G H RAISONI SKILL TECH UNIVERSITY, NAGPUR
STUDENT GRIEVANCE REDRESSAL POLICY

Policy No.: GHRSTUN/SGR/01 | Version: 1.0 | Effective Date: 09/07/2024

1. Preamble and Regulatory Framework

G H Raisoni Skill Tech University, Nagpur (hereinafter referred to as "the University" or "GHRSTUN") seeks to provide a fair, respectful, inclusive and student-centered learning environment. This Policy establishes an accessible mechanism for receiving, examining, resolving and reviewing student grievances in a timely and impartial manner.

The policy is intended to operate in accordance with the University's governing statute of GHRSTUN and applicable rules and regulations.

2. Purpose

The purpose of this policy is to provide students with a clearly defined route to raise concerns, obtain a reasoned response and seek review where a grievance remains unresolved. The process shall be accessible, free of charge, fair to all parties and designed to support timely corrective action.

3. Objectives

- To provide a transparent and consistent process for handling student grievances.
- To resolve concerns promptly, fairly, objectively and sensitively.
- To protect students and respondents from intimidation, retaliation, discrimination or victimization for participating in a grievance process in good faith.
- To maintain appropriate confidentiality and protect personal information, subject to the requirements of a fair inquiry and applicable law.
- To ensure that students are informed about the status, outcome and available review or appeal route.

4. Scope and Applicability

This policy applies to students enrolled in programmes offered by GHRSTUN, including concerns arising from academic activities, examinations, student services, facilities, fees and other University-related matters. An applicant for admission may raise an admission-related grievance through the appropriate University mechanism and, where applicable, the statutory mechanism.

This policy does not replace specialized procedures mandated for matters such as ragging, sexual harassment, discrimination, examination appeals or other matters governed by separate law or University policy. GHRSTUN has framed specialized procedures in accordance with the UGC norms for various committees. The grievances related to these committees are handled by the respective committees.

5. Definitions

Grievance —

A written or electronically submitted expression of dissatisfaction by a student concerning an act, omission, decision, service, facility or process of the University that affects the student or the student's legitimate academic or campus interests.

Aggrieved student —

A student who raises a grievance under this policy.

Respondent —

The person, office, department or University function against which a grievance is raised.

Grievance Redressal Committee (GRC) —

The committee or designated authority constituted by the University to consider grievances at the relevant stage, in accordance with applicable regulations.

Appellate authority —

The authority or officer empowered under applicable regulations and University orders to review a grievance decision.

Composition of the Appellate Authority:

Vice Chancellor as Chairpeson, Three Senior members of the teaching faculty as members (to be nominated by Vice – Chancellor), one female member, one member form SC/SC/OBC category and one student representative having excellent academic record.

Ombudsperson —

The Ombudsperson appointed or recognized by the GHRSTUN in accordance with applicable UGC regulations and other binding requirements.

6. Categories of Grievances

Grievances may include, but are not limited to, the following:

- **Academic matters:** teaching and learning quality; course delivery; timetable; attendance; learning resources; library, laboratory or IT access; internal assessment; academic records; academic support; and alleged unfair treatment in academic matters.
- **Faculty or staff conduct:** unprofessional conduct, lack of required academic support, discourtesy, or alleged bias or unequal treatment.
- **Examination matters:** registration, examination schedules, hall tickets, conduct of examinations, evaluation or result processing, rechecking/revaluation where permitted, and errors in marksheets or academic records.
- **Admission and student records:** admission-process concerns, documentation, identity cards, enrolment records and related administrative services.
- **Internship, training and placement:** access to information, adherence to published procedures, selection-process concerns and alleged unfair treatment.
- **Fees and financial assistance:** fee payment records, scholarships, concessions, refunds and other authorized student financial matters.
- **Campus facilities and services:** hostel, transport, canteen, sanitation, drinking water, medical support, sports, recreation, accessibility and other student amenities.
- **Student conduct and interpersonal concerns:** conflicts, bullying, intimidation, threats or other inappropriate behavior, subject to specialized procedures where applicable.
- **Discrimination, harassment and safety:** alleged discrimination, victimisation, harassment or safety concerns, which shall be referred to the appropriate statutory or designated mechanism where required.
- **Other University services:** any other student-facing service or administrative action that materially affects a student and falls within the University's jurisdiction.

7. Guiding Principles

- Accessibility: students may submit grievances in person, by email, through a designated online portal or in another mode notified by the GHRSTUN.
- No fee: no charge shall be levied for submitting or pursuing a grievance.
- Impartiality: a person with a conflict of interest shall not decide the grievance and shall disclose the conflict promptly.
- Opportunity to be heard: the complainant and respondent shall be given a fair opportunity to provide relevant information, subject to the nature and urgency of the case.
- Confidentiality: information shall be shared only with persons who need it for handling the matter or where disclosure is legally required.
- Non-retaliation: retaliation against a person for raising or participating in a bona fide grievance is prohibited.
- Reasoned outcome: decisions should briefly record the issue, material considered, findings and action or remedy, to the extent appropriate.
- Accessibility and inclusion: reasonable assistance shall be provided to students who need support to access the process.

