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Guidelines for Student Grievance Redressal

1. Preamble

ITM University is committed to providing a safe, fair and harmonious learning and work environment. Student Grievance Redressal Committee (SGRC) was constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, march 23-29, 2013) for handling day-to-day grievances related to students and parents and re-constituted in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Institute / Department/ Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee Office to submit his/her grievance.

2. Objectives

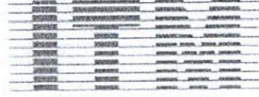
- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized

3. Purpose

- The purpose of this Policy is to provide a mechanism for individual stakeholder to raise a grievance arising from their environment.
- The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.

4. Scope

- To resolve the student related grievances of ITM University.



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- To clarify the nature of grievance.
- To inform the employee his /her right to voice the grievance & take it to next stage of the procedure.

5. Grievances Redressal Committee Structure

With reference to UGC (Redressal of Grievances of Students) Regulations, 2023, committee for Student Grievance Redressal is reconstituted with a senior faculty as chairperson and faculties from different school/dept as members. University Student Grievance Redressal Committee is as follows-

- | | |
|--|----------|
| 1. Prof. S. K. Narayan Khedkar, Pro Vice Chancellor | Chairman |
| 2. Dean Academics I & II | Member |
| 3. Chief Financial and Administrative Officer (CFAO) | Member |
| 4. Dean Student Welfare | Member |
| 5. Dean/HOD of Concerning School | Member |
| 6. Chief Warden | Member |
| 7. Registrar | Member |

This constitution will be governed through latest university notification. In considering the grievance before it, the SGRC shall follow principles of natural justice. The SGRC shall send its report with recommendations, if any, to be competent authority of the university concerned and a copy thereof to the aggrieved students, preferably within a period of 15 working days from the date of receipt of the complaint.

6. Functions of the Committee

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be;
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;
- To obtain the facts through relevant sources in a fair and objective manner;
- To ensure speedy disposal of every grievance application.
- As per AICTE guidelines, if the student was not satisfied by the action taken by the cell then it will be brought to the notice of Ombudsperson.



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7. Procedure of Complaint

Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Mentor/HOD /Dean, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance. The students may submit their grievances through e-mail at: chiefproctor@itmuniversity.ac.in or dsw@itmuniversity.ac.in

8. Procedure for Grievance Redressal


The Student Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the concerned school and the aggrieved student. An aggrieved student may appear either in person or authorize a representative to present the case.

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Student-teacher, student-student grievances
 - Grievances related to library, canteen and IT services.
 - Grievances related to sports, cultural
 - Grievances related to behavior of stakeholders
1. The grievances shall be redressed depending on the nature of the grievance.
 2. Department level counseling is offered where the matter can be resolved.
 3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ Deanlevel.
 4. For other grievances that require review shall be redressed by receiving written and signed application.
 5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Vice Chancellor for further action to be taken.

9. Ombudsperson

Any student aggrieved by the decision of SGRC may prefer an appeal to the Ombudsperson within a period of 15 days from the date of receipt of such decision. The Ombudsperson has been appointed by Vice Chancellor for a period of 03 years.


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