



**MAHARSHI DAYANAND UNIVERSITY, ROHTAK**

(A State University under Haryana Act No. XXV of 1975)

NAAC Accredited 'A+' Grade

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ESTABLISHMENT NON-TEACHING BRANCH

E-mail

No. EN-10/2021/M-192/3901-4015

Dated: 24.04.2022

To

All Deans/Directors/Heads of the Departments/Institutions/Centres, Branch/  
Controlling Officers  
MD University, Rohtak.


**Sub: MECHANISM FOR REDRESSING GRIEVANCE OF STUDENTS.**

Sir/Madam,

I am directed to enclose herewith a copy of MECHANISM FOR REDRESSING  
GRIEVANCE OF STUDENTS duly approved by the Vice-Chancellor for information  
and taking further necessary action, please.

D.A: As above.

Yours faithfully,

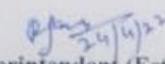
  
Superintendent (Estt NT)  
for Registrar

Endst. No. EN-10/2022/M-192/ 4016-4020

Dated: 24.04.2022

A copy of the above is forwarded to the following for information and necessary  
action:-

1. The Director, UCC, M. D. University, Rohtak with the request to upload the same on the University website.
2. OSD to Vice-Chancellor/Registrar & P.A to Dean Academic Affairs/Controller of Examinations (for kind information of the Vice-Chancellor/ Registrar/Dean Academic Affairs/COE), M. D. University, Rohtak.

  
Superintendent (Estt NT)  
for Registrar

## **MECHANISM FOR REDRESSING GRIEVANCE OF STUDENTS**

### **OBJECTIVE**

**To provide opportunities for redress of certain grievances of students already enrolled in as well as those seeking admission to the University and its affiliated Colleges.**

### **DEFINITIONS:**

- a) “Aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under this ordinance
- b) “Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
  - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. irregularity in the process under the declared admission policy of the institution;
  - iii. refusal to admit in accordance with the declared admission policy of the institution;
  - iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
  - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
  - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
  - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
  - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
  - ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;

- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided; and
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- c) “Collegiate/Departmental Student Grievance Redressal Committee” (CSGRC/DSGRC) means a committee constituted under these regulations, at the level of College/Department.
  - d) “Institutional Student Grievance Redressal Committee” (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a particular teaching department of the University e.g. hostels and common facilities.
  - e) University Student Grievance Redressal Committee” (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the CSGRC/DSGRC or ISGRC.

#### **TATKAL GRIEVANCE REDRESSAL**

***If the nature of the complaints is such that these can be redressed without intervention of the Student Grievance Redressal Committees and relate to the University, the same may be redressed promptly without taking much time:***

1. *By the Concerned HoDs/Directors in respect of Departments/Centres/Institutes.*
2. *By the concerned Branch Heads if pertaining to the Registration Branch, Academic Branch, General Administration Branch & Security Office. If not resolved by the Concerned Branch Head, the same should be redressed by the Registrar.*
3. *By the A.R. (Colleges) in respect of all the Colleges affiliated to this University. If not resolved by the A.R. (Colleges), the same should be redressed by the Dean College Development Council.*
4. *By the concerned Branch Heads if pertaining to the Conduct Branch, Secrecy Branch, Result-I, II, III & IV Branches and Re-evaluation Cell. If not resolved by the Concerned Branch Head, the same should be redressed by the Controller of Examinations.*
5. *By the concerned warden if pertains to the hostel. If not resolved by the concerned warden, the same shall be redressed by the Chief Warden (Boys) in respect of all the Boys Hostels and the Chief Warden (Girls) in respect of all the Girls Hostels.*
6. *By the respective Incharges, Coordinators, Directors, etc. in respect of students’ welfare activities including sports/health, Youth Welfare, Youth Red Cross and NSS activities. If not resolved by these officers, the same shall be redressed by the Dean Students’ Welfare.*

*Each such complaint/ grievance of the student, if not made online, shall be diarized in the grievance registers maintained in the concerned offices and will be allotted a number.*

*Unless and until, grievance is of such nature which needs immediate attention and required to be immediately or urgently addressed,*

- a. Every effort shall be made to redress such grievances within 3 days in a transparent manner and acknowledged appropriately.*
- b. Such grievance(s) must be redressed within 7 days. In case, the same could not be addressed within stipulated time, the same may be forwarded, with reason recorded, to the concerned Student Grievance Redressal Committee or the students may themselves approach to the concerned Students Grievance Redressal Committee, if they feel so.*

## **STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRCs)**

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

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

- a) Principal of the college – Chairperson;
- b) Three senior members of the teaching faculty to be nominated by the Principal – Members;
- c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

(ii) The term of the members and the special invitee shall be 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 CSGRC shall follow principles of natural justice.

(v) The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the University and a copy thereof to the aggrieved student, within a period of 15 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/Centre of a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department/Centre with the following composition, namely:

- a) Head/Director of the Department/Centre – Chairperson;
- b) Two Professors, from outside the concerned Department/Centre to be nominated by the Vice Chancellor– Members;
- c) A member of the faculty to be nominated by the Chairperson– Member;
- d) 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 – Special Invitee.

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

(iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.

(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, with a copy thereof to the aggrieved student, within a period of 15 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 specific academic Department/Centre/Institute of the University, 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:

- a) Dean Academic Affairs – Chairperson;
- b) Dean, Students Welfare – Member;
- c) One senior academician, other than the Chairperson – Member;
- d) Proctor – Member;
- e) A representative from among students of the University to be nominated by the Vice-Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

(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 the special invitee, shall be three.

(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 by the ISGRC.

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

(i) The Vice-Chancellor shall constitute a University Student Grievance Redressal Committees (USGRC) to consider grievances unresolved by CSGRC/DSGRC or ISGRC and the USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice- Chancellor.

- a) A Senior Professor of the University – Chairperson;
- b) Dean, Student Welfare – Member;

- c) Two Principals drawn from the affiliating colleges, other than those connected with report of CSGRC under review in case of College, to be nominated by the Vice-Chancellor – Members;

OR

Two HoDs other than those connected with report of the DSGRC in case of a Department/Centre, to be nominated by the Vice-Chancellor;

- d) One Professor of the University - Member;
- e) A representative from among students of the University 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, but excluding the special invitee, shall be three.

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

(v) The USGRC shall send its report and recommendations to the concerned Institution/Department/College with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

**REGISTRAR**