

**UNIVERSITY INFORMATICS & GRIEVANCE CELL,
GURU JAMBHESHWAR UNIVERSITY OF SCIENCE & TECHNOLOGY, HISAR**

Brief note about the Cell:

The University Informatics and Grievance Cell (UIGC) serves as a dedicated platform for addressing and resolving various grievances and complaints raised by students/parents/guardians/stakeholders etc. associated with the university.

This Cell plays a pivotal role in maintaining a fair, transparent, and supportive environment within the university community. Grievances will be efficiently managed through a single window system, operating under the direct purview of the Vice-Chancellor.

To address a spectrum of student concerns, a structured mechanism has been instituted in accordance with the guidelines and regulations of the University:

RULES/GUIDELINES FOR GRIEVANCE REDRESSAL MECHANISM

1. These Regulations shall come into force with effect from the date of approval from the Competent Authority of the University.
2. **DEFINITIONS:**
 - (a) **'Grievance'** may be related to any of the students' dissatisfaction/not in agreement with any aspect of the University's activities and services including those of other employees or persons or students OR any such grievance as is referred to by the Vice-Chancellor.
 - (b) **Students/Parents/Guardians** shall mean a student/alumnus of the University or their parents/guardians.
 - (c) **Stakeholders** means any person who has direct or indirect stake in the University and have any sort of grievance. This may include Alumni, prospective students, drop-out students or any person.

3. OBJECTIVES:

The objective of these rules is to create and maintain an effective, timely, fair and equitable grievance handling system for its students and their parents/guardians and any such matter as is referred by the Vice-Chancellor. For this purpose, following shall be the key operative principles:

- (a) To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps/suggest to improve the mechanism that may prevent recurrence of such incidents;
- (b) To set in place a grievance handling system that is student focused;
- (c) To ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- (d) To formulate Committees to improve mechanism related to student grievance.
- (e) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- (f) To ensure that there is a consistent response to grievances.
- (g) To provide solution under Single Window System.

4. TYPES OF GRIEVANCES (The list is not comprehensive/exhaustive and issues as others may emerge would also form part of it)

Any such students/parents/guardians/stakeholders comes under the rules can approach the U.I.G. Cell with the following type of grievances whose grievances were not properly addressed by the respective authority i.e. University Teaching Departments/Colleges affiliated to the University, Branches/offices of the University etc. and attach valid proof thereof:

1. Grievances of Academic Nature

Issues related to Academic content, quality, Course material, Class scheduling/timetable, Issues related to student progress such as internal assessment, attendance norms/relaxation, progression to next class, Infrastructure & Facilities etc.

II. Grievances related to Faculty (Including Heads of Departments)

Academic delivery and quality, Class room conduct, Regularity and punctuality, any discrimination/victimization/harassment of students etc.

III. Registration and Examination Related

Registration/re-registration, Student records, Mid-semester, End-semester examinations, Re-evaluation, Grading/results, Debarred/ year-back etc. related issues.

IV. Accounts related Grievances

Fees and dues, Fee concessions, Scholarships, Refunds etc.

V. Hostel and Accommodation related Grievance:

Grievance related to poor hostel facilities, maintenance, unresolved roommate conflicts etc.

VI. Any other problems related to extra co-curricular activities, Internship, Placement, Health & Safety concerns etc.

5. PROCEDURE FOR REDRESSAL OF GRIEVANCE:

(1) Informal resolution before an issue becomes a formal grievance

- (a) Complainants will be encouraged to resolve concerns or problems directly with the person/Dept./Branch/Office/Colleges of the University concerned through personal discussions/ counselling.
- (b) Grievances of the students, as far as possible, may be resolved by their respective teacher of the course/ Head of UTDs, Principal/Director of the Colleges, Officers of the Branches/Offices of the University.

(2) Grievance handling and resolution mechanism

The following procedure can be utilized by the students to submit a grievance of any kind, as specified under clause 4 above:

- (a) Formal complaint which was not properly addressed or resolved by the respective authority i.e. University Teaching Departments/Colleges affiliated to the University, Branches/offices of the University etc. shall be submitted by the aggrieved person (Students/parents/guardians/stakeholders) in writing detailing the nature of the grievance to the Director/Deputy Director/Incharge, University Informatics & Grievance Cell, Guru Jambheshwar

University of Science & Technology, Hisar through email or in person in the office of the Cell. Email IDs of the Cell is uigcell@gjust.org & igcellgju@gmail.com and office address of the University Informatics & Grievance Cell is Room No. 105, Examination Block, Ground Floor, Guru Jambheshwar University of Science & Technology, Hisar. Helpdesk/Contact No. of the Cell is 7015001907.

- (b) The Cell (UIGC) will start the Redressal process within two working days of receipt of the matter.
- (c) An opportunity to the complainant will be given to formally present his/her case along with the relevant documents in support. The UIG Cell can also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- (d) The UIG Cell will then send the matter to the Depts./Colleges/Branches/offices concerned to examine and resolve the grievances as soon as possible, but within maximum of 10 working days' time from the receipt of the grievance from the UIG Cell and convey the outcome/action taken to the complainant and take his/her satisfactory report in writing under intimation to the Cell. In exceptional cases, time limit can be increased on the recommendations of the HODs/Principals/Directors/Officers of the Branches/offices concerned alongwith proper justification of delay. If, the matter so forwarded to a Dept./Branch/Office/College is not related to them fully or partially, in that case copy of the same should be forwarded to the quarter concerned within 03 working days from the receipt of the case by the respective Dept./Branch/Office/College etc. under intimation to the UIG Cell.
- (e) The Cell, whenever required, can convene a meeting with the Chairpersons/Directors/Officers of the Branches/offices of the University, Principals/Directors of the affiliated colleges of the University or official concerned related to grievance under consideration.

- (f) Wherever required, the UIG Cell will take preventive or corrective action in a reasonable time and advise the complainant for the same.
- (g) An opportunity of personal hearing can also be provided on the requests of those complainants who receives no response or where the complainant finds the response is not being satisfactory. In such cases, Chairpersons/Directors/Officers of the Branches/offices of the University, Principals/Directors of the affiliated colleges of the University or official concerned upon which the case(s) related will also attend the said personal hearing.
- (h) The UIG Cell then submits its recommendation before the Hon'ble Vice-Chancellor for his kind consideration and orders.
- (i) Director, University Informatics & Grievance Cell (UIGC) can take decisions on the complaints of the students/parents/guardian and can give direction to the officials concerned for early resolution of the grievance. All Faculties/Depts./Offices/Colleges etc. of the University shall comply the action recommended in true letter and spirit to help aggrieved person by providing solution within the time limit. In case of non-compliance of the action recommended, U.I.G. Cell shall put up the case before the Vice-Chancellor for taking appropriate action in this regard.
- (j) Delay in redressing the grievance within the fixed time limit will be considered as a serious negligence on the part of the official(s) concerned and accordingly the matter will be put up before the Vice-Chancellor for his/her kind perusal and further action.
- (k) The decision of the Hon'ble Vice-Chancellor will be final, and no further appeal will be entertained under any circumstances.

6. **Safeguarding Confidentiality**

- (a) It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
- (b) Implementation of this procedure will be done without prejudice to either party.
- (c) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.

- (d) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
7. Any change in the above rules/guidelines of Grievance Redressal Mechanism or any such change which deem fit can be incorporated on the recommendations of the Cell or the Committee constituted for the purpose and with the approval of the Vice-Chancellor.