



SUMANDEEP VIDYAPEETH

An Institution Deemed to be University u/s 3 and 12B of UGC Act 1956
Accredited by NAAC With a CGPA of 3.53 on a Four Point Scale at 'A' Grade
Category -I Deemed to be University Under UGC Regulations 2018

At & Post: Piparia, Taluka: Waghodia, District: Vadodara

STUDENT GRIEVANCE REDRESSAL POLICY

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1. Introduction:

Sumandeep Vidyapeeth Deemed to be University (SVDU) has created a mechanism for redressal of students' grievances related to academic and non-academic matters such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc

2. Terms, Definition and Synonyms

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- (e) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (f) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (g) "Departmental Student Grievance Redressal Committee" (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- (h) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. Irregularity in the process under the declared admission policy of the institution;
 - iii. Refusal to admit in accordance with the declared admission policy of the institution;

- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;

xv. denial of quality education as promised at the time of admission or required to be provided; and

xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

(i) "Institution" means, as the context may be, a University or a college, or an institution declared or deemed to be a University under the Act or an institution established within a University for a particular discipline or activity;

(j) "Institutional Student Grievance Redressal Committee" (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a department of the University e.g. hostels and common facilities.

(k) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(l) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;

(m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi,

Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland;

and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.

(n) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;

(o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;

(p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.

(q) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

3. Purpose:

To provide opportunities for redressal of grievances of students enrolled in any institution of Sumandeep Vidyapeeth Deemed to be University

4. Scope

Policy applies to all students of SVDU. This Policy is aligned with the guidelines provided by UGC

5. Policy statement

The Grievance Redressal section of SVDU prohibits discrimination on the basis of race, color, creed, religion, ethnic origin, age, sex, disability, sexual orientation, gender identity, or other unlawful basis. The goal of the procedures outlined is to ensure that non-discrimination is a reality at SVDU and that no person in the SVDU campus is subjected to such unlawful conduct. All members of the SVDU can assist in the furtherance of this goal by ensuring that complaints of discrimination are promptly directed to the departments or individuals who have been designated to receive them, in accordance with these procedures

6. Responsibilities

To develop a responsive and accountable attitude among all the students in order to maintain a harmonious atmosphere in SVDU.

1. To Redress Student Grievances.
2. To coordinate between students and departments to redress the grievances.
3. To support the students who have been deprived of services for which he/she is entitled.
4. To ensure the effective solution to the student grievances with an impartial and fair approach.
5. To make teaching and supportive staff responsive, accountable and courteous in dealing with the students.

7. Related Legislation and References

- 1) Grievance Redressal, UGC
- 2) UGC (Grievance Redressal) Regulations 2019
- 3) UGC (Promotion of Equity in Higher Education institutions, Regulations, 2012)

8. Policy Administrator

9. Implementation Procedure

Institutional Student Grievance Redressal Committee (ISGRC)

(i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:

- (a) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson
- (b) Dean of students/Dean, Students Welfare – Member
- (c) One senior academic, other than the Chairperson – Member
- (d) Proctor/Senior academic – Member
- (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

University Student Grievance Redressal Committee (USGRC)

(i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.

a) A senior Professor of the University – Chairperson;

b) Dean, Student Welfare or equivalent – Member;

c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;

d) One Professor of the University - Member;

e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

1. Complaint from the student of any institute under SVDU, which has been received by the Head of respective Institute and which is not solved at the level of department or mentors and requires enquiry shall be forwarded to the Student1 Grievance Cell.

2. If any student submits complaint directly to the Students Grievance redressal Committee it will be forwarded to the Head of respective Institute.

3. Once the complaint is received by the committee, the committee will assemble and perform the enquiry procedure in detail with the involved persons related to the complaint with an impartial and fair approach within a specific time.

4. The detailed report of the enquiry with the suggestions will be formulated by the member secretary and be submitted to the Chairperson, Student Grievance Redressal Section for necessary action.