

GRIEVANCE REDRESSAL FOR STUDENTS

1. Prevention of grievances is more important than their redressal, hence all primary complaints, if not attended to, may later assume the form of grievance and should, therefore, be looked into at the initial stage itself.

(a) “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 University;
- (ii) irregularity in the admission process adopted by the University ;
- (iii) refusing admission in accordance with the declared admission policy of the University ;
- (iv) non-publication of admission information on website;
- (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 the University, 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 the University ;
- (viii) complaints, of alleged discrimination of students,
- (ix) non-payment or delay in payment of scholarships to any student that the University may have committed, under the conditions imposed by UGC, or by any other authority;
- (x) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;

- (xi) on provision of student amenities as may have been promised or required to be provided by the University ;
- (xii) denial of quality education as promised at the time of admission or required to be provided;
- (xiii) non-transparent or unfair evaluation practices;
- (xiv) harassment and victimisation of students, including sexual harassment;

(b) **Hostel Residents.** Routine matters pertaining to the provision of facilities for the day-to-day running of the hostel should be attended to by the hostel authorities. Any grievance from a resident shall be referred to the Warden who will depending upon the nature of the grievance, ensure that it is processed by him/her as speedily within 03 days. A student not satisfied with the decision of the Warden may appeal to the Dean(Academic) who will try to resolve the issue within 07 days. Students not satisfied with the decision of the Dean Academic, may approach the Grievance committee. The decision of the Committee shall be final and binding.

(c) **Individual Grievances.** The Programme coordinator of the Programmes shall be functioning as Counsellors to look after the problems of students enrolled in the Programme. The complaint of a student will first be referred to the Programme Coordinator, who shall thereafter be looking into the complaint, dispose it off at his/her level. A student not satisfied with the solution suggested by the Programme Coordinator may approach the Head of the Department who will give his decision within a period of 03 days. A student not satisfied with the decision of the HoD may appeal to the Dean (Academic) who will try to resolve the issue within 07 days. Students not satisfied with the decision of the Dean (Academic), may approach the Grievance committee.

(d) **Miscellaneous Grievances**

Finance. Any grievance about the working of the Finance section should be brought to the notice of the Deputy Finance Officer. Students dissatisfied with his decision may appeal to the Registrar.

General Administration. Any grievance about the maintenance support & general administration should be brought to the notice of the Associate Director(Admin), Students dissatisfied with his decision may refer the matter to the Registrar.

Library. Any grievance about the functioning of the Library should be brought to the notice of the Librarian, Students dissatisfied with his decision may refer the matter to the Convener, Library Committee.

Sports. Any grievance about the working of the sports organization/clubs should be brought to the notice of the Convener, Student Engagement, Sports and Club committee. Students dissatisfied with his decision may appeal to the Dean (Academic).

Students Grievance Redressal Committee (SGRC)

2. The Students Grievance Redressal Committee shall consist of:
 - (a) A Senior Professor, Chairperson
 - (b) Three Senior faculty members (to be nominated by the Vice Chancellor)
 - (c) One Student Nominee (based on academic merit) – Special invitee
 - (d) Deputy Registrar, Secretary

3. All the representations to the Student Grievance Redressal Committee are to be forwarded to the Deputy Registrar, TERI SAS. The Grievance Committee shall ensure that the grievances referred to it are processed as speedily as possible and in no case later than 10 days from the date the complaint is lodged in writing. The term of the Committee shall be for two years.

4. **Ombudsman.** Any person aggrieved by the decision of the Student Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman as per the UGC (Grievance Redressal) Regulations 2012.