

**IIMT**  
**UNIVERSITY**  
**MEERUT**

Transforming Education System, Transforming Lives



# MECHANISM FOR STUDENT GRIEVANCE REDRESSAL

## MECHANISM FOR STUDENT GRIEVANCE REDRESSAL

### 1. PREAMBLE

IIMT University is committed to provide a conducive and harmonious learning and work environment free from fear and favor. Grievance Redressal Cell was set up at the University in accordance with the University Grants Commission regulations 2016 for dealing with day-to-day grievances related to students. Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner as per the following grievance policy maintaining necessary confidentiality, as the case may be.

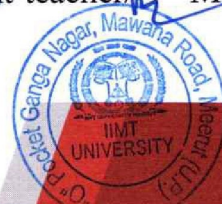
### 2. OBJECTIVES

The students are one of the main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking into consideration this spirit, the University provides the mechanism for redressal of their grievances.

- 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, Mentor-Mentee



**MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**





- relationship, teacher- 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;
  - To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

### 3. GRIEVANCE AND TYPE OF GRIEVANCES:

Grievance means a formal complaint–includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with University that a student thinks, believes, or even feels, is unfair, unjust or inequitable.

The grievance redressal mechanism is applicable to all students during their stint in the university. Hostel related matters will be out of the purview of this document.



**MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**



Page | 2

## TYPES OF GRIEVANCES

Type of Grievance	Specifications
Academic Grievances	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc.
Extension & Extracurricular Grievances	Students club registration, Award of non- academic credits, Physical Education, etc
Infrastructure, facilities, student support & General Maintenance related Grievances	Hostel facilities–Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility- stores, Computer facilities, Drinking water , Sanitation & hygiene, Maintenance, Medical facilities, etc.
Placements & training/Internships/ industrial visit/ field visit related Grievances	On-campus or off-campus interviews, soft skills training, Internships, etc.
General administration related Grievances	Collection of fee, ID cards, Scholarships, HR related issues, Transportation, etc.
Others Grievances	Safety & Security, Discipline, Misbehaviors, Emergency services, etc.



### MECHANISM FOR STUDENT GRIEVANCE REDRESSAL

Page | 3



There will be Grievance Redressal Committees at the Department level/ school level and University level to deal with the grievances.

### **SCHOOL/ DEPARTMENT LEVEL GRIEVANCE REDRESSAL:**

- i. Dean /Head of the Department – Head of the committee.
- ii. Up to 2 senior faculties to be nominated by the Dean/ Head of Department out of which one should be female

This committee will deal with the Grievance related to Academic and Administrative matters of the Department/ School.

**[Note:** If the Grievance is not addressed at the school/ department level or the grievant is not satisfied with their decision, then the grievant can report to the central University level Grievance Redressal Committee.]

### **UNIVERSITY LEVEL COMMITTEE WILL BE AS UNDER:**

- i. One Senior Professor nominated by Vice-Chancellor – Chairman ( for 2 years)
- ii. One Senior Female faculty member- member ( for 2 years)
- iii. One Senior faculty member ( SC/ST/OBC)- member ( for 2 years)
- iv. Two Senior faculty members- member ( for 2 years)
- v. Registrar – member
- vi. Dean Student Welfare- Member Secretary
- vii. Special invitee – One student ( chosen on the basis of outstanding performance in academics/ sports/ co-curricular activities)- member ( for 1 year)



### **MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**

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This committee will deal with all the Grievances directly which is related to the common problems at University level both Academic and Administrative. In addition, this committee will also entertain the appeals filed against the decision of the School level committee.

### Procedure for Redressal of Grievances

- a. Formal Application: An aggrieved party who has the Grievance or Grievances at the Department/School level shall make an application first to the HoD/Dean.
- b. Grievance Redressal Portal: Student can also report their grievance through ERP portal for Grievance Redressal ( Refer E-Governance System User Manual, Chapter 4)
- c. The Head of Department/Dean, after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student.
- d. If the grievant is not satisfied with the decision of the HOD /Dean, then the same should be placed before the Department/School committee.
- e. If the grievant is not satisfied with the decision of Department/School level committee, he/she can submit an appeal to the School level committee within a week from the date of the receipt of the reply from the Department level committee.
- f. The School level committee, after verifying the facts and the papers



### MECHANISM FOR STUDENT GRIEVANCE REDRESSAL





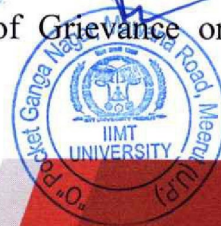
concerned and giving a proper hearing to the grievant, shall either endorse the decision of the Department /School level committee or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.

- g. If the grievant is not satisfied with the decision of the School level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the University level committee within a week from the date of receipt of decision with the relevant details.
- h. The University level committee should consider the appeal of the grievant and dispose the matter with appropriate recommendations to the vice chancellor within a reasonable time, preferably within 15 days. On approval by the vice chancellor, the final decision is to be communicated to the grievant through the respective deans of School.
- i. The University level committee, if needed, may recommend to the vice chancellor, necessary corrective action as it may deem fit, to endure avoidance of recurrence of similar grievance at any of the School under the University.
- j. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- k. While passing an order on any Grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.

The grievant will submit the application of Grievance or appeal to

## **MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**

Page | 6



the School level committee or University level committee, as the case may be, through the Head of Department and Dean of School concerned.

### General guidelines:

1. The grievance must always be in the form of a detailed written complaint submitted through hard copy or email within 7 days from the date of occurrence of the event giving rise to the grievance. However, the University may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.
2. Formal grievance complaint shall include:
  - a clear and concise statement of the event/issues, and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing
  - a reasonably detailed description of the relevant facts, including the name/s of person/s, copies of relevant documents or other evidence relevant to the grievance
  - full name, contact information of the person escalating/initiating the grievance complaint
  - If, it is a group grievance, list of all persons who are parties to the grievance to be attached. The list must include each person's name, university ID, Phone number/Email ID, etc. The list must also designate one individual as spokesperson for the group.



Timeframe: It shall be the endeavour of the Grievance Redressal

**MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**



Page | 7



Committee to ensure redressal/disposal of every grievance within a period of one month of the receipt of application/grievance complaint.

4. The aggrieved student shall have to apply individually and represent his/her case before the Grievance Redressal Committee(s)
5. Confidentiality: The University shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.
6. Documentation: The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Committee shall maintain proper documentation procedures. The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.

Alternative dispute redressal mechanisms: Although all students may avail themselves of this procedure towards resolving their grievances, they may also try to resolve issues informally — if they believe that an informal

## **MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**

Page | 8



resolution is possible at their department/Office level.

8. Closure of Complaint: The complaint shall be considered as disposed off and closed when

- the grievant has indicated acceptance of the resolution;
- the grievant has not responded within four weeks from the date of receipt of information on resolution.

9. Exclusions: The following complaints/grievances shall not be considered by the Grievance Redressal Committee (s) for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by IIMT University.
- Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
- Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection
- Decisions by competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained /processed

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**MECHANISM FOR STUDENT GRIEVANCE REDRESSAL**



**Page | 9**