

**POLICY DOCUMENT ON  
GRIEVANCE REDRESSAL MECHANISM**



1 -CSGRC  
-DSGRC  
-ISGRC  
-USGRC

2. FGRC(F/SGRC)  
- Appointment of ombudsman

3. EOC  
- Appointment of anti-discrimination officer

**GURUGRAM UNIVERSITY, GURUGRAM**

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## **PREAMBLE**

Gurugram University, Gurugram, Haryana is committed to provide a safe, trustworthy and harmonious work place to all its stakeholders. The University has an effective mechanism in place to deal with day to day grievances related to students, faculty and staff members. The Grievance Redressal Committee for students has been constituted in the University based on the University Grants Commission (Grievance Redressal) Regulations, 2023.

## **OBJECTIVE**

- To provide opportunities for redressal of grievances of students and staff members of the University including the students seeking admission to the University, and a mechanism thereto.
- To uphold the dignity of the University by promoting cordial student-student relationship, teacher-student relationship and teacher-teacher relationship.
- To ensure that grievances are resolved promptly, quantitatively and in complete confidentiality.
- To ensure the respectful and in discriminated conduct towards both the respondent and the grievant.

## **DEFINITIONS**

**Grievance:** A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with University that a student or staff thinks, or even feels, is unfair, unjust or inequitable.

**Grievant:** Student, Group of Students, Faculty or staff members submitting the grievance.

## **GRIEVANCE REDRESSAL MECHANISM**

In order to meet the above stated objectives, the University has a well-deiined grievance Redressal Mechanism which works with the help of GRIEVANCE REDRESSAL COMMITTEES (GRCs) constituted at various levels in accordance with UGC regulations, 2023 or 2019. The description of the mechanism, GRCs and their functionalities is given in the upcoming sections.

### **1. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)**

To resolve the issues related to students, SGRC may be constituted at various levels as per UGC Regulations, which work in hierarchical manner to solve the issues. The Dean of student's Welfare (DSW) of the University will act as Nodal Officer for the Student Grievance Redressal Committee of the University. The various committees and their constitution are as follows:

**A. Collegiate Student Grievance Redressal Committee (CSGRC)**

(i) A complaint from an aggrieved student relating to a affiliated college shall be addressed to the concerned Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:

- Principal of the college as Chairperson;
- Three senior members of the teaching faculty to be nominated by the Principal as Members;
- A representative from among students (male & female) of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities.

(ii) The term of the members and the special invitee shall be two years.

(iii) The quorum for the meeting including the Chairperson, shall be three/ four.

(iv) In considering the grievances before it, the CSGRC shall follow principles of natural justice.

(v) The CSGRC shall send its report with recommendations, if any, to the Dean Student Welfare (DSW) of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the complaint.

**B. Departmental Student Grievance Redressal Committee (DSGRC)**

(i) A complaint by an aggrieved student relating to a Department, or School, or Centre of the University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:



- Head of the Department, School, or the Centre, by whatever designation known Chairperson;
  - Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor Members;
  - A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson as Member;
  - A representative from among students of the department to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities.
- (ii) The term of the Chairperson, members of the Committee shall be of two years.
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, shall be three/four.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (v) The DSGRC shall submit its report with recommendations, if any, to the Vice Chancellor of the University, with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the complaint.

#### C. Institutional Student Grievance Redressal Committee (ISGRC)

- (i) Where a complaint does not relate to any academic Department, School or Centre of the University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
- Pro-Vice Chancellor/Dean/Senior Professor of institution as Chairperson;
  - Dean of students/ DSW as Member; One senior academic, other than the Chairperson as Member; Proctor/Senior academic as Member;
  - A representative from among students of the University to be nominated by the Vice Chancellor of the University based on academic merit/excellence in sports/performance in co-curricular activities.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding, shall be three/ four.

(iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.

(v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

#### D. University Student Grievance Redressal Committee (USGRC)

(i) The Vice Chancellor of the University shall constitute such number of University Student Grievance Redressal Committees (USGRCs), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.

- A senior Professor of the University as Chairperson; Dean, Student Welfare (DSW) or
- equivalent as Member;
- Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor as Members;
- One Professor of the University as Member;
- A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities Special Invitee.

(ii) The Chairperson, members and the special invitee shall have a term of two years.

(iii) The quorum for the meeting, including the Chairperson, shall be three/four.

