



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

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

NOTICE

Date: 17-10-2024

POORNIMA UNIVERSITY STUDENT GRIEVANCE REDRESSAL CELL

Introduction

The Student Grievance Redressal Cell at Poornima University is established to ensure the prompt resolution of student grievances while upholding the highest standards of integrity, fairness, and confidentiality.

Mode of Submitting a Grievance

Students who wish to submit a grievance can do so by accessing the Grievance and Service Portal on the university website. Students should navigate to the **Existing Student Services** section under **Faculty and Student** and select **Grievance**. This will redirect them to the TCS iON login page, where they can register their complaints.

Objectives of the Cell

1. **Anonymous Expression:** To provide an opportunity for students to express their grievances freely and anonymously.
2. **Expedited Resolution:** To establish a mechanism for the swift resolution of grievances.
3. **Counselling Support:** To offer appropriate counselling to students during the grievance resolution process.
4. **Promoting Harmony:** To foster cordial relationships among students.
5. **Respect and Dignity:** To encourage students to respect each other's rights and dignity and exercise restraint during conflicts.
6. **Avoiding Incitement:** To advise students against inciting conflicts among peers, faculty, or university administration.
7. **Supportive Environment:** To encourage staff to be supportive and refrain from vindictive behaviour towards students.

Functions of the Cell

1. **Review and Resolution:** Review and resolve complaints received within 10 days.
2. **Complaint Registration:** Receive and register complaints via online portals, suggestion boxes, or in-person submissions, documenting relevant details.
3. **Documentation:** Maintain detailed records of complaints, correspondence, investigation findings, and decisions made.
4. **Investigation:** Conduct impartial investigations into grievances, gathering relevant information and evidence.
5. **Mediation:** Facilitate dialogue through trained mediators to resolve disputes where possible.

6. **Decision-making:** Review evidence, apply relevant policies, and make informed decisions for resolution.
7. **Recommendations:** Formulate recommendations for resolving grievances, including corrective actions to address root causes.
8. **Communication:** Maintain open communication with complainants and relevant parties throughout the resolution process, providing regular updates.
9. **Follow-up and Monitoring:** Conduct follow-ups to ensure agreed-upon actions are implemented and monitor the situation for systemic issues.
10. **Training and Awareness:** Organize training sessions and workshops to educate students about the grievance redressal process.
11. **Continuous Improvement:** Regularly review and improve the grievance redressal process based on feedback and evolving needs.

Committee Constitution

The Grievance Redressal Committee is constituted to address various student grievances, including academic, non-academic, assessment-related, attendance, fee charging, ragging, examination conduct, and harassment. The committee members are as follows:

Student Grievance Redressal Cell 2024-25	
Name	Status
1. Dr. Rakesh Gupta - Dean, Student Welfare Phone: 9928028145 Email: dsw@poornima.edu.in	(Convener)
2. Dr. Chandni Kirplani - Registrar Phone: 9829255106 Email: registrar@poornima.edu.in	(Member)
3. Mr. N.K. Jain - Controller of Examination Phone: 9314535003 Email: coe@poornima.edu.in	(Member)
4. Dr. Bhawana Sharma - Proctor, Women Phone: 7986005928 Email: womencell@poornima.edu.in	(Member)
5. Dr. Priti Kaushik - Professor Phone: 9461585045 Email: priti.kaushik@poornima.edu.in	(Member)
6. Mr. Ashok Poonia - Associate Dean, Hostel & Sports Phone: 9001893267 Email: assoc.dean@poornima.edu.in	(Member)
7. Mr. Vikas - Assistant Proctor Phone: 9929013217 Email: proctor@poornima.edu.in	(Member Secretary)
8. Dr. Pragya Mishra - Counsellor Phone: 8058653337 Email: pragya.mishra@poornima.edu.in	(Member)
9. Ms. Beena Brahmhatt - Hostel Warden (Girls) Phone: 9001893270 Email: beena.brahmbhatt@poornima.edu.in	(Member)