



GUIDELINES FOR STUDENT GRIEVANCE REDRESSAL CELL

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1. PREAMBLE

The CHARUSAT University believes in transparency in all the activities at different stages for its stakeholders. Continuing with this spirit, it endeavours to make all efforts to promote and develop responsive and accountable attitude among students in order to maintain a harmonious educational atmosphere. Students' growth and development is the priority of the university. In view of that, the university facilitates the students to represent and resolve their grievances in a non-discriminatory manner which broadly includes complaints of the aggrieved students be it academic, non-academic, related to assessment, victimisation, attendance, conduction of examinations etc.

To resolve the grievances of the students and in pursuance to the notifications(s) issued by the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 the university has outlined mechanism for redressal of grievances of students.

2. OBJECTIVES

- To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.
- The Grievance Redressal Committee is constituted for the redressal of the problems reported by the Students.
- To provide responsive, accountable and ease mechanism for settlement of grievances and to take measures to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

3. DEFINITIONS

(1) 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 relating to or connected with the grievances defined under these regulations.
- c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- e) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - admission contrary to merit determined in accordance with the declared admission policy of the institution;

- irregularity in the process under the declared admission policy of the institution;
- refusal to admit in accordance with the declared admission policy of the institution;
- non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- 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;
- demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- 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;
- 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;
- 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;
- 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;
- non-transparent or unfair practices adopted by the institution for the evaluation of students;
- 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;
- complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- denial of quality education as promised at the time of admission or required to be provided;
- 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;
- any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

- g) “Institution” means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- h) “Ombudsperson” means the Ombudsperson appointed under these regulations;
- i) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- j) “Student” means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations, at the level of an institution; and
- l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

(2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. CONSTITUTION OF STUDENT GRIEVANCE REDRESSAL CELL

A complaint from an aggrieved students relating to the institution shall be addressed to the Chairperson, SGRC. Hence, all the institute needs to constitute such number of SGRC as may be required with the following composition.

	Particulars of nomination	Designation
1	A Professor of the Institute	Chairperson
2	Four Professors / Senior Faculty members of the institute	Member
3	A representative from among students to be nominated by the Dean (based on the academic merit / excellence in sports /performance in co-curricular activities)	Special Invitee

[Note : Atleast one member or the chairperson should be women / from SC/ST/OBC category]

- The term of Chairperson and members shall be for a period of two years.
- The term of Special Invitee shall be for one year.
- The quorum for the meeting including the Chairperson, but excluding the special invitee shall be three.
- In considering the grievance put before the SGRC shall follow the principal of natural justice.
- The SGRC shall submit its report with recommendations if any, to the Dean of the institute and a copy 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 appeal to the Ombudsperson, within a period of 15 days of receipt of such decision. [*refer circular dated 21.12.2023 for the appointment of Dr. Ashwin D Patel as Ombudsperson of the university*]

5. PROCESS OF MAKING COMPLAINT

Students are required to fill out the Student Grievance Complaint on the university website <https://www.charusat.ac.in/GRC> and should submit the same via email or as a handwritten letter to the Chairperson of the Student Grievance Redressal Committee (SGRC) of their institute.

[The descriptive detail of consideration of grievance / definition of grievance is mentioned in the 1(f) of the important definitions.]

6. PROCESS OF CONDUCTING INQUIRY

- a) On receipt of an online complaint, the institution shall refer the complaint to the Institute level Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- b) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- c) An aggrieved student may appear either in person or authorize a representative to present the case.
- d) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- e) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.

7. APPOINTMENT AND FUNCTIONS OF OMBUDSPERSON

Observing the prescribed norms and to align with the UGC's stipulations, safeguarding students' rights and fostering a conducive academic environment, the university has appointed Dr. Ashwin D. Patel, Retired Professor & Principal, CSPIT as the Ombudsperson w.e.f 01.10.2023 to 31.09.2026. [*refer circular dated 21.12.2023 for the appointment of Dr. Ashwin D Patel as Ombudsperson of the university*]

The functions of the Ombudsperson will be ad under;

1. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.

2. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for reevaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
3. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
4. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. COMMUNICATING DECISION / PROCEDURE FOR REDRESSAL OF GRIEVANCE BY THE OMBUDSPERSON

- a) In case the grievance is resolved by the SGRC of the institute, the decision will be conveyed through email by the Chairperson with a copy to Provost of the university.
- b) Any student aggrieved by the decision of the SGRC may prefer appeal to the Ombudsperson, within a period of 15 days of receipt of such decision.
- c) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided by SGRC.
- d) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for reevaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- e) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- f) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).
- g) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- h) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- i) The institution shall comply with the recommendations of the Ombudsperson.
- j) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

[Note: The above guideline is prepared on the basis of notification issued by the University Grant Commission (UGC) dated 11th April, 2023 in supersession of UGC (Redress of Grievances of Students) Regulations, 2019 and is subject to modification as per the directives of UGC from time to time]