



**REPORT OF I-QAC
TERI School of
Advanced Studies**

AUGUST, 2018

Members of i-QUAC

1. Dr. Leena Srivastava
2. Dr. Rajiv Seth
3. Capt. Pradeep Kr. Padhy (Retd.)
4. Dr. Arun Kansal, Convenor
5. Dr. Prateek Sharma
6. Dr. Suresh Jain
7. Dr. Nandan Nawn
8. Dr. Anandita Singh
9. Dr. Sitaraman Ramakrisnan
10. Dr. Sapna A Narula

1. Activities & Contribution

The IQUAC in its meeting held on February 14, 2018 and May 18, 2018 proposed the following rules, policies and guidelines which were later approved by the Board of management.

S. No	Date		Policy	Remarks
1	15.06.2017	TU/BM 24.8.1	Revised Hostel Rules	Hostel rules revised with some modifications.
2	04.06.2018	TS/BM /28.7.1	Policy on Grievance Redressal for Academic & Non Academic Staff	A policy has been drafted on the recommendations of i-QUAC for the hearing of the Grievance redressal for academic & non-academic staff.
3	04.06.2018	TS/BM /28.8.1	Policy on Grievance Redressal for Students	A policy has been drafted on the recommendations of i-QUAC for the hearing of the Grievance redressal for students.

Details of these are given in annexures of this report.

Hostel Rules

1. Hostel Facilities at the TERI University:

- (a) The University shall provide hostel facility exclusively to women students.
- (b) Apart from hygienic food the hostel is to provide furnished rooms, recreational facilities, which would include a TV, indoor games, gym etc.
- (c) The Hostel is to be administered by a warden-in-charge, who shall be appointed from amongst the faculty members of the University on rotation.
- (d) The hostel shall have its in living supervisor/Asst warden who will supervise day to day activities in the hostel.
- (e) In view of the limited hostel accommodation, grant of admission to a programme of study in the University does not ensure allotment of hostel accommodation and that the accommodation will be offered to the eligible applicants, subject to availability.
- (f) All selected students who need hostel accommodation will be required to apply in the prescribed application form available with the Registrar's office. The application forms received after the last date will be considered by the Registrar on a case to case basis.

2. Procedure for allotting hostel:

- (a) Hostel facility shall be provided to the women students who are not from Delhi & NCR.
- (b) Performance in the entrance test/ GD/PI shall be taken into consideration for students from post-graduate programmes.
- (c) If seats are vacant, the facility may be extended to visiting woman students/interns/faculty at the discretion of the Registrar.
- (d) Hostel facilities shall be allocated to the students from each stream and the seats are to be reserved per programme. {In case there are fewer applications from any streams, the Registrar's discretion in allocation of resources shall be final}

3. Fees: Hostel Charges shall be as follows: (To be paid at the time of admission to hostel)

Ser	Hostel Room Rent per month (including meals)	INR
(a)	Single Occupancy	14000
(b)	Double Occupancy	12000

Note:- Interest free refundable security – Rs 10000/-
Fees to be paid per semester basis

4. Discipline:

- (a) Hostel residents are expected to observe the rules and instructions prescribed to them as well as meet all the requirements of social norms that living together demands.
- (b) If found at any stage that the information provided is incorrect or some material facts have been concealed, the student would be liable to eviction from the hostel.
- (c) Residents who willfully violate the hostel rules are liable for any of the following punitive action(s) by the warden in charge of the hostel,:
 - Oral reprimand
 - Written reprimand
 - Written warning
 - Fine for damages
- (d) If the violation is repeated or of grave nature then it is to be reported to Registrar / Dean (Academic) by the warden-in-charge for further necessary action.
- (e) Residents who violate hostel rules may also lose their hostel privileges as per the University Rules and have to vacate their hostel seat.

5. Rules for Hostel Residents:

- (a) Medical facilities shall be provided on call at the expense of the resident. Visiting doctor facility shall be extended once in a week. A 'First Aid' box shall be available at the hostel.
- (b) Basic furniture and mattresses shall be provided in the rooms. Residents are required to make their own arrangements for linen, blankets, pillow etc.
- (c) Consumption of alcohol, smoking and gambling is strictly prohibited within the hostel.
- (d) No personal guests are allowed to stay in the hostel.
- (e) All residents are required to be back in the hostel everyday by 8:30 pm during summers (March to October) and by 7:30 pm in winters (November to February)
- (f) Strict action shall be taken as per University rules against residents who indulge in or encourage ragging of other students/residents.
- (g) Students would not be allowed to stay in the hostel during vacations however, a cloak room shall be provided for safe keeping of their luggage.

