



Poornima University Student Grievance Redressal Policy – 2024-25

1. Introduction

Poornima University (PU) is committed to fostering an environment conducive to learning, growth, and personal development. Acknowledging that grievances may arise during a student's academic journey, the university aims to address these concerns through a systematic, transparent, and impartial Grievance Redressal Policy. This policy aligns with the **University Grants Commission (UGC) Grievance Redressal Regulations, 2023**, ensuring compliance with national standards for student rights and grievance management.

2. Purpose and Objectives

The objectives of this Grievance Redressal Policy are:

- **Structured Mechanism:** To establish a clear framework for students to express grievances effectively.
- **Timely Resolution:** To ensure that grievances are addressed promptly, fairly, and transparently.
- **Protection of Rights:** To safeguard the rights and interests of students concerning academic, non-academic, financial, and administrative issues.
- **Feedback Loop:** To implement corrective and preventive measures based on grievance trends to improve institutional processes.
- **Supportive Environment:** To promote an inclusive atmosphere where students feel safe to voice concerns without fear of retaliation.

3. UGC Definitions and Key Terminologies

The following definitions align with the UGC guidelines:

- **Aggrieved Student:** A student who has a complaint related to academic, administrative, or other issues as defined under this policy.
- **Grievance:** A formal complaint made by an aggrieved student regarding:
 1. Admission issues contrary to the declared policy.
 2. Irregularities in the admission process.
 3. Misleading information in the institution's prospectus.
 4. Retention of documents such as certificates or degrees without valid reasons.
 5. Overcharging or demands for fees exceeding the declared amounts.
 6. Non-compliance with scholarship provisions.
 7. Delays in examinations or results.
 8. Failure to provide promised amenities or quality education.
 9. Discrimination based on caste, gender, disability, or minority status.
 10. Non-transparent practices in student evaluation.
 11. Delays or denial of fee refunds.

12. Harassment or victimization of students.

- **Ombudsperson:** An independent authority appointed to resolve grievances that remain unresolved at the GRC level.
- **Grievance Redressal Committee (GRC):** A committee responsible for addressing and resolving grievances submitted by students.

4. Scope and Applicability

This policy applies to all students enrolled in various academic programs at Poornima University, including:

- Undergraduate programs
- Postgraduate programs
- Diploma programs

Grievances covered under this policy include:

- **Academic Matters:** Issues related to examination schedules, grading, curriculum delivery, and compliance with academic regulations.
- **Non-Academic Matters:** Concerns about hostel facilities, library services, campus amenities, and transportation.
- **Financial Matters:** Complaints regarding the fee structure, scholarships, delayed refunds, and financial aid.
- **Harassment:** Complaints related to sexual harassment, bullying, ragging, or any form of victimization.
- **Administrative Matters:** Issues concerning admission processes, certification, and administrative services.

5. Categories of Grievances

Grievances are classified into the following broad categories:

A. Academic Grievances

- Issues regarding examination schedules, results, and grading discrepancies.
- Concerns about curriculum delivery and compliance with academic policies.

B. Non-Academic Grievances

- Problems related to hostel facilities, campus amenities, and transportation services.

C. Financial Grievances

- Complaints about the fee structure, scholarships, and delays in financial transactions.

D. Harassment Grievances

- Reports of sexual harassment, bullying, and ragging, either from peers or faculty.

E. Administrative Grievances

- Issues related to admissions, certifications, and general administrative processes.

6. Grievance Submission Process

Students are encouraged to submit grievances through the following process:

1. **Access the Portal:** Navigate to the **Grievance and Service Portal** on the university website.
2. **Grievance Submission:** Fill out the grievance form, providing all relevant details, including the nature of the grievance, specific incidents, and any supporting documentation.
3. **Acknowledgment of Receipt:** Upon submission, students will receive an acknowledgment email with a unique reference number for tracking.

7. Grievance Redressal Committee (GRC) – Centralized Mechanism

All grievances submitted by students will be reviewed by the **Dean of Student Welfare (DSW)** office, which serves as the **Central Authority**. The DSW will convene the **Grievance Redressal Committee (GRC)** based on the nature and complexity of the grievance.

GRC Composition (2024-25)

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

Here's an elaborative **Grievance Redressal Policy** for Poornima University, encompassing all aspects discussed, including the grievance resolution procedure aligned with UGC guidelines, definitions, grievance categories, and procedural steps.

8. Grievance Resolution Procedure

The following procedure outlines how grievances will be handled at Poornima University:

Step 1: Grievance Submission

- Students submit grievances online through the **Grievance and Service Portal**, providing comprehensive details regarding the issue.

Step 2: Initial Review and Categorization

- The DSW office conducts an initial review to categorize the grievance based on its nature and complexity. The grievance is then referred to the appropriate GRC.

Step 3: Committee Constitution and Notification

- The GRC is formed, and an official notification is sent to its members outlining the grievance details, hearing schedule, and agenda.

Step 4: Hearing Process

- A hearing is conducted where the aggrieved student presents their case. The committee may request additional evidence or clarification.
- Hearings will be confidential, ensuring the privacy of all parties involved.

Step 5: Resolution Timeline

- The GRC must provide a resolution within **7 working days** of the hearing. Decisions will be documented, detailing the evidence considered and the rationale behind the decision.

Step 6: Communication of Resolution

- Students will receive written notification of the committee's decision, including any actions to be taken and the timeframe for implementation.

Step 7: Escalation to the Ombudsperson

- If the student is dissatisfied with the GRC's decision, they may escalate the grievance to the Ombudsperson within **15 days** of receiving the decision.
- The Ombudsperson will review the case, which may include a hearing, and provide a final resolution within **30 days**.

Step 8: Final Resolution

- The Ombudsperson's decision is final and binding, with no further appeals allowed.
- The university administration is responsible for implementing any recommendations made by the Ombudsperson.

Step 9: Record Keeping and Review

- The DSW office will maintain records of all grievances, including the submission details, hearing reports, and resolutions for a minimum of **one year**.
- An annual review will be conducted to assess the grievance redressal process and identify areas for improvement.

9. Confidentiality and Fairness

- All proceedings related to grievances will be conducted with strict confidentiality to protect the identities of complainants and other involved parties.
- Retaliation against students for raising grievances is strictly prohibited. The university ensures impartial treatment and equal opportunity for all students.

Conclusion

Poornima University is committed to maintaining a positive, supportive, and fair academic environment for all students. This Grievance Redressal Policy ensures transparency, accountability, and integrity in addressing student grievances. Through adherence to this policy, the university aims to enhance student satisfaction and uphold the highest standards of academic and administrative excellence.