



Ordinance 6

Students' Grievance Redressal

1.0 Definition

A **Students' Grievance** is a formal complaint or expression of dissatisfaction by a student of the University or a person seeking admission regarding unfair treatment, injustice, or a conundrum related to the institution's academic, administrative, or non-academic operations.

The purpose of a grievance procedure is to provide a clear mechanism for students to air their complaints and seek a fair and timely resolution without fear of discrimination or victimization.

Common Areas of Student Grievances

Grievances can cover a wide range of issues, including:

- **Academic Matters**
 - Irregularities or non-transparent practices in examinations, assessments, or grading.
 - Issues related to course registration, curriculum, or quality of education.
 - Delay in the conduct of examinations or declaration of results.
 - Withholding of academic documents like certificates or degrees.
- **Administrative and Financial Matters**
 - Admission irregularities or refusal of admission contrary to the stated policy.
 - Demand for excess fees or non-payment/delay in scholarships/financial aid.
 - Issues with student amenities such as hostel facilities, transportation, or library services.
- **Behavioural and Discrimination Issues**
 - Harassment, bullying, or victimization by peers, faculty, or staff.
 - Alleged discrimination based on caste, tribe, gender, minority status, or disability.
 - Unfair or arbitrary treatment by any college employee.

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The Redressal Process

GS University has established a Students' Grievance Redressal Committee (SGRC) to address these complaints. Students are encouraged to try and resolve the issue informally first (e.g., with a mentor or faculty member) before submitting a formal written grievance. If the student is not satisfied with the SGRC's decision, they can exercise the option to appeal to an external authority. The University Ombudsperson is a person of stature well versed in university regulations. "Grievance" refers to, and encompasses, a complaint lodged by a student who feels wronged about any of the following:

- i. Admission granted contrary to merit as assessed under GS University's stated admission policy.
- ii. Irregularities occurring in the admission process as outlined by the University's declared policy.
- iii. Denial of admission that does not align with the University's established admission policy.
- iv. Failure of the University to publish its prospectus in accordance with these regulations.
- v. Issuance of any information in the prospectus by the University that is false or misleading and not based on factual data.
- vi. Retention of, or refusal to return, any documents such as certificates, degrees, diplomas, or other awards provided by a student for the purpose of applying for admission, in an attempt to force the student to pay fees for a course or program they do not intend to pursue.
- vii. Request for payment beyond the amount specified in the University's declared admission policy.
- viii. Breach, by the University, of any applicable laws regarding the reservation of seats for different categories of students during admission.
- ix. Delays or failure to disburse scholarships or financial aid entitled to any student according to the University's declared admission policy or any guidelines set by the Commission.
- x. A delay by the University in carrying out examinations or announcing results beyond the timeline outlined in the academic calendar of the University, or in any calendar set forth by the Uttar Pradesh Higher Education/Government.
- xi. The University's failure to offer student facilities as described in the prospectus, or as required by any applicable legal provisions.
- xii. Adoption of opaque or unjust practices by the University in the assessment of students.
- xiii. A delay in, or refusal of, the refund of fees owed to a student who withdraws their admission within the stipulated timeframe mentioned in

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- the prospectus, or as may be announced by the UGC.
- xiv. Allegations of discrimination against students belonging to Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, minorities, or individuals with disabilities.
- xv. Failure to provide the quality education that was promised at the time of enrollment or is mandated to be delivered, along with instances of student harassment or victimization, except for harassment cases that should be addressed through the applicable legal provisions currently in effect.

The Student Grievance Redressal Cell will operate in accordance with the UGC Notification under reference No. D.O.No.F.1-13(CPP11) dated April 12, 2023. The committee will function for a duration of two years. The committee members will adhere to the stipulations outlined in the aforementioned UGC notification.

2.0 College Student Grievance Redressal Committee (CSGRC)

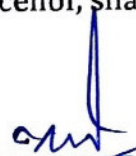
A College Student Grievance Redressal Committee (CSGRC) will be established in every College. The Committee will consist of the following members:

- Dean/Principal/Director of the College – Chairperson
- Two Professors, from outside the College to be nominated by the Vice Chancellor.
- A Faculty of the College, well-versed with the mechanism of grievance redressal, to be nominated by the Chairperson – Member
- A representative from among students at the College to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

3.0 University Student Grievance Redressal Committee (USGRC)

- i. The Vice Chancellor shall establish the necessary number of University Student Grievance Redressal Committees (USGRC) to address grievances that remain unresolved by one or more SLSGRC.
- ii. The Chairperson shall be the Pro-Vice Chancellor or, if unavailable, a dean appointed by the Vice-Chancellor.
- iii. Dean of Student Welfare shall be a member.
- iv. Deans of any of those two colleges, not involved with the SGRC reports under consideration, shall be appointed by the Vice-Chancellor as members.
- v. One Professor from GS University, designated by the Vice-Chancellor, shall serve as a member.

GS UNIVERSITY, HAPUR, UTTAR PRADESH-245304


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PILKHUWA, HAPUR (U.P.)

- vi. Two student representatives from the college shall be appointed by the Vice Chancellor based on criteria such as academic achievement, sports excellence, or performance in extracurricular activities, and will act as Special Invitees.

Note: To ensure representation of women on the committee, the Vice-Chancellor may induct one women faculty.

