



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

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

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.


7 Procedure for redressal of grievance

7.1 Informal Resolution before an issue becomes a formal grievance

- Students will be encouraged to resolve concerns or problems directly with the person(s) / Department concerned through personal discussions /counselling.
- 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

- 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.
- The Student Grievance Redressal Committee shall take up the case and acknowledge the receipt of the case to the respective stakeholders within 24 hrs.
- Student Grievance Redressal Committee shall set up enquiry committee as per need and shall get the Grievance resolved within acceptable time.
- Respective Annual Reports shall be submitted to registrar for required reports and actions.


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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

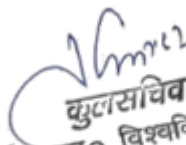
- Fees and Dues
- Fee Concessions
- Scholarships
- Refunds

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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