

J.S. UNIVERSITY

SHIKOHABAD, FIROZABAD

PIN-283 135 (U.P.) INDIA

Website: www.jsu.ac.in, www.jsu.edu.in



जे.एस. विश्वविद्यालय

शिकोहाबाद, फिरोजाबाद

पिन-283 135 (उ.प्र.) भारत

E-mail: jsuniversityshikohabad@gmail.com

*Established by the U.P. Govt. Act No. 7 of 2015
Recognized by U.G.C. under section 2(f) of Act. 1956*




UNIVERSITY GRIEVANCE REDRESSAL ANNUAL REPORT

2018-19



J.S. UNIVERSITY

Shikohabad


कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)

J.S. UNIVERSITY

SHIKOHABAD, FIROZABAD

PIN-283 135 (U.P.) INDIA

Website: www.jsu.ac.in, www.jsu.edu.in



जे.एस. विश्वविद्यालय

शिकोहाबाद, फिरोजाबाद


पिन-283 135 (उ.प्र.) भारत

E-mail: jsuniversityshikohabad@gmail.com

*Established by the U.P. Govt. Act No. 7 of 2015
Recognized by U.G.C. under section 2(f) of Act. 1956*

Table of Contents

1	Introduction.....	2
2	The Grievance Redressal Policy	2
3	Monitoring Committees	2
4	Grievance Report Mechanism	3
4.1	Online Submission of Grievances.....	3
4.2	Offline Submission Grievances	4
5	Training and Awareness.....	4
6	Grievance Reports	4
7	Redressal Timeliness	5
8	Conclusion.....	5


कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)



1 Introduction

As per the guidelines of UGC, the university has established different grievance and discipline monitoring committees which have been active as per the assigned roles and responsibilities. The present document submits the annual report of these committees for the review and records of the respective councils/boards of the university and other stakeholders. The same should be made available on the official website of the university.

2 The Grievance Redressal Policy

Grievance Redressal Policy of the university has been framed in line with the provisions of the “**UNIVERSITY GRANTS COMMISSION (PROMOTION OF ACADEMIC INTEGRITY AND PREVENTION OF PLAGIARISM IN HIGHER EDUCATIONAL INSTITUTIONS) REGULATIONS, 2018**” further updated in line with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 as provided on https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf

The policy has been made available on the official website of the university.

<https://jsu.ac.in/grivance.php>

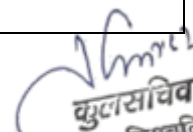
3 Monitoring Committees

In compliance to the University Grievance Redressal Policy, the following Monitoring and Compliance Committees have been formed and assigned to the respective responsibilities as per the policy.

3.1 Internal Complaints Committee

ICC & SEXUAL HARASSMENT COMMITTEE: In accordance with Supreme Court Guidelines on prevention of sexual harassment, the University Internal Complaint Committee (ICC) is updated and the proposed composition of ICC as per Vishaka Guidelines against Sexual Harassment at Workplace and UGC Gazette Notification on Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions Regulations 2015 is as under:

Sr. No.	Name	Designation
1.	Dr. Anurag Agrawal	Presiding Officer / Chairperson
2.	Dr. Manisha Singh	Faculty Member
3.	Ms Sukrati Jain	Faculty Member
4.	Ms. Bhawna Yadav	Non-Teaching Member
5.	Mr. Sharad Shrivastava	Non-Teaching Member
6.	Mrs. Deepa Jain (Innovation Society, New Delhi)	External Member from NGO
7.	Ajay Kumar	Student Member
8.	Anil	Student Member


कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)



3.2 Anti-Ragging and Disciplinary Committee

Sr. No.	Name of Committee Member	Designation
1	Dr. Gaurav Yadav Director General	Chairperson
2	Dr. Amit Kumar Chaturvedi Dean Student Welfare	Member
3	Dr. Prabal Pratap Singh Dean Academic Affairs & Student Support	Member
4	Dr. R.A. Kushwah	Member
5	Dr. Sumit Mohan Sharma Proctor	Member
6	Ms Rupali Sharma Warden Girls' Hostel	Member

4 Grievance Report Mechanism

4.1 Online Submission of Grievances

The ERP system of the university has been equipped with the mechanism of submission of grievances in online mode. The system accepts the complaints of all types of grievances of students, teaching-staff, Non-teaching staff, and other stakeholders.

Complaints can be submitted online on the public portal <https://jsu.ac.in/grivance.php>


≡ J.S UNIVERSITY, SHIKOHABAD Logout

AAISHA

- Notifications
- Profile
- Id-Card
- Content & Course Material
- Grievance
- Fee
- Apply
- Result
- Admit Card

> Register Complaint

Complaint Type	Select Type	Title	<input type="text"/>
Roll No / Enrollment No / Form Id	<input type="text"/>	Application of Complaint sent to	Select
Date of Application (sent to university authority)	<input type="text"/>	College Name	Arts and Social Studies
Course Name	BA	Complaint Related Doc(if any) jpg/pdf	<input type="button" value="Browse..."/> No file selected.
Complaint Details (max 2000 words)	<input type="text"/>		


कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)



Established by the U.P. Govt. Act No. 7 of 2015
Recognized by U.G.C. under section 2(f) of Act. 1956

4.2 Offline Submission Grievances

The university is committed to provide a safe teaching and learning environment in the campus and assures all its stakeholders about safety of their rights.

The University provides multiple modes of submission of the complaints. Along with the online mode, that is accessible anytime anywhere, the university has also placed Grievance Cell Complaint Boxes at multiple places in the campus where the complainant can drop the complaint letters. The complaint boxes are accessed daily by the ICC committee and appropriate logs are maintained for the same.



5 Training and Awareness

- Orientation Programs for students, as well as staff have been conducted and respective reports have been submitted.
- Workshops on Trends of ESS Code of Conduct has been organized.
- Annual Orientation Program on Grievance Awareness and Discipline has been conducted.

6 Grievance Reports

Complaint type	No. of Complaints	Average Resolution Time (No. of Days)	Remarks
Examination	04	05	Examination Grievance Report has been submitted appropriately.
Ragging	00	NA	NA
Discipline	03	02	Complainants satisfied with resolution.
Sexual Harassment	00	NA	NA
Administration (Complaints related to cleanliness/water/electricity/s eating/other campus facilities)	06	03	NA

कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)




7 Redressal Timeliness

- Average time of first response to any complaint: **Less than 24 hrs**
- Average time of resolution of complaints: **Less than 07 days**

8 Conclusion

The university has provided effective measures of curbing ragging, indiscipline, and sexual harassment in the campus (including in-campus hostels).

- Policy is in place, reviewed and revised periodically as per need.
- Policy is made available on institutional website.
- Monitoring committees have been formed.
- Complaint submission mechanisms are in place for online and offline submission.
- Orientation, Training and Awareness programs are organized for students and staff.
- Received Complaints have been recorded appropriately.
- Complaints have been acknowledged and resolved in prompt manner.
- Complaint Reports have been managed.
- Grievance Report has been recorded and presented in academic council and placed in institutional website.


कुलसचिव
जे० एस० विश्वविद्यालय
शिकोहाबाद (फिरोजाबाद)