



## Guidelines For Grievance Redressal Cell

### OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the DPU shall constantly endeavor to improve its service rules, standards and capabilities. The DPU expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the DPU and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the DPU's guidelines and the terms of the policy.

### The objectives of the Grievance Redressal Policies are:

- a) To develop an organizational framework to resolve Grievances of Students and staff
- b) To provide the students and staff access to immediate, hassle-free recourse to have their Grievances redressed
- c) To enlighten the students and staff on their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy
- g) **FOCUS ON STUDENTS, STAFF ORIENTED :**
  - a. Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
  - b. The DPU shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
  - c. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
  - d. The DPU shall take all efforts to abide by and enforce UGC regulations in all its operations.
  - e. The DPU shall also abide by the Code of conduct approved by the DPU.
  - f. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

**Grievances' may include the following complaints of the aggrieved students namely:**

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.
- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (viii) On provision of student amenities as may have been promised or required to be provided by the institution.
- (ix) Denial of quality education as promised at the time of admission or required to be provided.
- (x) Non transparent or unfair evaluation practices.
- (xi) Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per DPU instructions from time to time.

**RESPONSIBILITY FOR REDRESSAL:**

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The DPU expects that Grievance Redressal be time bound and result oriented.

**DOCUMENTING GRIEVANCES:**

The Grievance Redressal Committee starts with a proper documentation protocol. A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the DPU. Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the DPU), stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

**STRUCTURE OF GRIEVANCE REDRESSAL CELL:**

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide **UGC (Grievance Redressal) Regulations 2012**.

**Grievance Redressal Cell**

There shall be a Grievance Redressal Cell at the University level and constituent college / institute level. It shall consist of Grievances Committees.

- **Powers and Duties of the Committee :**

- i) If the college level committee is unable to settle a grievance, lodged by teachers, other employees or students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU and the Registrar of the DPU shall keep the matter before the grievances committee at the DPU level.
- ii) The aggrieved person (teacher, other employee or student) of the DPU may lodge his grievance with the Registrar of the DPU. The *Ex-officio Secretary* shall place the grievance before the DPU level grievance committee at the earliest.
- iii) The committee at the DPU level shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the DPU. The decision of the DPU Level Committee shall be final. The Appeal against such decision shall be preferred to BoM.
- iv) The Appeal against the finding of the College Level Committee shall be made before DPU Level Grievance Committee. The grievances committee at the DPU level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final.

- **Procedure for conduct of business at the meetings:**

- i) In the absence of the Chairman, a senior member nominated by Vice Chancellor shall work as the Chairperson of the Committee.
- ii) Registrar who is *ex-officio Secretary*, shall not have a right to vote.
- iii) The term of membership for members other than *ex-officio* members and students shall be two years.
- iv) A member, who does not attend three consecutive meetings of the Committee without leave of absence, shall cease to be a member of the Committee.
- v) If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice Chancellor shall fill it within one month.
- vi) The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.

### **Grievances Committee at the constituent college / institute level:**

- **Constitution:**

- i) Dean / Director/Principal of the college / institute designated as Chairperson.
- ii) Three senior teachers drawn from the affiliating colleges on rotation basis, to be nominated by the Vice Chancellor – Members.
- iii) A student representing the college where the grievance has occurred to be nominated based on academic merit, by the concerned college – Special Invitee as and when required provided grievance is of student.

- **Powers and Duties of the Committee :**

- i) The grievances committee shall deal with the grievances of teachers, other employees and the students.
- ii) The aggrieved person (teacher, other employee or student) of any constituent college may lodge his grievance with the Registrar / Office Superintendent of the college, who shall put it before the college / institution level grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
- iv) If the grievance is settled at the college level committee, the college shall take action as per the terms of settlement and report the case to the DPU for information.
- v) If the college level committee is unable to settle a grievance, lodged by teachers / other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU.

**UNIVERSITY GRANTS COMMISSION**  
**BAHADUR SHAH ZAFAR MARG**  
**NEW DELHI – 110 002**

**NOTIFICATION**

F.No.14 4/2012(CPP II)

New Delhi, the\_\_December, 2012

In exercise of the power conferred under sub section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely:

**1** Short title, application and commencement:

- 1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
- 2) They shall apply to every university, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
- 3) They shall come into force from the date of their publication in the Official Gazette.

