

MAHARSHI DAYANAND UNIVERSITY, ROHTAK

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 these regulations.
- (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 a 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. non-payment 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, subject to guidelines, if any, issued by the Commission, from time to time;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- 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;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

(c) "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of College.

(d) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with the student grievances.

TATKAL GRIEVANCE REDRESSAL FOR UNIVERSITY

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.

A. COLLEGIATE STUDENT GRIEVANCE REDRESSAL COMMITTEE (CSGRC)

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

S. No.	Designation	SGRC Designation
1	Principal of the College	Chairman
2-5	Four Professor/Senior Faculty members to be nominated by the Principal of the college	Members
6	A representative from among students of the concerned college based on academic merit/excellence in sports/performance in co-curricular activities	Special Invitee

B. UNIVERSITY STUDENT GRIEVANCE REDRESSAL COMMITTEE (USGRC)

Where a complaint does not relate to any specific academic Department/Centre/Institute of the University, the matter shall be referred to the University Student Grievance Redressal Committee (USGRC) to be constituted by the Vice Chancellor, with the following composition, namely:

S. No.	Designation	SGRC Designation
1	Professor to be nominated by the Vice-Chancellor	Chairperson
2-5	Four Professors/Senior Faculty members to be nominated by the Vice-Chancellor	Members
6	A representative from among students to be nominated by Vice Chancellor on academic merit/excellence in sports/performance in co-curricular activities-	Special Invitee

Note (for all the Grievance Committees):

- **At least one member or the chairperson shall be a woman and at least one member or the chairperson shall be from SC/DSC/BC Category.**
- The term of the chairperson and members shall be for a period of two years.
- The term of the special invitee shall be one year.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the CSGRC/USGRC shall follow principles of natural justice.
- The CSGRC/USGRC shall send its report with recommendations, if any, to the Vice Chancellor of the University and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

OMBUDSPERSON

Any student aggrieved by the decision of the Students' Grievance Redressal Committee (CSGRC/USGRC) may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

S. No.	Name	Designation	Email (for reporting grievance)
1	Prof. (Retd.) Ashu Shokeen, H.No. D-8, Prashant Vihar, Sector-14, Rohini, Outer Ring Road, Pillar No. 3, Near Santom Hospital, New Delhi-110085	ombudsperson	shokeen_ashu@rediffmail.com

STEPS OF STUDENT GRIEVANCE REDRESSAL PROCESS FOR UNIVERSITY TEACHING DEPARTMENTS AND MDU-CPAS

STEP 1: LODGING OF COMPLAINT

Students are required to fill out the online Student Grievance Form <https://forms.gle/opDf7hc47NrmA1rm7>

STEP 2: FORWARDING OF APPLICATION TO THE CONCERNED

The official of University Computer Centre should forward the grievance application to the quarter concerned for taking necessary action.

STEP 3: VERIFICATION

On receiving the complaint, the Chairperson of the University Student Grievance Redressal Committee (USGRC) will record and verify the complaint.

STEP 4: ACTION

After verification of the complaint, the UGSRC acts upon the complaint and takes the measures necessary to resolve the issue.

STEP 5: INTIMATING THE STUDENT

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the Department.

The constitution of Student Grievance Redressal Committees like **Collegiate Student Grievance Redressal Committee, University Student Grievance Redressal Committee** can be accessed from [MDU- SGRC.pdf](#)

The colleges have to devise their own process for receiving grievances of the students in accordance with the UGC guidelines.

REGISTRAR