Flowchart is available in Annexure – I

8. Informal Resolution

Where appropriate and safe, a student may first approach the course coordinator, mentor, Head of Department/Dean of School, or the office responsible for the service concerned. The receiving person should listen to the concern, clarify the issue and attempt an early resolution or refer it to the appropriate authority.

Informal resolution is optional. A student shall not be required to approach the person complained against where the concern involves harassment, discrimination, intimidation, a serious power imbalance, risk to safety, or where direct contact would be inappropriate. The student may proceed directly to a formal mechanism.

9. Formal Grievance Submission

A grievance should ordinarily include the student's name and enrolment/registration number, programme and contact details; a concise description of the issue; relevant dates and

persons/offices involved; steps already taken, if any; the resolution sought; and copies of supporting documents, where available.

A grievance shall not be rejected solely because the student is unable to provide every document at the time of submission. GHRSTUN may request clarification or additional information where reasonably necessary. Anonymous submissions may be considered where they contain sufficiently specific information to permit preliminary examination, especially where safety or serious misconduct may be involved; however, a fully adversarial determination may not be possible without particulars.

The grievance shall be acknowledged and entered in a secure grievance register or case-management system. The acknowledgement should include a reference number, the receiving office and a contact point for follow-up.

10. Grievance Redressal Process and Indicative Timelines

The following internal service timelines are proposed for routine cases. They are administrative targets and shall not override any shorter or otherwise mandatory timeline prescribed by applicable UGC regulations or law.

Stage I — Receipt and preliminary review. The designated receiving authority shall acknowledge receipt normally within two working days, check whether the matter falls within its remit, and refer it to the proper authority if required. Urgent safety matters shall be escalated immediately.

Stage II — Examination by the competent authority. The authority shall review the submission, obtain relevant records and, where needed, seek written clarification or hear the parties. A routine grievance should ordinarily be addressed within fifteen working days of receipt of complete information. If more time is required, the student should be informed of the reason and expected next step.

Stage III — Review by the University Grievance Redressal Committee. If the student is dissatisfied with the response, or no response is received within the stated period, the student may request review by the University's designated Grievance Redressal Committee or the next competent authority. The review should be conducted in accordance with applicable statutory rules, committee constitution and prescribed timelines.

Stage IV — Further appeal / Ombudsperson. Where provided under applicable UGC regulations, the student may approach the University's designated appellate authority or Ombudsperson after exhausting the relevant internal remedy, or within the circumstances and

timelines permitted by the applicable regulations. The University shall publish the current contact details and procedure.

11. Indicative Grievance Routing Matrix

The following matrix is a proposed internal routing arrangement. The University shall align office titles, committee composition and appeal routes with its approved organisational structure and the latest applicable UGC requirements. If a complaint concerns the designated first-level officer, it shall be sent directly to that officer's reporting authority or the competent committee.

Sr. No.	Nature of grievance	Initial receiving office / authority	Review / escalation route
1.	Academic delivery, course, attendance or internal assessment	Course Coordinator / Head of Department or Dean of School	Dean / designated academic authority, then GHRSTUN GRC as applicable
2.	Faculty or staff conduct	Head of Department / Dean of School or designated senior officer not implicated	Dean / competent University authority; specialised committee if required
3.	Examination, results or academic records	Director of Examination and Evaluation / designated examination office	Competent examination review authority and GHRSTUN GRC, subject to examination rules
4.	Admission or enrolment process	Admissions Office / Registrar's Office	Registrar / designated committee, then applicable statutory route
5.	Internship, training or placement	Training and Placement / Career Services Office	Head of the concerned unit / Dean or designated committee
6.	Fees, scholarship, concession or refund	Accounts / Finance Office or Scholarship Cell	Chief Finance Officer / Registrar or designated committee
7.	Hostel, transport, canteen or campus amenities	Concerned service in-charge / Student Affairs Office	Dean of Student Affairs / Registrar or designated committee
8.	Student conflict, bullying or general discipline concern	Student Affairs / designated student support authority	Competent disciplinary or grievance committee, as applicable

9.	Ragging allegations	Anti-Ragging Committee / Anti-Ragging Squad and designated reporting channel	Strictly under applicable anti-ragging regulations and University procedure
10.	Sexual harassment	Internal Committee or other competent body under applicable law	Strictly under applicable law and the University's separate policy
11.	Discrimination or accessibility concern	Equal Opportunity / designated inclusion officer or competent committee	University GRC / statutory mechanism, as applicable
12.	Complaint against a senior officer or receiving authority	Registrar, Vice-Chancellor or other competent independent authority, as appropriate	University GRC / competent statutory appellate mechanism