6. Mess Timings:

	(Mondays to Saturdays)	(Sundays)
• Breakfast:	0730hrs to 0830hrs	0830hrs to 1000hrs
• Lunch:	1245hrs to 1345hrs	1300hrs to 1400hrs
• Dinner:	2000hrs to 2130hrs	2000hrs to 2200hrs

7. Miscellaneous Instructions:

- (a) Residents are ;
- (i) not allowed to make any additional extension from the electrical switches. They are required to switch off the electrical switches before leaving the room.
 - (ii) allowed to use mobile and laptop chargers only. Electrical appliances such as oven, cooking stove, gas cylinder and refrigerator are not allowed for safety reasons. The hostel management has the right to confiscate the appliances and penalize the errant resident.
 - (iii) not allowed to get involved in any business activity related to food and beverages in their respective rooms or within the hostel compound.
 - (iv) not allowed to cook in the hostel rooms. Disciplinary action would be taken against those who are found cooking in hostel rooms.
 - (v) not allowed to make noise especially after 10.00pm as it would disturb the privacy of other residents.
 - (vi) not allowed to change the position of room furniture and facilities.
 - (vii) not allowed to bring any personal furniture to the hostel.
 - (viii) prohibited to display any obscene picture / poster in their rooms or within the hostel area.
 - (ix) not allowed to put nails, dirty the walls or damage the room at any time.
 - (x) required to observe decent / suitable dress code within the hostel compound.
- (b) Arms and ammunition are strictly prohibited within the university premises.
- (c) Security of residents shall be the responsibility of the university only within the premises. Outside the campus premises, the security shall be the responsibility of the residents.
- (d) The cafeteria (Ground Floor) shall be used as the Meeting Room for visits. The visiting hours shall be from 1730hrs to 1830hrs.
- (e) In case of requests for night outs – the resident are required to take prior permission of the Warden-in- charge.
- (f) The respective timings provided in these rules should be strictly adhered to.

GRIEVANCE REDRESSAL FOR ACADEMIC & NON ACADEMIC STAFF

1. Any grievance in the first instance, may be brought to the notice of the Head of the Department (for faculty)/Registrar (for others) in writing. The Head of the Department/Registrar will look into the grievance and will make an attempt to redress it within 03 days from the receipt of written representation to this effect. The individual or collective grievances received by the University directly, shall also be referred to the HoDs/Registrar for redressal (as the case may be). In case of no response or unsatisfactory response from the HoD/Registrar, the individual may represent his/her case to the University Grievance Redressal Committee (UGRC) which will consist of the following: -

- a. Pro VC (Chairperson)
- b. Dean (Academic)
- c. Dean (Research & Relationship)
- d. Registrar
- e. One Professor

Deputy Registrar shall serve as the non-member Secretary to this Committee

2. The UGRC may hold its meeting from time to time as it may deem fit, preferably within the first seven days of the month. In one sitting, it is expected to deliberate all the representations received by the end of previous month. The Committee shall give its recommendations within 10 days' from the end of month of in which the representation was received by it. In case there is no response within the stipulated period or if the faculty is not satisfied with the recommendations of the Committee, he/she may appeal to the Vice-Chancellor within 6 days' time. The Vice-Chancellor, may dispose of the appeal within 10 days time from the date of receipt of representation. The decision of the Vice-Chancellor, in the matter shall be final and there shall be no further appeal in the matter.

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.

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GUIDELINES FOR ENGAGEMENT OF GUEST FACULTY IN THE UNIVERSITY

1. **Introduction.** Guest faculty may be engaged in specific courses/subjects to supplement the teaching process in the University. Guest faculty engagements should be kept to the barest minimum with the prior approval of the Dean(Academic).

2. **Eligibility.** The qualification of the guest faculty should be the same as those prescribed for faculty for TERI SAS from time to time.

3. **Exception.** In exceptional cases, guest faculty not possessing desired eligibility conditions may be engaged on the specific recommendation of a Selection Committee and on approval of the Dean (Academic).

4. Procedure for selection: -

(a) Retired faculty or Individuals who have already held a teaching positions in a recognized University or possessing relevant experience in reputed institutions/industry, may be invited for teaching without any formal interview on the recommendations of the Head of the Department with prior approval of the Dean (Academic).

(b) In other cases, Heads of Departments/Centres are required to send their proposals for Guest Faculty four weeks ahead of the commencement of the semester to the Registrar. These requirements shall be put on the website for a period of two weeks for wider information. The selection procedure in such cases shall be through a duly constituted Selection Committee comprising of the following:

- (i) Dean (Academic)
- (ii) Two Professors
- (iii) Head of the Department/Centre
- (iv) Programme Coordinator
- (v) Assistant Registrar (Non member Secretary)

A guest faculty can be engaged up to a maximum period of six semesters.

5. The Guest faculty may be paid as per the rates decided by the University from time to time.

6. On selection, a contract on nature of assignment and the remuneration conditions to be signed with the selected faculty involving full semester engagement.