



# *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:

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



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## 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.



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