**2** Definition: In these regulations, unless the context otherwise requires

- a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- b) “aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- c) “college” means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) “declared admission policy” means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub regulation (1) of regulation 3;
- (f) “grievances” include the following complaints of the aggrieved students, namely:
  - (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
  - (ii) irregularity in the admission process adopted by the institute;
  - (iii) refusing admission in accordance with the declared admission policy of the institute;
  - (iv) non publication of prospectus, as specified;
  - (v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
  - (vi) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the

- purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
  - (viii) breach of the policy for reservation in admission as may be applicable;
  - (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
  - (x) non payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
  - (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
  - (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
  - (xiii) denial of quality education as promised at the time of admission or required to be provided;
  - (xiv) non transparent or unfair evaluation practices;
  - (xv) harassment and victimisation of students, including sexual harassment;
- (g) “Grievance Redressal Committee” means a committee constituted under these regulations;
  - (h) “Higher Educational Institution” means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
  - (i) “institution” for the purposes of these regulations, means university, college or institution, as the case may be;
  - (j) “Office of profit” means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non compensatory allowance is attached;
  - (k) “Ombudsman” means the Ombudsman appointed under regulation 4 of these regulations;
  - (l) “university” means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

### **3 Mandatory publication of prospectus, its contents and pricing:**

- (1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:-
  - (a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;
  - (b) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or programme of study and the time within, and the manner in, which such refund shall be made to that student;

- (c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
- (d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;
- (e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;
- (f) the process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
- (g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;
- (h) information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) any such other information as may be specified by the Commission:

Provided that an institution shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media:

Provided further that an institution may publish prospectus in accordance with this subregulation at any time before the period of sixty days.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

#### **4 Appointment, tenure, removal and conditions of services under Grievance Redressal Cell**

- 1 Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.
- 2 The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.
- 3 The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial

- interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.
- 4 The Ombudsman, or any member of his immediate family shall not
    - (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
    - (b) have any significant relationship, including personal, family, professional or financial, with the university;
    - (c) hold any position in university by whatever name called, in the administration or governance structure of the university.
  - 5 The Ombudsman in a State University shall be appointed by the university on part time basis from a panel of three names recommended by the search committee consisting of the following members, namely:
    - (a) nominee of the Governor of the State Chairman;
    - (b) two Vice Chancellors, by rotation from public universities of the State to be nominated by the State Government Members;
    - (c) one Vice Chancellor, by rotation from a private university of the State to be nominated by the State Government Member;
    - (d) Secretary (Higher Education) of the State – Member Convener.
  - 6 The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part time basis from a panel of three names recommended by the search committee consisting of the following members, namely:
    - (a) Chairman of the University Grants Commission or his nominee Chairman;
    - (b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government Member;
    - (c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government – Member;
    - (d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or incharge of the higher education Member;
    - (e) Joint Secretary in the office of the University Grants Commission Member Convener
  - 7 The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.
  - 8 The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.
  - 9 The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.
  - 10 No order of removal of Ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of Judge of the High Court in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

## **5. Grievance Redressal Committee –**

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).

- (2) The Grievance Redressal Committee shall be constituted by the Vice Chancellor of the affiliating university consisting of
  - a) a senior Professor of the University Chairman;
  - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice Chancellor – Members;
  - c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college special invitee.
- (3) The Grievance Redressal Committee shall have a term of two years.
- (4) The provisions of sub regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, mutatis mutandis, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.

## **6. Powers and functions of ombudsman –**

- 1 The Ombudsman shall exercise his powers to hear any grievance
    - (a) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
    - (b) of any applicant for admission as student to such institution.
  - 2 No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
  - 3 The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.
7. Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee
- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
  - (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
  - (3) On receipt of an application by the registry, the employee in charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.
  - (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
  - (5) An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.
  - (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
  - (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
  - (8) The institution shall co operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be



reported by the Ombudsman to the Commission.

- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
  - (10) Every order under sub regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
  - (11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
  - (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.
  - (13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
  - (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.
8. Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus  
The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.
9. Consequences of non compliance –  
The Commission shall in respect of any institution which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:
- a. withdrawal of declaration of fitness to receive grants under section 12B of the Act;
  - b. withholding any grant allocated to the Institution;
  - c. declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
  - d. informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
  - e. recommend to the affiliating university for withdrawal of affiliation, in case of a college;
  - f. recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
  - g. recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
  - h. taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations:

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

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