



MAHATMA GANDHI UNIVERSITY



Mahatma Gandhi University
Priyadarsini Hills P. O.
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(Re-accredited by NAAC with A Grade)

Student Grievance Redressal Policy

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1. Preamble

University Grants Commission has notified a regulation for the establishment of a mechanism for students of the Universities to air their grievances and obtain redress for the same, so that they have a smooth experience at the University from the day of their admission to the day of their graduation, as per file number 14-4/2012. (CPP-II).

- In exercise of the powers conferred by clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in replacement of the University Grants Commission (Grievance Redressal) Regulations, 2012, dated May 6, 2019. The Mahatma Gandhi University, Kottayam, Kerala, is formulating a Student Grievance Redressal Policy to improve transparency in higher education, prohibit discriminatory practices, and provide a system for students to have their issues addressed.

2. Definition

(a) "aggrieved student" refers to a student with a complaint relating to or connected to the grievances described in these regulations.

(b) "Departmental Student Grievance Redressal Committee" (DSGRC) means a committee established at the level of a Department, School, or Centre of a University pursuant to these regulations.

(c) "grievance" implies and includes complaints filed by a dissatisfied student over the following:

(i) A grievance may consist of any form of discontent, dissatisfaction, or unfavorable perception, whether stated or not, resulting from anything linked with the university that a student considers unfair, unjust, or unequal.

(ii) Any communication that indicates discontent, harassment regarding the conduct or any act of omission or commission, or shortcoming of service, and seeks corrective action.

(iii) Sexual harassment-related grievances and complaints are not covered by these regulations, as CASH has a distinct system for handling such concerns (Committee Against Sexual Harassment).

Please note: while this platform allows all student members to voice their concerns openly, the complainant must exercise due diligence and care in

determining what qualifies as a grievance that merits the attention of this committee comprised of senior administrators and faculty of the university.

- (d) "Institutional Student Grievance Redressal Committee" (ISGRC) refers to a committee constituted under these regulations at the University level to handle issues that do not pertain to a University Schools/Departments/Centers such as hostels and common facilities.
- (e) "Ombudsperson" refers to the Ombudsperson appointed pursuant to these regulations;
- (f) "Student" refers to a person enrolled in an institution to which these regulations apply;
- (g) "University Student Grievance Redressal Committee" (USGRC) refers to a committee constituted pursuant to these regulations, at the level of the university, for redressing grievances arising out of decisions of the DSGRC.

3. Objectives

The purpose of this policy is to establish the policies and procedures to be followed for receiving, managing, responding to, and resolving any Grievance lodged against a person/department/university over the services it provides. While examining a single complaint, committee members at all levels will uphold natural justice and listen to the complainant and affected parties. The students are the primary stakeholders in any schools/departments/centers that provide education, and it is our goal to ensure transparency in all actions at all stages. Taking this spirit into account, the University has chosen to equip students with a Grievance Redressal Mechanism.

The following are the broad objectives :

- To deliver fair and equal treatment without bias to all stakeholders at all times
- To ensure that all concerns expressed by stake holders are treated with courtesy and handled within the required timeframes.
- To build an organizational framework that is adequate, effective, and timely in order to immediately address and resolve stake holder complaints fairly and equitably.
- To provide enhanced level of stake holder's satisfaction.
- To facilitate the stake holders' access to grievance redressal as quickly as possible.
- To establish a system to monitor the performance of the Grievance Handling Policy.
- To assist those students who have been denied access to the university's services.

4. How to File a Grievance

The following channels are available for stakeholders to express complaints:

Phone Call/Message: To file a complaint, stakeholders can send a text message or call the number listed on the University's website.

Email: Complaints can be submitted via the email address provided on the university's website.

Letter: The stakeholders may send a letter to the university administration.

Website: Stakeholders may also file complaints via the grievance redress portal. The Grievance Redressal Portal is accessible via the University's official website (<https://www.mgu.ac.in>).

5. Maintenance of records of grievances and Reporting

The Chairman of the Grievance Committee preserves all records pertaining to grievance/complaint received, resolutions and closure of the grievance. The complaint shall be transferred to the concerned intermediary within three working days, provided however that resolution time shall not exceed 30 working days from the date of the receipt of the complaint from the complainant.

6. Closure of grievance

Every grievance shall be disposed off within a period of thirty days from its receipt and a final reply shall be sent to the complainant containing details of the resolution or rejection of the complaint with reasons thereof recorded in writing.

7. Escalation of grievances

The stake holders whose grievance has not been resolved by the intermediary within thirty days from the date of the submission of the grievance or who is not satisfied with the resolution provided by the respective committee shall prefer an appeal to the Head of the Institution against the concerned intermediary or entity.

8. Policy to handle major grievances

- Major grievances such as problem involving legal matters are referred to the Syndicate of the University. Appropriate action is carried out as per the guidance provided by the syndicate.

- In case grievance involves external agencies, matter is referred to appropriate authorities for future action.

9. Student Grievance Redressal Committee(SGRC):

A. Departmental Student Grievance Redressal Committee (DSGRC)

- (i) A complaint by an aggrieved student relating to a Department, or School, or Centre of a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:
 - a) Head of the Department, School, or the Centre, by whatever designation known – Chairperson;
 - b) Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor– Members;
 - c) A member of the faculty, well-versed with the mechanism of grievance redressal 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 Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

B. Institutional Student Grievance Redressal Committee (ISGRC)

(i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, 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) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson;
- (b) Dean of students/Dean, Students Welfare – Member;
- (c) One senior academic, other than the Chairperson – Member;
- (d) Professor/Senior academic – Member;
- (e) A representative from among students of the college 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 workings days from the date of receipt of the grievance.

C. University Student Grievance Redressal Committee (USGRC)

(i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more ISGRC and each 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 or equivalent – Member;

- c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
 - d) One Professor of the University - Member;
 - e) A representative from among students of the college 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, if any, to the Principal of the College relating to the grievance/Head of the department/ School/ Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
 - (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

10. Functions of Ombudsperson:

- In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the “OMBUDSPERSON” appointed by the University.
- The OMBUDSMAN will fix a date for hearing the Complainant which shall be communicated to the Institute and the aggrieved person.
- The Institution shall comply with the order of the ombudsman. Any order of the OMBUDSPERSON not complied with by the Institution, will be reported to UGC for appropriate action.

- In case of any false/frivolous Complaint, the ombudsman may order appropriate action against Complainant.
- The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- 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).

11. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

The University/Institutions shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

Note:

1. Syndicate of the University may revise the procedure from time to time as per the UGC Guidelines.

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