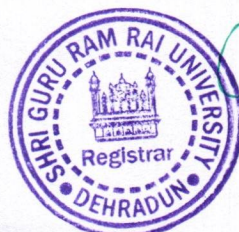


**Policy & Procedures of University  
Grievance Redressal Cell  
(Mechanism)**



(38)

## Extract from Policy University Grievance Redressal Cell Offline Procedure

### H. Appearance before UGRC

The complainant student/staff may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents in case of students) other than legal practitioner may be authorized to present his/her case in any proceedings before the UGRC.

### I. Nature of Applications to be entertained by the UGRC

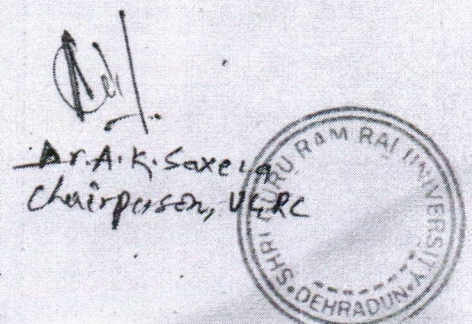
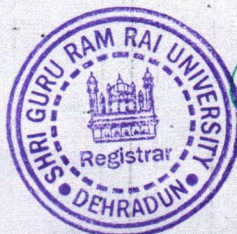
- 1) The student/staff shall fill all the information required to submit grievances written/online with supporting documents.
- 2) The grievances with insufficient/incomplete information shall not be entertained by UGRC.

### J. Disposal of Applications

- 1) On receipt of an Applications of Grievances of Students/Staff, the Member Secretary shall scrutinize the applications in consultation with Chairperson of the UGRC and prepare the Agenda of Meeting.
- 2) Non-accepted applications shall be communicated to the student/staff in writing by Member Secretary.
- 3) The Member Secretary shall communicate the date, time and venue of the Meeting to the students/staff who have registered their grievances in writing / on the portal before the meeting with the help of Administrative Staff of the Schools/Colleges/Departments.
- 4) The Member Secretary may request the applicant to supply further information as may be necessary and also discuss the grievance personally with the applicant.
- 5) The Member Secretary may request all the parties related to grievance to give clarification in writing with necessary documents and send it to all members through an email along with Agenda.
- 6) The Member Secretary shall present each complaint before the UGRC as per the Agenda with all necessary documents given by the students/staff/faculty during the meeting.
- 7) The UGRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.
- 8) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all whose grievances were mentioned in the Agenda.

### K. Non-Entertainment of Application

- 1) No applications for redressal of grievances shall be entertained, if the UGRC is satisfied that
  - a. The applicant has knowingly made false statement or furnished false information as regards to place of residence, educational qualifications, etc.
  - b. In an application, there is no prima facie case for considering it.



- c. The Application is frivolous or fictitious.
- d. The matter is sub-judice in any court of law.
- e. If there is gross delay.
- f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.

2) In case of any false or frivolous complaint, the UGRC may recommend appropriate action against the complainant.

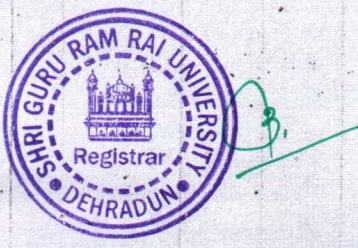
**L. Processing of Applications**

- 1) The Member Secretary shall prepare requisite number of sets of all the applications received online/personally from the students/staff and documents of other party on which complaint has been made and send it to all members of UGRC prior to the meeting through an email and handover its hardcopies to all members of UGRC at the time of meeting.
- 2) The UGRC shall consider the case on the basis of the noting prepared by the Member Secretary.
- 3) The UGRC shall deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University and on the basis of natural justice, equity and good conscience.
- 4) The UGRC shall hear the all the concerned parties related to the complaint in person / individually / collectively whatever the requirement of the case by following principles of natural justice.
- 5) The UGRC shall consider the recommendation of CGRC while taking the decision in case of an appeal of students regarding his/her grievances on the decision of respective CGRC. However, the UGRC shall have the power to review the recommendation of CGRC.
- 6) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 7) Efforts shall be made to settle the grievances within 15 days of its receiving.

**M. Consideration of Applications**

- 1) Each member of the UGRC shall study the applications/cases sent to them in advance.
- 2) Applications shall be discussed in the Meeting and further line of action shall be decided.
- 3) The concerned student/s or any other person or teaching and non-teaching staff or official who is concerned with the grievances of the student/s may be called during the meeting of the UGRC whenever necessary and they may be heard in person.
- 4) If the UGRC finds it necessary it may refer any matter to an expert and obtain his / her opinion.

**N. Recommendations for Final Action**



*Dr. A.K. Saxena*  
 Chairman, UGRC

- 1) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students/staff whose grievances were mentioned in the Agenda.
- 2) The Chairman and Member Secretary shall see the implementation of Order/Decision/Resolution made during the meeting of UGRC on top priority basis.
- 3) If the UGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

**O. Pursuing the Matter**

- 1) The Chairman and Member Secretary shall keep in touch with the concerned sections/units and see that the decision is implemented immediately.
- 2) After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of UGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of UGRC on the portal available on the website of SGRR University ( [www.sgrru.ac.in](http://www.sgrru.ac.in) )

**P. Annual Report** The Member Secretary shall prepare Annual Report as per the format given below regarding working of the UGRC and submit it to the Hon'ble Vice-Chancellor, SGRR University.

*(Signature)*  
 Dr. A.K. Saxena  
 Chairperson, UGRC



# MECHANISMS FOR SUBMISSION OF ONLINE STUDENTS' GRIEVANCES

## GRIEVANCE REDRESSAL FORM:

The screenshot shows the 'GRIEVANCE REDRESSAL FORM' page on the university's website. The page includes a navigation bar with links like 'Exam Cell', 'Guest House', 'IQAC', 'Placement', 'Research', 'Career', 'Alumni', 'RET 2024', and 'Admission Prospectus'. The main content area contains the following fields:

- Select Student/Faculty: (Dropdown menu)
- Student/Faculty Full Name: (Text input field)
- School: (Text input field)
- Programme / Department: (Text input field)
- Enrollment Number / Employee id: (Text input field)
- Contact Number: (Text input field)
- Email: (Text input field)

On the left side, there is a 'Dehradun Weather' widget showing 22°C, Humidity: 51%, Wind Speed: 1km/h, Wind Direction: 105degree, Rain: 0mm/h, and Soil Temp: 20C°.



## VIEW STATUS OF YOUR GRIEVANCE:

The screenshot shows the 'VIEW STATUS OF YOUR GRIEVANCE' page. It features a search bar labeled 'Enter Your Grievance Number:' with a 'SUBMIT' button below it. The page layout is consistent with the previous screenshot, including the navigation bar and weather widget. At the bottom, there is a footer with the university logo and navigation links for 'ADMISSION', 'GRIEVANCES REDRESSAL', and 'OTHER LINKS'.

