

## **CHRIST (Deemed to be University), Delhi NCR**

### **Regulation for Redress of Grievances of Students 2019**

#### **Policy**

CHRIST (Deemed to be University) recognises the need for reasonably considering all types of grievances of its students and for its speedy redressal. Mechanism for Grievance Redressal will depend on the nature of Grievance. All Grievances will be considered on their merits and will be enquired into by the Department and or the Official concerned who will take necessary steps to resolve the issues within a reasonable time frame. If the matter is not resolved at the initial reference level it may be referred to an Appellate authority specifically constituted for the purpose whose finding and report shall be the final resolution to the grievance. Although the Policy is being already implemented effectively by Christ University Regulation for Grievance Management – Students and Staff – 2015 the same is replaced by this Regulation duly guided by the provisions contained in the University Grants Commission (UGC) (Redress of Grievances of Students) Regulations, 2019 to the extent it is applicable to CHRIST (Deemed to be University) as a unitary Institution. The Regulation has been evolved exhaustively and independently to ensure effective Grievance redressal of students enrolled, persons/students applied for admission but not enrolled.

CHRIST (Deemed to be University) for the purpose of this Regulation has been referred to as 'Institution' or as 'University'.

Grievances relating to Gender (including sexual harassment) as covered by relevant Guidelines of the UGC including the SAKSHAM Report and the Ragging grievances (of students) within the meaning of Anti-Ragging Regulation of the University (framed as per applicable UGC Guidelines) will be resolved by the Committee/s under the respective Regulations and will not be covered under this Regulation.

#### **A. Regulation for Grievance Redressal–Students 2019**

This Regulation shall be applicable to all the students enrolled for Programmes in any Campus of the Institution in respect of Grievances specified herein and shall be effective from 01 June 2019.

Student Grievances may be personal or in common and may relate to Academic Issues, Staff-Related Issues or Organisational Issues.

##### **1. Personal Grievances of Students Enrolled:**

“Personal Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. 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 the Institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or programme of study which such student does not intend to pursue;
- ii. Demand of money in excess of that specified to be charged in the declared admission policy of the Institution;
- iii. Violation, by the Institution, of any law for the time being in force with regard to reservation of seats in admission to different category of students, (if applicable);
- iv. Non-Payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of the Institution, or under the conditions, if any, prescribed by the UGC;
- v. 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 UGC, unless such delay is caused due to factors beyond the control of the University.
- vi. 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;
- vii. Grievances relating to evaluation of answer scripts (other than rectification of casting errors and omissions in evaluation) in respect of Mid Semester / End Semester Examinations.

- viii. Publication by the Institution of any information in the prospectus, which is false or misleading, and not based on facts;
- ix. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the UGC;
- x. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories, if and as may be applicable to the Institution;
- xi. Denial of quality education as promised at the time of admission or required to be provided; and
- xii. 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.

## **2. Authorities for Redressal of Personal Grievances of Students Enrolled:**

The Process of Personal Grievances Redressal in the University shall have three authorities – The Centre for Counselling and Health Services (CCHS), The Departmental Student Grievance Redressal Committee (DSGRC) and the Central Student Grievance Redressal Committee (CSGRC) which shall be the final Appellate Authority.

### **a) Centre for Counselling and Health Services (CCHS)**

- i. The Centre for Counselling and Health Services shall be the first point of reference for dealing with student grievances except for Grievances relating to evaluations under Clause 1(vii) which shall be governed by the Guidelines under the Examinations Regulation of the University as amended from time to time.
- ii. All personal grievances other than Staff-Related Issues may be referred in writing (Grievance Letter) by the affected student (preferably in the prescribed form) to his/her Counsellor in Charge as soon as possible but not later than five working days from the occurrence of such grievance.
- iii. The Counsellor shall give a personal hearing to the student and shall record his/her observations, comments and conclusions with date and time, in the Grievance Letter duly signed by the Counsellor and countersigned by the student.
- iv. If the Counsellor is not able to resolve the matter by such hearing, he/she shall forward the documented grievance letter (retaining a copy thereof for record) to the Departmental Student Grievance Redressal Committee within five working days from the first receipt of the Grievance.
- v. In case of unresolved grievance, the aggrieved student shall resubmit his/her grievance through the online portal provided for the purpose for action by the Departmental Student Grievance Redressal Committee

### **b) Departmental Student Grievance Redressal Committee (DSGRC)**

- 1. The Departmental Student Grievance Redressal Committee (DSGRC) shall consist of the following Members:
  - i. Dean/Associate Dean for the Department – Chairperson
  - ii. Head of the Department. (Member Secretary)
  - iii. The Class Teacher/ Coordinator
  - iv. Two Senior Teachers (Professor/Associate Professor) from or outside the Department (as may be decided and nominated with the approval of the Vice Chancellor on the recommendation of the Chairperson)
  - v. One senior faculty member conversant with Grievance Redressal Mechanism nominated by the Chairperson.
  - vi. The departmental representative/staff concerned with or related to the Grievance as may be decided by DSGRC depending on the nature of the Grievance. (Example: Course Validation, Attendance, CIA, Mandatory Certificate Courses/open electives, IPM, Examination, Admission, Accounts, Library, Canteen, Student Welfare etc.). The representative/staff will be a non-member Special Invitee.
  - vii. A Student Council member of the Class as a non-member Special Invitee.
- 2. The Committee shall meet as and when needed, with a quorum of four Members including the Chairperson. The Chairperson shall have a Casting Vote in case equality of votes by voice/show of hands/ballot.

3. The nominated members of the Committee will have a tenure of two years and shall be eligible for re-nomination.
4. The DSGRC will enquire into the grievance duly considering relevant documents and shall make its decision / recommendation in an equitable and just manner and communicate the same to the Student and to the Director– Student Affairs within 10 working days of reference by the CCHS or by the Student who is not satisfied with the decision of CCHS.
5. Personal Grievance, if any, with regard to any faculty or staff (including harassment of any nature other than sexual harassment) may be directly referred in writing by the student to the DSGRC who shall deal with the same in accordance with the specified procedure and in strict confidence.
6. It shall be the duty of the HOD and the Dean to ensure that no student is penalised or subjected to any bias for the reason of preferring a personal grievance.
7. If the student is not satisfied with the decision of DSGRC he/she may prefer an appeal to the Central Student Grievance Redressal Committee (CSGRC) within five working days of intimation of the decision. The appeal may be made on the online portal of the University.

**c) Central Student Grievance Redressal Committee (CSGRC)**

1. The Central Student Grievance Redressal Committee (CSGRC) will be the final Appellate Authority (within the University) which shall consist of the following members.
  - i. Director (Student Affairs) / Pro-Vice Chancellor – Chairperson
  - ii. One independent Dean/Associate Dean (Nominated with the approval of the Vice Chancellor who will be the Member Secretary)
  - iii. One Independent Senior Professor (Nominated with the approval of the Vice Chancellor)
  - iv. One Senior Counsellor (Nominated with the approval of the Vice Chancellor)
  - v. Student Coordinator of the University Student Council will be a Special Invitee.
2. The Committee shall meet as and when needed, with a quorum of three Members including the Chairperson. The Chairperson shall have a Casting Vote in case of equality of opinions.
3. The nominated members of the Committee will have tenure of two years and shall be eligible for re-nomination.
4. CSGRC will consider and re-examine the grievance and review the decision of the DSGRC in a judicious and equitable manner and will give its Order which will be final and binding. The CSGRC will deliver its Order within 15 working days from the date of appeal under Clause 2(b)7 above or reference under Clause 3 (iv) below as the case may be.
5. If the grievance is against any particular member of either of the Committees, such member shall not participate in the related proceedings of the respective Committee. Four members, other than the interested member, shall constitute the quorum for both the Committees.

**3. Grievances in Common of Students Enrolled:**

Grievances in common may relate to Academic Issues, Staff-Related Issues or Organisational Issues.

- i. Students having common grievance may raise the same with the Student Representative concerned of the respective Deanery Student Council.
- ii. The Student representative in consultation with and in concurrence of the Staff Coordinator of the Council will forward the same to the Deanery Student Council for its consideration.
- iii. The Deanery Student Council after considering the matter in its meeting and if deemed proper may forward the same to the University Student Council.
- iv. The decision of the University Student Council shall be final and binding unless it refers the matter to the Central Student Grievance Redressal Committee (CSGRC) for a Review.

**B. Regulation for Grievance Redressal – Non-Students:**

This Regulation shall be applicable to persons who apply and seek to be enrolled for Programmes in any Campus of the Institution but was not enrolled, in respect of Grievances specified herein and shall be effective from 1<sup>st</sup> June 2019.

