

OMBUDSMAN AND GRIEVANCE REDRESSAL COMMITTEE

Vice Chancellor is pleased to revise the Grievance Redressal Committee comprising of the following with details given as under, to address the complaints of the students.

Ombudsman: Col. Kulwant Singh (Retd)

Grievance Redressal Committee

- Col J S Gill (Retd) – Chairman
- Heads- All Schools/Departments
- Mr. Abhinav, Student ID: B1711981007, BE- CSE
- Ms. Manvi Kanwar, Student ID: 1811983021, BE- Civil Engineering
- Mr. Irfaan, Student ID: 1711981122, BE-CSE

The Committee formed will deal with the complaints as listed below

- (a) Any admission contrary to merit determined in accordance with the declared admission policy of the University.
- (b) Irregularity in the admission process adopted by the University.
- (c) Refusing admission in accordance with the declared admission policy of the University.
- (d) Non-publication of prospectus, as specified.
- (e) Publishing any information in the prospectus, which is false or misleading and not based on facts.
- (f) Withholding or refusing to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in the University, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue.
- (g) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by University.
- (h) Breach of the policy for reservation in admission as may be applicable.
- (i) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories.
- (j) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (k) On provision of student amenities as may have been promised or required to be provided by the University.
- (l) Denial of quality education as promised at the time of admission or required to be provided.
- (m) Non-transparent or unfair evaluation practices.
- (n) Harassment and victimization of students, including sexual harassment.

Procedure for Submission of Complaints

Any aggrieved student may submit an application giving full details, along with supporting documents, of the complaint addressed to the Chairman, Grievance Redressal Committee. The application may be handed over to Deputy Registrar (Academics). The Deputy Registrar (Academics) would be responsible for forwarding the application to the concerned person.

Procedure to be adopted by the Grievance Redressal Committee

- (a) The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the Registrar and the aggrieved person either in writing or electronically, as may be feasible.
- (b) An aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
- (c) Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- (d) Grievance Redressal Committee shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (e) On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (f) The order so passed shall be provided to the aggrieved student and the Registrar and shall be placed on the website of the University
- (g) The University will comply with the order.

Action by Ombudsman

In case, the student is not satisfied with the decision given by the Grievance Redressal Committee. He/she may approach the Ombudsman in manner similar to that specified for Grievance Redressal Committee.

The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint.

In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

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Registrar

Copy to:

- PS of Vice Chancellor for his information please
- All concerned
- All notice boards
- Chalkpad & University's website