



# PRESIDENCY UNIVERSITY

Presidency University Act, 2013 of the Karnataka Act No. 41 of 2013 | Established under Section 2(f) of UGC Act, 1956

Approved by AICTE, New Delhi

## **GUIDELINES ON GRIEVANCE REDRESSAL MECHANISM FOR THE STUDENTS**

**(This Policy is made in accordance with section 8 (v) of the Regulation on Directorate of  
StudentAffairs [R-2])**

**POLICY No.: PU/GRMS/ R-2/P.1**

**July 2023**

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# **GUIDELINES ON GRIEVANCES REDRESSAL MECHANISM FOR THE STUDENTS**

**(Under Section 8 (v) of the Presidency University Regulation on Directorate of Student Affairs No. R-2)**

## **1. PREAMBLE**

- i. Presidency University is committed to providing a safe, fair and harmonious learning and work environment. In view of this, the University has a robust mechanism for redressal of students' grievances in a timely manner.
- ii. The Grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc. In this regard, a formal Grievance Redressal Cell (GRC) is constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students.
- iii. Any student who is aware of any violations must report the same to the GRC. The GRC shall consist of members as appointed by the Vice Chancellor. Said grievance must be submitted in writing and should be made within (04) days from the day of the alleged violation. The GRC shall take note of the grievance and inform the Disciplinary Committee formed/conduct the enquiry and impose appropriate retribution. There shall be Internal Complaints Committee (ICC) in place, in cases of any sexual harassment complaints.

## **2. PURPOSE AND SCOPE**

- i. The purpose of the Grievance Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of Presidency University. In, orderto maintain harmonious Student – Student and Faculty –Student relationships as wellas creating an environment in which students can freely express their grievances without fear of discrimination or victimization. Further, counseling students to refrain from provoking others against faculty and staff of the University.
- ii. The GRC shall deal with grievances received in writing about academic and non- academic matters.

## **3. EXTENT AND APPLICABILITY**

All students, parents, staff members, and other stakeholders during their tenure at the University.

  
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#### 4. DEFINITIONS

- i. **Grievance:** means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the University that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.
- ii. **Grievant:** means a student, parent, staff member or group of students or parents or staff members submitting the grievance.
- iii. **Days:** means working days exclusive of Sundays, holidays or vacations as set forth in the academic calendar. In counting, the first day shall be the first full working day following the receipt of the grievance.

#### 5. OBJECTIVES

- i. To ensure a fair, impartial and consistent measures for redressal of varied issues faced by the stakeholders.
- ii. To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-Teacher relationship and Staff-Staff relationships.
- iii. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus.
- iv. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- v. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- vi. To advise stakeholders to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

#### 6. GRIEVANCE REDRESSAL COMMITTEE

- i. The Vice Chancellor of the University shall constitute two Grievance Redressal Committees:
  - a. School Level/Department Level Grievance Redressal Committees
  - b. The University Level Grievance Redressal Committee
- ii. The composition of the School Level/Department Level Grievance Redressal Committee is as follows:
  - a. Head of School – Chairman
  - b. Two senior faculty members including one lady faculty – Member
  - c. One administrative staff member – Member
- iii. Vide UGC notification dated 12 April 2023 – UGC (Redressal of Grievance of Students) 2023, the composition of the University Level Student Grievance Redressal committee is as follows:

  
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Professor [Nominated by the Vice Chancellor]	:	Chairperson/Chairman
Four Professors/Senior Faculty Members of the Institute	:	Members
At least ONE Member or the CHAIRPERSON shall be woman and ONE Member or CHAIRPERSON shall be from SC/ST Category	:	Members
A representative from among students ' [Nominated on Academic Merit/Excellence in Sports/Performance in Co-Curricular Activities]	:	Special Invitee

- iv. The term of the Chairperson and members of the committee shall be for a period of two years.
- v. The term of the Special Invitee shall be ONE Year
- vi. The quorum for the meetings including the Chairperson, but excluding the Special Invitee, of the University Level Student Grievance Redressal Committee, shall be three.
- vii. School level/Department level committee will deal with grievances related to academics
- viii. University level committee will deal with grievances related to non-academics and administration
- ix. The aggrieved student if not satisfied or has not received response to his or her complaint in a reasonable time is at its liberty to address the grievance to University Level Student Grievance Redressal Committee
- x. A copy of the resolved grievances should be marked to University Grievance redressal committee

## 7. PROCEDURE FOR REDRESSAL OF GRIEVANCE

- i. 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.
- ii. In case of academic grievance, an aggrieved student shall first submit his/her complaint in writing to his/her mentor who shall resolve the grievance within two days. In case the mentor is unable to resolve the grievance, he shall forward it to the Chairperson of the School/Departmental Level Grievance Committee.
- iii. The chairperson of the School/Departmental Committee shall convene a committee meeting within 2 days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the committee.

