head of the Department. The Head of the concerned department will look into the grievance of the teacher and try to redress it within ___ days from the receipt of written representation from the teacher to this effect.

In case of no response or unsatisfactory response from the Head of the Department, the teacher will be free to represent his/her case to the University Level Grievance Redressal Committee.

The individual grievances received by the University directly, shall also be referred to this Committee for redressal. However, if the Department Level Committee finds that redressal of such a grievance, in the first place, lie with the Department concerned, the same may be referred to the Head of the concerned Department under intimation to the teacher concerned. In such cases, the Head of the concerned Department will take action thereon within one month's time. In case of no response or unsatisfactory response from the Head of the Department, the teacher concerned will be free to represent his/her case to the University Level Grievance Redressal Committee.

The composition of the Department Level Grievance Redressal Committee shall be as under:

1. Head of the Department
2. One Head of the another Department (to be nominated by the Vice-Chancellor for a Member term of two years)
3. One Sr. Professor from the Department (to be nominated by The Vice-Chancellor for a term of two years)
4. Administrative Officer of the Department

The Dean/ Director of the Department will act as the Chairperson of Department Level Grievance Redressal Committee.

The Committee after receipt of a written representation, if considers necessary, may invite, at its discretion, the aggrieved teacher for an oral submission. The Committee will be authorized to summon the relevant papers from the concerned officers of the University to facilitate redressal of the grievances referred to it and shall submit its recommendations, to the University within four weeks of receipt of such representation.

The Committee may meet as frequently as may be necessary.

In case there is no response within the stipulated period or if the teacher is not satisfied with the recommendations of the Department Level Grievance Redressal Committee, he/she may prefer an appeal to the University Level Grievance Redressal Committee within 30 days of receipt of decision of Department Level Grievance Redressal Committee.

(B) University Level Grievance Redressal Committee:

The collective grievances of the teachers or the grievances of individual teachers having ramifications at the University level or involving a group of teachers or any teacher not being satisfied with the decision of the Department Level Grievance Committee, will be placed before the University Level Grievance Redressal Committee.

The composition of the University Level Grievance Redressal Committee shall be as under:

1. Rector-I - Chairperson
2. 3 Deans/ Directors to be nominated by the Vice Chancellor Members (for a term of 2 years)
3. One Professor to be nominated by the Vice- Chancellor (from the Department with which the complainant is associated) - Member
4. Deputy Registrar (Academic) - Secretary

On a written request, the Committee may, at its discretion, invite the aggrieved teacher for a personal hearing. The individual teacher may take assistance of another teacher of the University while presenting his/her case before the University Level Grievance Redressal Committee.

The Committee may hold its meeting from time to time as may be necessary.

All the representations received by the end of previous month shall be deliberated upon in its meetings. An adjourned meeting shall be held on a date agreed upon in the meeting of the Committee. The Committee shall give its recommendations in the grievances referred to it within ___ month's time. The University, if found necessary, may refer any representation(s) having collective repercussions and received by it directly, to this Committee for redressal.

(C) Grievance Redressal at the Vice-Chancellor Level

In case there is no response within the stipulated period or if the teacher is not satisfied with the recommendations of the University Level Grievance Redressal Committee, he/she may prefer an appeal to the Vice-Chancellor within a 30 days' time. The Vice-Chancellor, keeping in view his engagements, may dispose of the appeal within 4-6 weeks time. The decision of the Vice-Chancellor, in such matters shall be final and there shall be no further appeal in the matter.

Note:

1. If any interpretation of rules is involved, the Vice-Chancellor shall be the Competent authority and his decision will be final and binding upon the parties.
2. Any grievance/complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters.