

GRIEVANCE REDRESSAL POLICY

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH & STUDIES

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1. PREAMBLE

Efficiency and effectiveness of a system depends in large part on the peace and harmony among its people. Manav Rachna International Institute of Studies is committed to providing an environment conducive to personal and organizational growth that benefits all the stakeholders of the university. To augment this, an effective grievance redressal mechanism for students, faculty and staff members has been put in place on the lines of University Grants Commission (Grievance Redressal) Regulations, 2019.

2. OBJECTIVE

- a) To provide a sound, effective and efficient system for redressal of grievances of students and staff members of the University, including the applicants during the Admission Cycle.
- b) To promote cordial relationships among the students and faculty members
- c) To augment the faith of students and faculty members in the institution.
- d) To ensure confidentiality of grievances through thorough evaluation and prompt resolution
- e) To provide a fair and just mechanism for redressal of any grievance.

3. DEFINITIONS

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

4. GRIEVANCE REDRESSAL MECHANISM

The University envisions an effective grievance redressal mechanism laid down in accordance with the University Grants Commission (Grievance Redressal) Regulations, 2019. Grievance Redressal Committees shall, hence, be an integral component in the process of discharging the main functions of the mechanism.

- a) **STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):** Student Grievance Redressal Committees shall be constituted at different levels of which the Dean, Student Welfare (DSW), shall act as the Nodal Officer for the Student Grievance Redressal. Taking cognizance of the structure of the University, the following SGRCs shall be formed as the situation warrants:

- i) **DEPARTMENT STUDENT GRIEVANCE REDRESSAL COMMITTEE (DSGRC)**

- (1) Any grievance with respect to a Department of the University shall be addressed to the DSGRC which shall be constituted at the level of the Department
- (2) Composition:
 - (a) Head of the Department as the Chairperson
 - (b) Two professors external to the department and nominated by the Vice Chancellor
 - (c) A member of the faculty, well versed with the redressal mechanism and nominated by the Chairperson
 - (d) Special Invitee: A student representative from the University, nominated by the Vice Chancellor based on merit in academics, extra-curricular activities, sports, etc.



- (3) Term:
 - (a) All members (except the Chairperson) shall be a part of the committee for 2 years
 - (b) The tenure of the Chairperson shall be co-terminus with his/her tenure as the Head of the Department.
- (4) Quorum: A minimum of 3 persons including the Chairperson but excluding the Special Invitee shall form the required quorum for any DSGRC meeting.
- (5) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (6) 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.
- ii) INSTITUTIONAL STUDENT GRIEVANCE REDRESSAL COMMITTEE (ISGRC)**
 - (1) Where a complaint does not relate to any academic Department, of the University, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC).
 - (2) ISGRC shall be constituted by the Vice Chancellor of the University:
 - (3) Composition:
 - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution as the Chairperson
 - (b) Dean of Students Welfare
 - (c) One senior academic, other than the Chairperson
 - (d) Proctor/Senior Academic
 - (e) Special Invitee: A student representative from the University, nominated by the Vice Chancellor based on merit in academics, extra-curricular activities, sports, etc.
 - (4) Term: The term of the members of the committee shall be of two years.
 - (5) Quorum: A minimum of 3 persons including the Chairperson but excluding the Special Invitee shall form the required quorum for any ISGRC meeting.
 - (6) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
 - (7) 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.
- iii) UNIVERSITY STUDENT GRIEVANCE REDRESSAL COMMITTEE (USGRC)**
 - (1) 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.
 - (2) Composition:
 - (a) A senior Professor of the University as the Chairperson;
 - (b) Dean, Student Welfare or equivalent;
 - (c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor;
 - (d) One Professor of the University;
 - (e) Special Invitee: A representative from among students of the college to be nominated by the Vice Chancellor based on merit in academics, extra-curricular activities, sports, etc.
 - (3) Term: The Chairperson, members and the special invitee shall have a term of two years.
 - (4) Quorum: A minimum of 3 persons including the Chairperson but excluding the Special Invitee shall form the required quorum for any USGRC meeting



- (5) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (6) 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.
- (7) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Vice Chancellor, within a period of fifteen days from the date of receipt of such decision.

b) 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:

- (1) Composition:
 - (a) Dean (to be nominated by the Vice Chancellor) Chairperson;
 - (b) Two Professors of the University to be nominated by the Vice Chancellor;
 - (c) One nominee of the Vice Chancellor;
 - (d) Special Invitee: Chairperson/Head of the concerned department;
 - (e) The Deputy Registrar (Establishment) will act as coordinator of the committee.
- (2) Term: The Chairperson and members shall have a term of two years.
- (3) Quorum: A minimum of 3 persons including the Chairperson but excluding the Special Invitee shall form the required quorum for any FGRC meeting.
- (4) In considering the grievances before it, the FGRC shall follow principles of natural justice.
- (5) 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.
- (6) Any faculty/staff member aggrieved by the decision of the Faculty/Staff Grievance Redressal Committee may appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

c) EQUAL OPPORTUNITY CELL:

The University has set up the University Equal Opportunity Cell for the compliance of the UGC (Promotion of Equity in Higher Educational Institutions) Regulation, 2019.

- i) The purpose of cell is to take measure against the discrimination and take appropriate measure to:
 - (1) safeguard the interest of students without any prejudice to their caste, creed, religion, language, ethnicity, gender and disability.
 - (2) eliminate the discrimination or harassment.
 - (3) promote the equality among the students so that no discrimination takes place against the students of scheduled caste and scheduled tribes
 - (4) and to take the measures as per guidelines of 17th December 2012.
- ii) 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.

5. INFORMATION ABOUT THE COMPLAINT:

- a) 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.

- b) 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.
- c) The complaint should include sufficient details of the grievance.
- d) 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.
- e) 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.
- f) 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.
- g) The complaints involving policy matters in which the grievant has not been affected directly/indirectly and decisions of Academic Council/Academic Committees regarding the recruitment/selection shall not be construed by the Grievance Redressal Committee.



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