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- iv. The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and the action taken shall be reported to the mentor.
- v. If the grievant is not resolved/ satisfied with the solution of the school/department level committee, he/she shall appeal to the University Level Student Grievance Redressal Committee giving the reasons for his/her dissatisfaction with the decision, within a week of receipt of the decision of the school/department level committee.
- vi. The Chairperson of the University Level Grievance Redressal Committee shall convene a meeting of the committee within 2 days of receiving the complaint. The Committee shall verify the facts and shall either endorse the decision of the school level committee or shall issue an appropriate order within a week of receipt of the grievance.
- vii. If the grievant is not satisfied with the decision of the redressal offered by the University Level Student Grievance Redressal Committee, he/she can submit an appeal to the to the Ombudsperson, within a period of 15 days from the date of receipt of such decision.
- viii. In case of non-academic /administration grievances, an aggrieved student can send the grievance through mail to [studentgrievance@presidencyuniversity.in](mailto:studentgrievance@presidencyuniversity.in). and can raise the grievance in the open forum during monthly student welfare committee meetings. The University grievance committee will forward the grievance to the concerned stake holders and help the student in resolving the grievance within one week's time.
- ix. At all levels a fair hearing shall be given to all parties.
- x. The law of natural justice shall be observed and a fair hearing to the grievant shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.

## 8. TYPES OF GREIVANCES

### i. Academic Related

- a. Admissions
- b. Examination
- c. Assessments
- d. Evaluation
- e. Library Facilities
- f. Issuance of Certificates
- g. Add-on courses
- h. Research Related issues, etc.

### ii. Extension and Extra-Curricular

- a. Alumni Registration
- b. Award of non-academic credits
- c. Physical Education, Cultural Activities, Sports, etc.



**iii. Amenities & Maintenances**

- a. Wi-Fi/Internet Connectivity
- b. Utility stores
- c. Computer facilities
- d. Drinking Water
- e. Sanitation & Hygiene
- f. Maintenance
- g. Medical Facilities etc.

**iv. Placement & Internships**

- a. On-campus or off-campus interviews
- b. Soft skills training
- c. Internships, etc.

**v. General Administration**

- a. Collection of fees
- b. ID cards
- c. Scholarships Disbursement
- d. HR related Issues
- e. Transportation, etc.

**vi. Hostel Facilities**

- a. Complaints regarding provisions/ food services
- b. Safety and security of one's belongings
- c. Bullying/harassment of any form

**vii. Other Related Issues**

- a. Safety and Security
- b. Discipline
- c. Misbehaviors
- d. Emergency Services etc.

**9. EXCLUSIONS**

- i. The following complaints/grievances shall not be construed by the Grievance Redressal Committee for consideration and disposal:
  - a. Decisions of the Academic Council/Academic Committees constituted by Presidency University.
  - b. Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
  - c. Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
  - d. Decisions with regard to disciplinary matters and misconduct.
  - e. Decisions with regard to recruitment and selection
  - f. Decisions by competent authority on assessment and examination results



- reevaluation/remarking of answer sheets.
- g. Anonymous and frivolous complaints will not be entertained/processed

## 10. APPELLATE AUTHORITY/OMBUDSMAN

### 10.1 Functions of Ombudsperson

1. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these Guidelines.
2. 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 reevaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
3. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
4. 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).

### 10.2 PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON

1. Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these guidelines may be referred to the Ombudsperson by the university.
2. Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
3. 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
4. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
5. The institution shall comply with the recommendations of the Ombudsperson.
6. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

## 11. AMENDMENTS

This policy will be reviewed periodically to rectify anomalies, if any, and to incorporate feedback received from the stakeholders, impact analysis and deliberations of the focus group constituted by the Vice Chancellor.

  
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