



VIVEKANANDA GLOBAL UNIVERSITY, JAIPUR



(Established by Act11/2012ofRajasthanGovt.Coveredu/s2(f)ofUGCAct,1956)

1. Grievance Redressal Mechanism for Faculty and Students

1.1.Overview

In accordance with the UGC (Grievance Redressal) Regulations 2021, Grievance Redressal for students and faculty in Vivekananda Global University assures accountability, responsiveness, user-friendliness and healthy working atmosphere for the staff and students of the community. To prohibit discrimination and harassment of faculty and students and to strengthen the grievance redressal mechanism and provide equity and parity, VGU operates a dedicated **Grievance Redressal Committee** for handling all the grievances of the students/staff of the community which could not be settled in the routine process shall be referred to the Grievance Redressal Committee (GRC). The committee will help students as well as the employees to record their complaints, if any and solve their problems related to academics, resources, administrative and personal grievances.

1.1.1 Objectives

- To formulate the policy to investigate and review complaints or grievances of students and faculties.
- To create awareness of availability of members for students and faculties to report grievances.
- To investigate the cause of grievances.
- To ensure effectual solution depending upon the gravity of the complaints

1.1.2 Definition: In these regulations, unless the context otherwise requires

- “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- “Aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- “college” means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- “grievances” include the following complaints of the aggrieved students, namely:
 - Demand of excess money other than that specified in the declared admission policy or approved by the competent authority to be charged by the institution;
 - Complaints of the students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minority or Disabled categories;
 - Non publication of prospectus/broucher, as specified;
 - Denial of quality education as promised at the time of admission or required to be provided;



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- Publishing any information in the prospectus, which is false or misleading, and not based on facts;
- Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- On provision of student amenities as may have been promised or required to be provided by the institution;
- Non transparent or unfair evaluation practices;
- Nonpayment or delay in payment of scholarships to eligible student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- “Grievance Redressal Committee” means a committee constituted under these regulations;
- Higher Educational Institution” means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of subsection (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956

1.2 Procedure in Redressal of Grievances

1.2.1 Offline Procedure

Steps	Reporting of Grievance	Whom to Report / maintained by	Time frame for Disposal	Report to	
Step I	Written Grievance by the complainant	Grievance to be submitted to the Dean/warden/Estater Officer/Registrar	At the earliest /48 hrs	If needed be reported to the chairman of the Committee depending upon the seriousness of the issue	
Step II	Grievance Register is to be maintained indicating the name of the complainant, date of receipt of complaint, subject matter, Complaint No., date of disposal and remarks column.	The report is to be maintained by nominated member of the Committee	48 hrs	To be reported to the Member – Secretary of the Committee.	



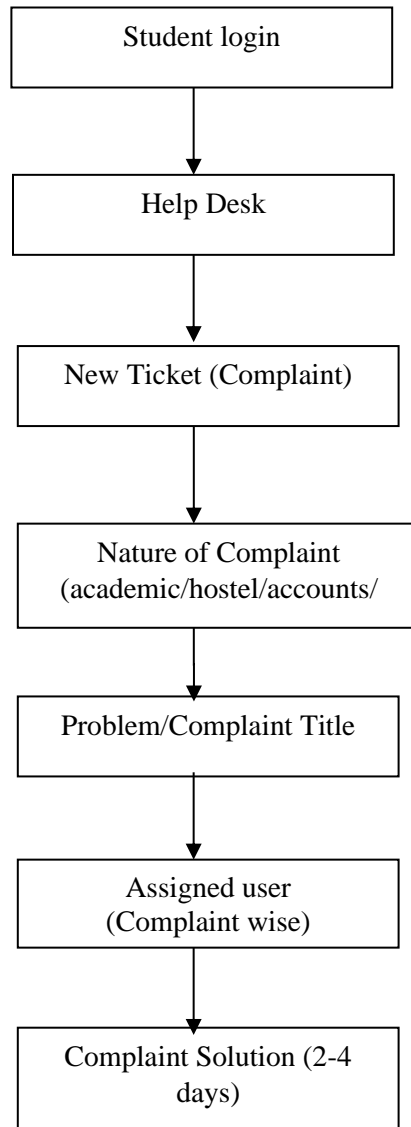
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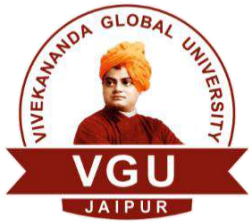
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Step III	Hearing of the Grievance/ Getting to know the problem	Members of the Committee	3 working days	Committee is to submit report to the President- GRC	
Step IV	Communicating the decision to the complainant in writing and getting the signature in office copy	Convenor/ nominated committee member	2 working days		
Step V	If complainant is not satisfied, he/she has a right to appeal in writing against the decision of the Committee	The appeal can be sent to the Ombudsman of the University as appointed.	Appeal should be sent within 10 working days of the said decision	The decision will be communicated to the President of the GRC.	Registrar/President, VGU to be intimated for further action/documentation

1.2.2 Online Procedure for Grievance





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STUDENT GRIEVANCE FORM

- 1) Student Name:
- 2) Course/Branch:.....
- 3) Semester:.....
- 4) Registration No.:.....
- 5) Contact No. :.....
- 6) Email id:.....

(for office use) Complaint No.:
Date:

- 7) Area of Grievance : Academic
- Co – curricular
- Discipline

Hostel	<input type="checkbox"/>
Any other	<input type="checkbox"/>
	<input type="checkbox"/>

8) Duration/ Date of the Problem or Incidence:

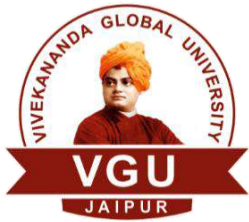
9) Description of the problem/incident:.....
.....
.....

10) Cause of Dissatisfaction and Description of Appeal:

11) Reference/witnesses:.....

Signature of Student

Date:



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EMPLOYEE GRIEVANCE FORM(Offline)

- 1) Employee Name:
- 2) Department:.....
- 3) Designation:.....
- 4) Contact No. :.....
- 5) Area of Grievance : Academic

(for office use) ComplaintNo.:
.....
Date:

Discipline

Accommodation

Any other

6) Duration/ Date of the Problem or Incidence:

7) Description of the problem/incident:.....

.....
.....

8) Cause of Dissatisfaction and Description of Appeal:

.....

9) Reference/Witness:.....

Signature of Employee

Date

1.3 Guidelines for complainant



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- The complainant has to submit his / her complaint in a prescribed form along with necessary documents (if any) in support of his / her complaint.
- They shall have to apply individually and represent his / her case before Grievance Redressal Committee.
- No proxy will be allowed to represent his / her complaint.
- They shall not be allowed to file a case in any judicial court when the matter is pending before the Grievance Redressal Committee.
- In case of any false complaint, the Chairman of the Cell may order appropriate action against the complainant.
- Always keep the complaint no. for future reference.

Committee Members

Grievance Redressal	President	Registrar	Member
	Chairman of the Committee	Two Deans (to be nominated by the President)	Member
		Two non-official members (need based) (to be nominated by the President). Among which one member shall be female	Member
		Representative from Admin/ HR Staff	Member- Secretary

The tenure of the Committee will be for a period of two years from the date of appointment.