



Your Dreams Our Goal **POORNIMA** **UNIVERSITY**

Member of Association of Indian Universities & Approved by UGC (Govt. of India) under 2(f) & 12(B)

Sub: Constitution of Grievance Board.

Grievances Redressal Board is required to be constituted for resolution of complaints / grievances of students related to many issues that can be Academic / Non-Academic / Grievance related to Assessment / Grievance related to Victimization / Grievance related to Attendance / Grievance related to charging of fees / Grievance related to Ragging / Grievance regarding conducting of Examinations & Harassment by colleague students or the teachers etc.

The following will be the constitution of the committee.

1. DSW (Convener)
2. Registrar (Member)
3. Controller of Examination (Member)
4. One Member of Women Cell
5. One Academician
6. Chief Warden
7. Proctor (Member Secretary)

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS

The students are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the University has decided to provide mechanism to students for Redressal of their grievances as under:

A. The Grievances may broadly include the following complaints of the aggrieved students:

- a. Academic
- b. Non-Academic
- c. Grievance related to Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance
- f. Grievance related to charging of fees
- g. Grievance related to Ragging
- h. Grievance regarding conducting of Examinations
- i. Harassment by colleague students or the teachers etc.

There will be Grievance Redressal Committees at the University level to deal with the grievances of the students:

1. Department/HOD Level Committee:

This committee will deal with the Grievance related to Academic and Administrative matters of the Department/Area concerned.

2. School/Dean Level Committee:

This committee will deal with all the Grievances directly which is related to the common problems at school level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by the student against the decision of the Department level committee.

3. University Level Committee:

This committee will deal with all the Grievances directly which is related to the common problems at University level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by student against the decision of the School level committee.

B. Procedure for Redressal of Grievances (RoG)

- a. An aggrieved student who has the Grievance or Grievances at the Department level shall make an application first to the HoD. The Head of Department after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the HoD, then the same should be placed before the Department committee.
- b. If the student is not satisfied with the decision of Department level committee, he/she can submit an appeal to the School level committee within a week from the date of the receipt of the reply from the Department level committee.

The Dean of the School, after verifying the facts and the papers concerned and having discussion within the Department level committee will place the matter before the School level committee which shall either endorse the decision of the Department level committee or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.

- c. If the student is not satisfied with the redressal offered by the School level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the University level committee within a week from the date of receipt of decision with the relevant details.
- d. The University level committee should consider the appeal of the student and make appropriate recommendations to the President within a reasonable time, preferably within 15 days. On approval by the President the final decision is to be communicated to the student through the respective Dean.
- e. The University level committee, if needed, may recommend necessary corrective action as it may deem fit, to endure avoidance of recurrence of similar grievance at any of the School under the University.
- f. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- g. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- h. The student will submit the application of Grievance or appeal to the School level committee or University level committee, as the case may be, through the Head of Department and Head of School concerned.

Grievance Redressal Committee 2024-25

S.No.	Name of University/College	Contact Details	Affiliated to (In case of a college)	AISHE Code of the Institution	Name(s) of the Ombudsperson (s) with contact details (In the case of a university) (Name, Designation, phone and email)	Details of the student Grievance Redressal Committee(s) (Name, Designation, phone and email)	Remarks
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