12. Role of the GHRSTUN Grievance Redressal Committee

GHRSTUN has constituted and notified the Student Grievance Redressal Committee, their composition, jurisdiction, tenure, meeting procedure and contact details in accordance with the applicable UGC regulations and other binding requirements. The Committee shall, as applicable:

- consider grievances referred to it and ensure that the student and relevant respondent have a fair opportunity to present information;
- seek records or explanations from the concerned department or office;
- recommend or direct appropriate corrective action within its authority;
- refer matters to specialised committees or statutory authorities where required;
- maintain confidentiality and declare any actual or potential conflict of interest;
- monitor implementation of decisions and identify recurring systemic issues; and
- submit periodic anonymised summaries and recommendations to the competent University authority.

13. Ombudsperson and External Remedies

GHRSTUN shall appoint or recognize an Ombudsperson and provide access to the Ombudsperson in the manner required by the applicable UGC regulations. The University shall publish the Ombudsperson's name, eligibility/appointment details, contact information and procedure for filing a representation. A student's right to approach any external statutory or regulatory authority available under law shall not be curtailed by this Policy.

The University shall not treat this internal policy as a substitute for any mandatory external appeal, statutory complaint mechanism or remedy prescribed by the UGC or another competent authority.

14. Approval and Effective Date

This policy shall come into effect from the date of approval by the competent authority of G H Raisoni Skill Tech University, Nagpur.

Approved by	Dr. Vivek Kapur
Order / Resolution No. and Date	03-12/08/2024
Signature and Seal	

VICE CHANCELLOR
G H RAISONI SKILL TECH UNIVERSITY
NAGPUR

G H RAISONI SKILL TECH UNIVERSITY NAGPUR

Students Grievance Redressal Form

SECTION A — STUDENT DETAILS

PARTICULARS	INFORMATION TO BE PROVIDED BY THE STUDENT
1. Full Name	
2. Student / Enrolment / Registration No.	
3. Programme / Course	
4. Year / Semester	
5. School / Department	
6. Contact Number	
7. University Email / Personal Email	
8. Hostel / Class / Division (if applicable)	

SECTION B — DETAILS OF GRIEVANCE

PARTICULARS	DETAILS
9. Category of grievance (tick one or more)	☐ Academic / Teaching ☐ Examination / Result ☐ Faculty / Staff Conduct ☐ Admission / Student Records ☐ Fees / Refund / Scholarship ☐ Internship / Placement ☐ Hostel / Transport / Canteen ☐ Library / Laboratory / IT ☐ Student Conflict / Bullying ☐ Discrimination / Harassment / Safety ☐ Other:
10. Date(s) on which the issue occurred	
11. Person / Office / Department concerned (if known)	
12. Have you raised this issue earlier?	☐ No ☐ Yes — Date: _____ To whom: _____
13. If raised earlier, response / action received	
14. Description of grievance (state facts, dates and relevant details)	
15. Resolution / action requested	
16. Supporting documents enclosed	☐ Emails ☐ Letters ☐ Screenshots ☐ Receipts ☐ Other: _____ Number / description of attachments: _____

SECTION C — DECLARATION BY THE STUDENT

I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the University may seek clarification or relevant records to examine this grievance. I request that the matter be handled fairly and, to the extent possible, confidentially in accordance with University policy and applicable rules.

STUDENT SIGNATURE	PLACE	DATE
_____	_____	___/___/_____

SECTION D — FOR USE BY THE GRIEVANCE REDRESSAL AUTHORITY

ACTION / RECORD	DETAILS
1. Date of acknowledgement	____/____/_____
2. Authority / Committee assigned	_____
3. Preliminary review / referral	☐ Within jurisdiction ☐ Referred to: _____ ☐ Additional information requested on: ____/____/_____
4. Meeting / hearing details (if any)	Date: ____/____/_____ Mode: ☐ In person ☐ Online ☐ Written
5. Summary of examination / findings	
6. Decision / corrective action recommended or taken	
7. Date outcome communicated to student	____/____/_____ Mode: ☐ Email ☐ Letter ☐ In person ☐ Other
8. Student informed of review / appeal route	☐ Yes ☐ No Details: _____
9. Status	☐ Pending ☐ Resolved ☐ Referred ☐ Closed
10. Closure date and authorised signature	Date: ____/____/_____ Signature: _____

FOR OFFICE USE ONLY	DETAILS
Grievance Reference No.	_____
Date Received	____/____/_____
Received By / Designation	_____
Mode of Receipt	☐ In Person ☐ Email ☐ Online ☐ Post ☐ Other: _____
Category / Priority	☐ Academic ☐ Examination ☐ Faculty/Staff ☐ Admission/Records ☐ Fees/Scholarship ☐ Placement ☐ Hostel/Facilities ☐ Harassment/Safety ☐ Other

Annexure – I – Flowchart of Students Grievance Redressal Mechanism

