



# *Your Dreams Our Goal* POORNIMA UNIVERSITY

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

## POORNIMA UNIVERSITY GRIEVANCE REDRESSAL MECHANISM

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### 1. Introduction

At Poornima University, we value transparency and student satisfaction. The grievance redressal mechanism is established to ensure students can report any concerns related to academic or non-academic issues. This process provides a structured platform to address and resolve student complaints in a timely and fair manner.

#### Types of Grievances:

Grievances may include but are not limited to:

- Academic-related grievances
- Non-academic grievances
- Grievances related to assessment and evaluation
- Complaints regarding victimization, attendance, or fees
- Issues related to ragging or harassment
- Grievances related to the conduct of examinations

### 2. Grievance Redressal Committees

#### 2.1 Department Level Committee:

This committee addresses grievances related to the academic and administrative matters within a department.

- Convener: Head of Department (HoD)
- Members: Faculty members from the concerned department

#### 2.2 School Level Committee:

This committee deals with grievances that concern the entire school and also reviews appeals from department-level decisions.

- **Convener:** Dean of the School
- **Members:** Faculty members from different departments, administrative staff

## 2.3 University Level Committee:

This committee handles university-wide grievances and appeals from the school level.

- **Convener:** Dean, Student Welfare (Dr. Rakesh Gupta)

- **Members:**

- Registrar (Dr. Chandni Kirplani)
- Controller of Examinations (Mr. N.K. Jain)
- Chief Warden (Hostel & Sports)
- Proctor and Associate Dean
- Women's Cell Representative
- Student Counselor

## 3. Procedure for Grievance Redressal

### Step 1: Department-Level Submission

-**Submission:** The student must first submit their grievance in writing to the HoD.

-**Response Time:** The department will review the grievance and respond within one week of receipt.

### Step 2: School-Level Appeal

- **Submission:** If the grievance is unresolved at the department level, the student may escalate the Matter to the school level within one week of receiving the department's response.

- **Response Time:** The school committee will review and address the grievance within 10 days.

### Step 3: University-Level Appeal

- **Submission:** If unsatisfied with the school-level decision, the student may appeal to the University Grievance Committee within one week.

- **Response Time:** The university-level committee will take appropriate action and respond within 15 days.

## 4. Ombudsperson

If the grievance remains unresolved even at the University level, the student may approach the Ombudsperson for further action.

- **Ombudsperson:** Dr. V.K. Gupta (Contact: 9414458026, Email: ombudsperson@poornima.edu.in)

## 5. Key Contacts for Grievance Redressal

<b>Role</b>	<b>Name</b>	<b>Contact Details</b>
Dean, Student Welfare	Dr. Rakesh Gupta	dsw@poornima.edu.in
Registrar	Dr. Chandni Kirplani	registrar@poornima.edu.in
Controller of Examination	Mr. N.K. Jain	coe@poornima.edu.in
Women Cell Representative	Dr. Bhawana Sharma	womencell@poornima.edu.in
Associate Dean, Hostel & Sports	Mr. Ashok Poonia	assoc.dean@poornima.edu.in
Student Counselor	Dr. Pragya Mishra	pragya.mishra@poornima.edu.in
Hostel Warden (Girls)	Ms. Beena Brahmhatt	beena.brahmbhatt@poornima.edu.in

## 6. General Guidelines

All grievances will be addressed in a fair and transparent manner, adhering to the principles of natural justice. The committees will ensure grievances are resolved within a reasonable timeframe. The student may directly escalate their concerns if they feel they are not being addressed adequately at any level.