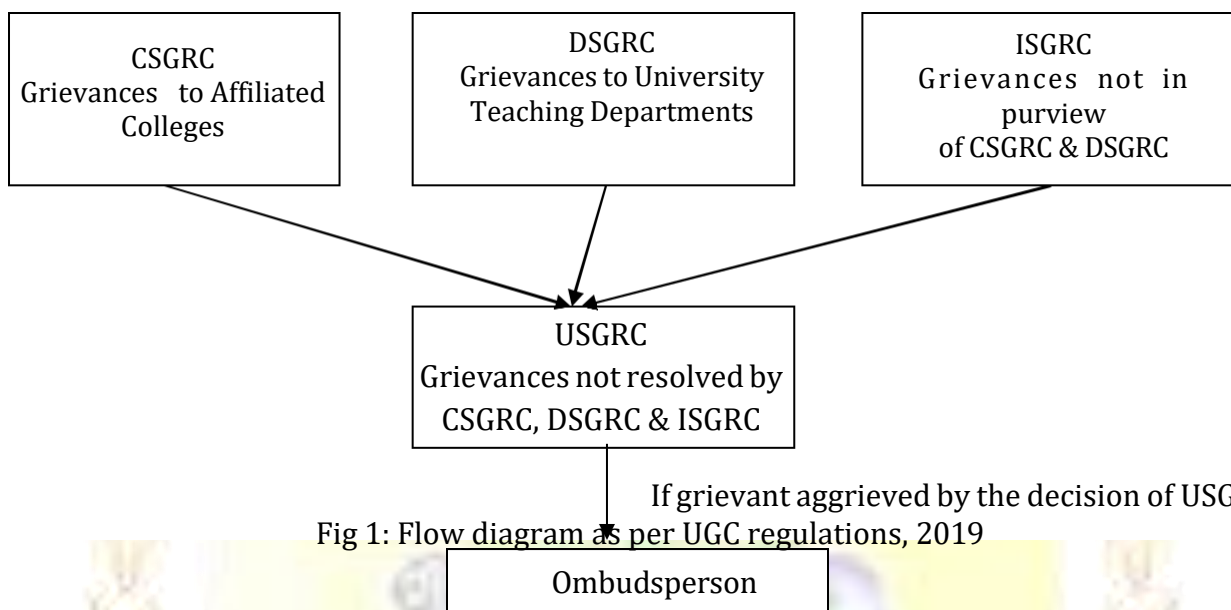
(iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.

(v) The USGRC shall send its report and recommendations, if any, to the Vice Chancellor of the University, Principal of the concerned affiliated College relating to the grievance/ Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 working days of the receipt of the grievance.

(vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Vice Chancellor, within in a period of fifteen days

from the date of receipt of such decision.

The order in which the committees work, can be represented as a flow chart given below:



## 2. FACULTY/STAFF GRIEVANCE REDRESSAL COMMITTEE (FGRC)

The Vice Chancellor of the University shall constitute a Faculty/Staff Grievance Redressal Committees (FGRC), to consider grievances of faculty and staff members of the University, with the following constitution;

- Dean (to be nominated by the Vice Chancellor) as chairperson ;  
Two Professors of the University to be nominated by the Vice Chancellor as members;
  - One nominee of the Vice Chancellor as Member;
  - Chairperson/Head of the concerned department Special Invitee.
- (i) The Deputy Registrar (Establishment) will act as secretary/coordinator of the committee (FGRC).
  - (ii) The Chairperson and members shall have a term of two years.
  - (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
  - (iv) In considering the grievances before it, the FGRC shall follow principles of natural justice.
  - (v) The FGRC shall send its report and recommendations, if any, to the Vice Chancellor of the University with a copy thereof to the aggrieved faculty/staff member, within 15 working days of the receipt of the grievance.



(vi) Any faculty/staff member aggrieved by the decision of the Faculty/Staff Grievance Redressal Committee may appeal to the ombudsman, within in a period of fifteen days from the date of receipt of such decision & the decision of ombudsman shall be final .

### 3. EQUAL OPPORTUNITY CELL.

As per the guidelines of UGC and Equal Opportunity cell, the University has been set up for the compliance of the UGC (Promotion of Equity in Higher Educational Institutions) Regulation, 2019. The purpose of cell is to take measure against the discrimination and take appropriate measure to:

- safeguard the interest of students without any prejudice to their caste, creed, religion, language, ethnicity, gender and disability.
- eliminate the discrimination or harassment. promote the equality among the students.
- so that no discrimination is against the students of scheduled caste and scheduled tribes and to take the measures as per guidelines of 17th December 2012.

Any person of University including the students, who is the victim of any act of discrimination or harassment as specified in the regulations, shall be dealt with a procedure as specified in guidelines on receipt of a written or online complaint to the Anti Discrimination Officer.

#### **INFORMATION ABOUT THE COMPLAINT**

The upcoming section enlists the attributes of a valid complaint.

1. Any student or staff member may initially convey his/her grievance to the Head of the respective department/office, who will address the issue and try to resolve it within 10 working days of the receipt of the grievance. If, there is no response within the stipulated time from the respective department/office or the grievant is dissatisfied with response/ resolution to his/her grievance, then the grievant is free to represent his/her grievance to the respective grievance committee.
2. Online Grievance Mechanism: The grievant with genuine grievance can directly apply online through the link displayed on the University website, or in person to the chairperson of the respective grievance redressal committee, within 15 days from the occurrence of the event giving rise to grievance. In accordance with the regulations of UGC,

the University ensures that the secrecy of the grievance and grievant are maintained and the grievance is duly addressed by the concerned committee within the specified period of time.

3. The complaint should include sufficient details of the grievance.
4. The complaint shall be considered closed when: (i) the grievant has accepted the resolution passed by the respective grievance redressal committee; (ii) the grievant has not responded within 15 days from the date of receipt of resolution.
5. Grievance Boxes: The grievance boxes are placed at various University Teaching Departments and will be opened every fortnight by the concerned chairperson/head and report be prepared.
6. Fake Grievances: The grievances submitted, if found false, will not be entertained for process and the grievant will be either fined or strict disciplinary action will be taken.
7. The complaints involving policy matters in which the grievant has not been affected directly/indirectly and decisions of Academic Council/Academic Committees with regard to the recruitment/selection shall not be construed by the Grievance Redressal Committee.