- i. The Chairperson, committee members, and nominees will serve a term of two years.
- ii. The minimum number of members required for a meeting of the SLSGRC, including the Chairperson but excluding special invitees, shall be three.
- iii. Any complaint related to the School, or its Department must be directed to the administrative officer of the respective School by the student who is aggrieved, who will either address the issue at the School level or forward it to the relevant Department.
- iv. If the grievance is not resolved within five (5) working days after the complaint is received at the school, it will automatically be referred to the ULSGRC.
- v. In reviewing grievances, the SLSGRC shall adhere to the principles of natural justice.
- vi. The SLSGRC will provide its report along with any recommendations to the Registrar, and a copy will be sent to the aggrieved student, within fifteen (15) days of receiving the complaint.

In case the aggrieved student remains unsatisfied, he may take up the matter to the level of University Student Grievance Redressal Committee (USGRC). Likewise, the University may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of USGRC.

4.0 Ombudsperson

Any student dissatisfied with the ruling of the University Student Grievance Redressal Committee and the Vice-Chancellor's handling of the appeal may submit an additional appeal to the Ombudsperson.

Pending appointment of the Ombudsperson by the State Government, the Vice- Chancellor shall be the final authority for disposal of the appeal(s).

4.1 Functions of Ombudsperson

- (i) The Ombudsperson is authorized to consider appeals from a student who feels aggrieved, but only after the student has pursued all other remedies available under this Ordinance.

- (ii) Although issues related to examination malpractices or evaluation processes can be brought to the Ombudsperson's attention, appeals or requests for revaluation or re-totaling of answer sheets will not be accepted unless a specific irregularity that significantly influences the outcome of a particular case of discrimination is demonstrated.
- (iii) The Ombudsperson may seek the help of any individual, as an amicus curia, to assist in addressing complaints of alleged discrimination.
- (iv) The Ombudsperson shall strive to resolve grievances within 30 days of receiving the appeal from the affected student(s).

4.2.1 Procedure for Redressal of Grievances by Ombudsperson and Student Grievance Redressal Committee

- (i) GS University will operate an Online Portal where any student with a grievance can file a request for resolution.
- (ii) Upon receiving an online complaint, the University will, based on the nature of the issue, direct the complaint to the relevant Administrative Officer in the respective Schools of Studies (for academic issues) or to the Head of the Service Departments (for non-academic matters) for appropriate action, as outlined in the earlier clause of the Grievance Redressal Committee(s).
- (iii) The Student Grievance Redressal Committee will set a date to hear the complaint and will inform the involved officials within the University as well as the student who raised the grievance.
- (iv) A student with a grievance may attend the hearing in person or designate a representative to speak on their behalf.
- (v) If the University Student Grievance Redressal Committee fails to resolve the issue, or if the outcome is appealed to the Vice Chancellor without resolution, the student may escalate the matter to the Ombudsperson within the specified timeframe.
- (vi) The University will assist the Ombudsperson or the Student Grievance Redressal Committee(s), as applicable, in promptly addressing grievances; any lack of cooperation can be reported by the Ombudsperson to the Commission, which will take action according to these regulations.
- (vii) After providing both parties with a fair opportunity to present their case, the Ombudsperson will conclude the proceedings and issue an order with justifications, aimed at resolving the grievance and offering appropriate relief to the affected student.
- (viii) Copies of the order, signed by the Ombudsperson, will be given to both the University and the aggrieved student, and the University will publish it for

public access on its website.

- (ix) The University will adhere to the Ombudsperson's recommendations, and any failure to comply will be reported to the Commission by the Ombudsperson.
- (x) The Ombudsperson may suggest appropriate measures against the complainant if the complaint is determined to be untrue or trivial.

4.3 Information regarding Ombudsperson and Student Grievance Redressal Committees

The University will prominently display all pertinent information regarding the Student Grievance Redressal Committee(s) and the Ombudsperson for appeals on its website and in the prospectus.

5.0 Group Grievance Redressal

Resolution of group grievances may involve the following steps:

- (a) Group grievances submitted by multiple students will be directed to the Head of the Department, who will attempt to address the issue within one week.
- (b) If students are dissatisfied with the Head of Department's resolution, they may approach the Admission and Facilitation Cell for further consideration.
- (c) If the grievance remains unresolved within two weeks from the day the grievance was lodged with the Admission and Facilitation Cell, an appeal may be made to the Vice- Chancellor, who will try to resolve the matter. The Decision of the Vice-Chancellor shall be final and binding.

6.0 Redressal of Grievances concerning Accounts, Library, Hostels, Food, Maintenance, Sports, and Security, etc.:

- (a) Grievances related to the Accounts Department, Library, Hostels, Food services, Maintenance, Sports, Security, and other associated matters should be submitted to the respective administrative Head or in-charge. The Heads are responsible for personally addressing the grievance(s) and resolving the issue within one week.
- (b) If a resolution is not achieved within this time frame, the student has the option to contact the Admission and Facilitation Cell, which will make an effort to resolve the issue(s) within a week.
- (c) Should the issue remain unresolved after reaching out to the Facilitation Cell, students may appeal to the Registrar, who will endeavor to settle the matter within one week.
- (d) The Registrar's decision will be conclusive and obligatory.

GS UNIVERSITY, HAPUR, UTTAR PRADESH-245304


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In exercise of the powers conferred under clause 20.11 of Statute 20 of the GS University Act, 2019, the Executive Council of GS University in its 1st Meeting held on 19.07.2024 passed a resolution confirming Ordinance 6.


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