

September 13, 2022

Grievance Redressal Procedures

1. Introduction:

As per the GGSIPU directive vide letter No. GGSIPU/2019-20/Legal/1916 dated 23/05/2019, a Grievance Redressal Committee is being constituted with immediate effect (Notice attached). The institute would adhere to the GGSIPU directions under Clause 3 (ii) (d) of Statute 24 of University and adopt the UGC (Grievance Redressal) Regulations, 2012.

2. Composition of the Committee:

The Committee members would consist of the following members:

- (a) Ombudsman
- (b) Senior Faculty representation from every department
- (c) Senior professor of the GGSIP University as a member
- (d) One official from university or state DTE(Directorate of technical Education) as member
- (e) Psychologist / Psychiatrist / Professional Student Counsellor
- (f) Student Representative

2.1 Ombudsman - The Ombudsman shall be a person who has been a judge not below the rank of District Judge or a retired Professor, who has at least 10 years experience as Professor. He shall be a part time Officer appointed for a period of three years or until he attains the age of 70 years whichever is earlier from the date he resumes the office. He may reappoint for another one term in the same University. He shall be paid a fee of Rs.3,000/- per day for hearing the case, in addition to the reimbursement of the conveyance.

- 2.2 Senior Faculty Members** - The institute must have representation of Senior Faculty Members from each and every department.
- 2.3 Senior Professor from GGSIP University and One official from university or state DTE(Directorate of technical Education)** -The institute must have a Senior Professor from GGSIP University and One official from university or state DTE(Directorate of technical Education).
- 2.4 Psychiatrist/ Psychologist/ Professional Student Counsellor** - The institute must engage the services of Medical Practitioner specifically a Psychiatrist/ Psychologist/ Professional Student Counsellor for regular consultation with the students.
- 2.5 Student Representative** – Every department must recommend one name of the regular Student who will be engaged in the meeting of Grievance Redressal Committee.

3. Nature of Complaint

The student can lodge complaint for the following matters:

- (a) Withhold or refuse to return any documents in the form of certificates of the degree or other documents deposited with the institutes for the purpose of seeking admission, with a view to induce or compel such person to pay any fee in respect of any course of programme of study with such person does not intend to pursue.
- (b) Demand of money in excess of that specified in the declared admission policy or approved by the Competent Authority to be charged by such institutions.
- (c) Breach of the policy of the admission as may be applicable.
- (d) Complaints of alleged discrimination of students from the SC, ST, OBC, Other Backward Classes, Women, Minority or Disabled Categories.

- (e) Non-payment or delay in payment of scholarship to any student that such institutions is committed under the conditions imposed by UGC or by any other Authority.
- (f) Delay in conduct of examinations or declaration of results beyond that specified in the Academic Calendar.
- (g) On provision of student amenities as may have been promised or required to be provided by the institutions.
- (h) Denial of quality education as promised at the time of admission or required to be provided.
- (i) Non-transparent or unfair evaluation practices.
- (j) Harassment and victimization of students including sexual harassment.
- (k) Any other item which have not been listed above, which may affect the interest of the institutions as well as the student.

4. Mechanisms for registering grievance

The institute shall adopt two Mechanisms for complaint lodged by the Student. The complaint can be lodged online as well as offline.

4.1 Online Mechanisms

The online complaint can be lodged by the student on the institute portal. The sample grievance form is attached herewith as **Annexure-II** for kind reference. The student can also email their respective grievance to grievance@adgitmdelhi.ac.in.

4.2 Offline Mechanisms

The offline complaint can be lodged by the student in the respective department to Class Counselor and Coordinator/Departmental In-charge/ Head of Department/ Grievance Redressal Committee / Director.

5. Procedure for Grievance Redressal

5.1 Time frame Direction

The Grievance should be attended within 06 days of receipt of the complaint and it should be further communicated to the Committee and

Head of the Institute within 10 days of the receipt. If in case the student is not satisfied with the decision of the Committee, the student can appeal to the Ombudsman within six days.

5.2 Online Grievance Redressal Procedure

All the Grievances shall be directed to the Grievance Redressal Committee. Based on the nature of the grievance, the committee shall act accordingly. Also, student satisfaction should be noted and verified.

5.3 Offline Grievance Redressal Procedure

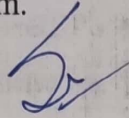
The student can lodge its grievance to Class Coordinator & Counsellor/Departmental Incharge/ Head of Department/ Member of Institute Grievance Redressal Committee/Director. Based on the nature of the grievance, the committee shall act accordingly. Also, student satisfaction should be noted and verified.

6. Advisory to the Grievance Redressal Committee

- The institute should hold meeting of the Grievance Redressal Committee at least once in every three months.
- The procedure for filing complaints, the procedure for conduct of proceedings and the time frame from the disposal of complaints / grievances shall be published on its website. Further, reconstituted Grievance Redressal Committee shall be sent to the University before 15th September of each year.
- Also, the teachers and the authorities of the institutions should maintain cordial warm and confidence with the relationship in terms of Ordinance No.32 of the GGSIP University Act, No.9 of 1998.
- Every letter/representation/email in the nature of appeal by the students should be attended with reformative approach and sympathetic consideration. The institute shall inform the parents of the student by writing the letter intimating the shortage of attendance which should be

sent by Speed Post/Registered Post. The parents may also be informed by email or by telephonically.

- Any issues relating to arbitrary action or personal grudges against students by any teacher / authority of the institute should be earnestly looked into by grievance redressal and should be brought to the notice of the Director of Institute.
- If the issues are not resolved at the level of concerned institute, the student should be advised to approach the Grievance Redressal Mechanism at the level of University which shall act as the Appellate Mechanism.



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