**1. Personal Grievances of persons not Enrolled (Non-Students):**

“Grievance” with reference to Non-Students means, and includes, complaint(s) made by an aggrieved person in respect of the following, namely:

- i. Admission contrary to merit determined in accordance with the declared admission policy of the Institution;
- ii. Non-transparent or unfair practices adopted by the Institution for the evaluation of students;
- iii. Irregularity in the process under the declared admission policy of the Institution.
- iv. Refusal to admit in accordance with the declared admission policy of the institution.
- v. Non-publication of prospectus by the Institution, in accordance with the provisions of applicable UGC Regulations;
- vi. Publication by the Institution of any information in the prospectus, which is false or misleading, and not based on facts;

**2. Authorities for Redressal of Personal Grievances of Students not Enrolled:**

The Process of Grievances Redressal in the University in respect of this category shall be dealt with by two authorities–The University Grievance Redressal Committee (UGRC) and the University Grievance Redressal Appellate Committee (UGRAC) which shall be the final Appellate Authority (within the University).

**a) University Grievance Redressal Committee (UGRC)**

1. The University Grievance Redressal Committee (UGRC) shall consist of the following Members:
  - i. The Director-Admissions--Chairperson
  - ii. Senior Officer of the Admissions Office - (Member Secretary)
  - iii. Two Senior Teachers (Professor/Associate Professor) of the University (as may be nominated with the approval of the Vice Chancellor)
  - iv. Director of Student Affairs or his nominee.
  - v. Student Representative nominated from and by the University Student Council (Special Invitee)
2. The Committee shall meet as and when needed, with a quorum of four Members including the Chairperson. The Chairperson shall have a Casting Vote in case of equality of votes - by voice/show of hands/ballot.
3. The nominated members of the Committee will have tenure of two years and shall be eligible for re-nomination.
4. Any grievance to be considered by this Committee must be filed within 30 days of closure of admissions for any academic year in respect of any particular programme.
5. UGRC will consider and examine the grievance in a judicious and equitable manner and will deliver its decision to the complainant within 30 working days from the date of receipt of the complaint.

**b) University Grievance Redressal Appellate Committee (UGRAC)**

1. The University Grievance Redressal Committee (UGRC) shall consist of the following Members:
  - i. Pro-Vice Chancellor--Chairperson
  - ii. Two Members of the Academic Council nominated by the Vice Chancellor.
  - iii. One Member of the Board of Management nominated by the Vice Chancellor.
  - iv. The Registrar of the University (Member Secretary)
2. The Committee shall meet as and when needed, with a quorum of four Members including the Chairperson. The Chairperson shall have a Casting Vote in case of equality of votes - by voice/show of hands/ballot.
3. The nominated members of the Committee will have tenure of two years and shall be eligible for re-nomination.
4. This Committee as the appellate authority shall consider only the grievances considered and decided by UGRC and are filed by the aggrieved within 15 days of receipt of the decision of UGRC.

5. UGRAC will consider and examine the grievance in a judicious and equitable manner and will deliver its decision to the complainant within 30 working days from the date of receipt of the appeal.

**C. Appeal to Ombudsperson:**

1. Any enrolled student who is not satisfied with the decision of the CSGRC or any person (non-student) who is not satisfied with the decision of the UGRAC wishes to appeal against the decision may do so within a period of 15 days of receipt of the decision of the respective authority, by filing an appeal to the Ombudsperson of the South Western Region (covering the States of Kerala and Karnataka and the UT of Lakshadweep.) appointed by the Central Government.
2. The Ombudsperson shall hear appeals from an aggrieved student /person, only after the student has availed all other remedies provided under this Regulation.
3. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
4. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
5. 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)/person(s).

**D. Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Committees:**

1. The University 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.
2. The University shall, have an online portal where any aggrieved student may submit an application seeking redressal of grievance (other than appeals and grievances relating to evaluations under Clause 1(vii)) in accordance with this Regulation.
3. On receipt of an online complaint, the appropriate Student Grievance Redressal Committee shall fix a date for hearing within 15 days of receipt of complaint which shall be communicated to the aggrieved student (Complainant).
4. An aggrieved student shall be required to appear in person although with prior approval may bring in a person (other than an Advocate) to assist him/her in presenting the case.
5. The Institution shall extend co-operation to the Ombudsperson in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the UGC, which shall take action in accordance with the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019.
6. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, 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.
7. The Institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the Institution shall place it for general information on its website.
8. The Institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the UGC any failure on the part of the Institution to comply with the recommendations.
9. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Date: 14 December 2019



Registrar