




Ref. No.: KRMU/Admin./O.O.-GRC/2022-23/3415-A

Dated: 08.05.2023

OFFICE ORDER

Subject: Revised Students Grievance Redressal Policy.

The revised Students Grievance Redressal Policy of K.R. Mangalam University to be implemented with immediate effect as per updated UGC guidelines regarding Students Grievance Redressal is hereby notified for information (as annexed).



Registrar Registrar
K R Mangalam University
Encl: Sohna Road, Gurugram (Haryana)

- As above

Copy to:

- Vice Chancellor : For kind information
- Pro Vice Chancellor : For kind information
- Dean (Academics Affairs)
- Director- IQAC
- Dean-Student Welfare
- Assistant Dean-Student Welfare
- Chairperson/ Members- Grievance Redressal Committee
- All Deans/ School Coordinators
- Academic Coordinators
- Website Developer
- Office Copy
- Notice File


Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)



STUDENTS GRIEVANCE REDRESSAL POLICY



K.R. MANGALAM UNIVERSITY
Sohna Road, Gurugram (Haryana)-122103

Registrar
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Sohna Road, Gurugram, (Haryana)

K.R. MANGALAM UNIVERSITY

GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

K.R. Mangalam University has created a mechanism for redressal of grievances of students, faculty and staff by adhering to the principles of natural justice in its proceedings and disposing off all grievances as expeditiously as possible. The University shall furnish, prominently, on its website and in its admission prospectus, all relevant information in respect of the Grievance Redressal Committee.

2. VISION

Student Welfare envisions comprehensive individual, academic and integrated development by providing life skills and counseling services and thus preparing them for a diverse, enterprising and global society.

3. MISSION

The Student Welfare department is to facilitate global leadership and personal wellbeing through high moral values and sound life skills among students.

4. OBJECTIVES OF STUDENT GRIEVANCE REDRESSAL COMMITTEE

The objectives of the Student Grievance Redressal Committee are as under:-

- To encourage the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- To uphold the dignity of the University by ensuring strife free atmosphere in the campus through promotion of cordial student-student relationship, student-teacher relationship, student-staff relationships.
- To provide responsive, accountable and easily accessible machinery for expeditious settlement of grievances in order to maintain a harmonious educational atmosphere in the University.
- To deal with complex situations in a tactful manner to establish, promote and maintain a cohesive environment.
- To advise students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.



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Changanassery, Kollam, (Kerala)

5. JURISDICTION OF THE GRIEVANCE REDRESSAL COMMITTEE

The committee shall deal with grievances received in writing from the aggrieved complainant about any of the following:

- 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 categories 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;


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- 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.

6. GRIEVANCE REDRESSAL COMMITTEE

The Vice-Chancellor of the University shall constitute the Grievance Redressal Committee comprising of the following:

Dean/Senior Professor of the University	-	Chairperson
Dean Student Welfare	-	Member
Proctor/Senior Academic	-	Member
One Senior Academic	-	Member
One Teaching Faculty (SC/ST/OBC)	-	Member
Representative of HR	-	Member
One Student from UG programme	-	Special Invitee
One Student from PG programme	-	Special Invitee
Registrar	-	Member Secretary

The above Committee will deal with all grievances related to students, faculty, and staff.

7. PROCEDURE FOR REDRESSAL OF GRIEVANCE


- (i) Complaint received from an online portal where any aggrieved student may apply seeking redressal of grievance to Students' Grievance Redressal Committee for resolution. The complaint will be acknowledged within 1 day, and a committee or equivalent authority shall address the complaint within 3 days and process the grievance related to the concerned department. The complaint will be resolved within 10 days from the receipt of the complaint on the online portal or complaints in physical mode. In case, any complaint is not resolved in the stipulated time, it would be escalated to Higher Authorities (Registrar/Vice Chancellor) for further action and resolution.
- (ii) 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.
- (iii) An aggrieved student may appear either in person or authorize a representative to present


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the case.

- (iv) 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.
- (v) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vi) 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.
- (vii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (viii) The institution shall comply with the recommendations of the Ombudsperson.
- (ix) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.


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