



## Students Grievance Redressal Policy

### 1 Preamble

This policy 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](https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf)

### 2 Scope

The scope of this policy covers every student who has enrolled in the university, has not taken a withdrawal, or whose name has not been struck off by any regulation of the university.


### 3 Objective

The aim of these rules is

- To development of fearless, supportive, and comfortable environment for the students in the campus of the university.
- To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- To set in place a grievance handling system that is student focused;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality and with no cost to the students;
- 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;
- To ensure that there is a consistent response to grievances.

### 4 Definitions

- ‘Grievance’ is defined as a student’s dissatisfaction with respect to any aspect of the University’s activities and services.
- ‘Person’ referred herein shall mean a student on the rolls of the University.
- ‘University’ means the **J.S. University Shikohabad U.P. INDIA**.
- ‘he’ and ‘his’ wherever occurs in this document shall mean to imply ‘he/she’ and ‘his/her’ respectively.

  
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## 5 Types of grievance

These grievances can be in the nature of:

- Grievances that are academic in nature
- Against faculty
- Grievance related to examination
- Grievance related to summer internship & placements
- Grievance related to amenities & services
- Grievance related to stay at hostel
- Grievance related to finance
- Grievance related to student conflicts
- Harassment by fellow students or the faculty/ staff etc.

## 6 Redressal Committes

Grievance Redressal Committee and Student Grievance Redressal Committee shall be constituted as per the regulations of UGC/AICTE/other as applicable.

### 1. Anti-Ragging Committee

- As per UGC Regulations on curbing the means of ragging in Higher Education Institutions <https://www.antiragging.in/assets/pdf/annexure/Annexure-I.pdf>

### 2. Disciplinary Committee

- The Disciplinary Committee is to create awareness against and to prevent any ill incidents taking place in the campus. It shall be the duty of the Disciplinary Committee to ensure compliance with the provisions of UGC/AICTE Regulations on curbing the Menace and Indiscipline behavior in the campus as well as to monitor and oversee the performance of the Disciplinary Squad in the prevention of in-disciplinary activity in the institution.
- Objectives
  - To ensure calm and peaceful academic atmosphere in the campus.
  - To avoid physical confrontation among students.
  - To conduct enquiries on report of indisciplinary activities among students
  - To initiate model actions against students involved in indisciplinary activities
  - To initiate steps to reduce violence, confrontation in future

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- Responsibilities of Discipline committee
  - i. To maintain and enforce strict discipline within the campus.
  - ii. All the students should wear their ID Cards while they are in the campus and their respective class rooms.
  - iii. In case of any violation of dress code or disturbance in the class, the ID card will be confiscated from the student which will be handed over to the student on the same day with a warning and advice from the Disciplinary Committee.
  - iv. In case of any misbehavior or violation of the college rules, the ID cards of the students will be kept with the Disciplinary Committee Members till the enquiry is over.
  - v. To enforce total prohibition of cell phone usage by the students within the classes, laboratories, and examination hall.
  - vi. To monitor the movement of the students in the campus and prevent students loitering around in the corridors during the academic working hours.
  - vii. To ensure that all the students attend classes without bunking.
  - viii. Smoking is strictly prohibited in the campus and ensures that this is being strictly followed.
  - ix. To ensure that students maintain complete silence in the library.
  - x. To maintain proper discipline in the common areas of campus including canteen and student waiting room during the academic working hours.
  - xi. If any damage is caused to the institutional property by any student / group of students, the cost of the same will be recovered with a fine from the said student / group of this will be followed by disciplinary action.
  - xii. If any indiscipline is found by any of the students, warn them on the first instance. Take disciplinary action based on the rules and regulations of the committee, if the pattern of misconduct continues.
  - xiii. To assist the official anti-ragging committee in preventing ragging in the College and to spread anti-ragging campaign throughout the students community.

Handwritten signature and stamp of the Disciplinary Committee, J.S. University, Shikohabad, Firozabad.



### 3. Internal Complaints Committee

- An Internal Complaints Committee (ICC) is a body that receives and investigates complaints of sexual harassment in the workplace. The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH Act) requires that all workplaces with at least 10 employees have an ICC.
- The ICC's objectives include:
  - i. Preventing sexual harassment
  - ii. Creating a safe and secure environment
  - iii. Promoting awareness about sexual harassment
  - iv. Developing a policy against sexual harassment
  - v. Ensuring the policy is implemented
  - vi. Upholding a commitment to a gender-free environment
- The ICC's responsibilities include: Receiving complaints, Investigating complaints, and Making recommendations to the employer.

## 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 /counselling.
- b) Aggrieved students should first approach the respective Course Coordinator/Mentor who will informally try to resolve the problem. Wherever necessary, the Course Coordinator/Mentor may seek guidance from the appropriate authority for the purpose.

### 7.2 Grievance handling and resolution mechanism

- a) The grievances unresolved at the level of Coordinator/Mentor should be formally brought to the grievance Redressal Committee through written complaints either in physical or online (grievance form or email) form.
- b) The Student Grievance Redressal Committee shall take up the case and acknowledge the receipt of the case to the respective stakeholders within 24 hrs.
- c) Student Grievance Redressal Committee shall set up enquiry committee as per need and shall get the Grievance resolved within acceptable time.
- d) Respective Annual Reports shall be submitted to registrar for required reports and actions.

*(Signature)*  
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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.
  - 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) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
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- a) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
  - b) There will be no cost to the complainant for utilizing this grievance and appeal process.

  
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## 9 Appendix 1: List of Student Grievances

### 9.1 Grievances that are Academic in nature

- Academic Quality
- Suspension of student
- Academic Integrity dispute
- Course material
- Class time table
- Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- Attendance/directed reading
- Internal Assessment
- Co-curricular activities
- Grade Dispute

### 9.2 Against Faculty

- Academic delivery & quality
- Classroom conduct
- Regularity & punctuality
- Any discrimination / victimization of students

### 9.3 Grievance related to examination

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

### 9.4 Grievance related to Summer Internship & Placements


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

### 9.5 Grievance related to Amenities & Services

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

### 9.6 Grievance related to stay at hostel

- Quality of Food and Hygiene
- Hostel amenities

  
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## 9.7 Grievance related to finance


- Fees and Dues
- Fee Concessions
- Scholarships
- Refunds

## 9.8 Grievance related to student conflicts

- Conflict between students of same Program
- Intra-School conflicts
- Inter-School conflicts

## 9.9 Harassment by fellow students or faculty/ staff etc.

- Bullying

  
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