

# Grievance Redressal Policy Gangadhar Meher University

## I. Purpose

The purposes of formulating this Grievance redressal policy is to build a robust and transparent mechanism for redressal of grievance of students which is the most important focus of the University. The Grievance redressal mechanism of the University has been reinforced and standardised with an independent appellate authority from the University along with members from Outside the University. The Grievance redressal policy of GMU has been formulated in accordance with the UGC regulation, 2023.

## II. The Subject matters covers under student's Grievance

"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 University;
- ii. Irregularity in the process under the declared admission policy of the University;
- iii. Refusal to admit in accordance with the declared admission policy of the University;
- iv. Non-publication of a prospectus by the University, in accordance with the provisions of the regulation;
- 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 the University, 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 University;
- 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. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of the University, or under the conditions, if any, prescribed by the UGC and Govt. of Odisha ;
- x. Delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University, or in such calendar prescribed by the Govt. of Odisha;
- xi. Failure by the University to provide student amenities as set out in the prospectus, or is required to be extended by the University under any provisions of law for the time being in force;
- xii. Non-transparent or unfair practices adopted by the University 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, subject to guidelines, if any, issued by the Govt. of Odisha, from time to time;
- xiv. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;

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- xv. Denial of quality education as promised at the time of admission or required to be provided;
- 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;
- xvii. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the University;
- xviii. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the UGC and HED, Govt. of Odisha.

### III. Student grievance redressal committees (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) The Grievance Redressal Committees (SGRC), will have the following composition,
  - a) A Professor - Chairperson
  - b) Four Professors/Senior Faculty Members of the University as Members.
  - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) At least one member shall be a woman and at least one member shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the University and a copy thereof to the aggrieved student, preferably within a period of 30 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of 30 days from the date of receipt of such decision.

### IV. Appointment, tenure, removal and conditions of services of ombudsperson:

- (i) GMU shall appoint Ombudsperson for redressal of grievances of students of the university
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.

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- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

**v. Procedure for redressal of grievances by ombudspersons and student grievance redressal committees:**

- (i) The University shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the University shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

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Director, IQAC  
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Sambalpur

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REGISTRAR  
GANGADHAR MEHER UNIVERSITY  
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