

Student Grievance Redressal Policy

of

UP University of Medical Sciences


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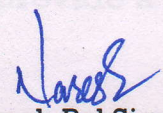
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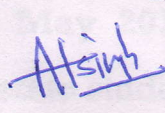
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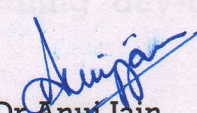
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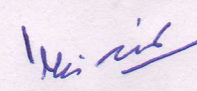
Members of Student Grievance Redressal Committee

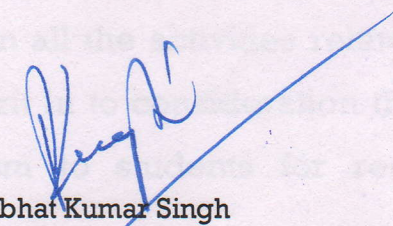

Dr Biji Biju
(Professor & Dean Faculty of Nursing)
(Member)


Dr. Naresh Pal Singh
(Professor, Deptt. of Community Medicine)
(Member)


Dr Atul Kumar Singh
(Professor & Dean Faculty of Dental Sciences)
(Member)


Dr Anuj Jain
(Professor, Deptt. of Anatomy)
(Member)


Dr. Alok Dixit
(Professor & Dean Student Welfare)
Chairperson


Dr. Prabhat Kumar Singh
Vice Chancellor
UP University of Medical Sciences

Student Grievance Redressal Policy of UP University of Medical Sciences

INTRODUCTION

UP University of Medical Sciences, Saifai is committed to provide a safe, fair, and harmonious learning and work environment.

The Student Grievance Redressal Committee is set up at UP University of Medical Sciences in accordance with the **University Grants Commission regulations 2012, 2019, 2023 (The Gazette of India, 23 March 2013; 6 May 2019; 11 April 2023)** for handling day-to-day grievances related to students.

Student Grievance Redressal Committee will address the student grievances in an equitable and neutral manner involving the respective faculty (dealing with the substantive function connected with the grievance), and ensuring confidentiality as needed during the resolution process.

SCOPE AND OBJECTIVES

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

The objectives are:

1. To ensure a fair, equitable and consistent mechanism for redressal of grievance faced and lodged by the students.

2. To provide the students an access to immediate, hassle-free mechanism to have their grievances redressed.
3. Encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
4. Ensure prompt, objective, and sensitive resolution of grievances while maintaining complete confidentiality.
5. Respect perspectives of both the aggrieved party and the respondent, with a commitment to prevent discrimination or victimization.
6. Upholding the dignity of the University by fostering cordial relationships among students, teachers, and staff and show utmost restraint and patience whenever any occasion of rift arises.
7. Cultivating a responsive and accountable attitude among students to promote a harmonious atmosphere on the University campus.
8. Advising stakeholders to uphold each other's rights and dignity, as well as discouraging vindictive behaviour for any reason.

DEFINITION OF GRIEVANCE

A Grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with UP University of Medical Sciences that a student thinks, believes, or feels, is unfair, unjust, or inequitable. (grievances are defined in UGC Regulations under clause 3.1(f) of the Gazette Notification No. F.1-13/2022 (CPP-II). dated 11 April 2023.)

The Grievances may broadly include the following:

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- **Academic Matters:** Related to Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, timely issue of duplicate Mark-sheets, Transfer Certificates, Provisional certificates, Conduct Certificates, class room activities, library facilities labs, guest lectures, etc.
- **Financial matters:** Related to dues and payments for various items from library, hostels, transport etc.
- **Amenities and Maintenance:** Hostel facilities –Allocation of rooms, Standard of meal, preparation of food (Canteen & Hostels), Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc
- **Administration:** related to collection of fee/on-line fee payment gateway, ID cards, Scholarships, etc.
- **Other Matters:** Related to certain grievance about availability of transport, victimization by teachers, safety & security, discipline, misbehaviours, emergency services, etc.

INCLUSIONS

Student Grievances Redressal Committee shall receive and redress grievances relating to the following issues:

- ❖ Academic issues: pertaining to teaching learning activities.
- ❖ Student-teacher, student - student relationships.
- ❖ Complaint related to library and IT services.
- ❖ Grievances related to hostel - food, water, electricity, safety, security, etc.
- ❖ Grievance related to transport facilities.
- ❖ Grievances related to selection / participation in sports and cultural activities.

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- ❖ Grievances related to behaviour of office staff/Non-Teaching Staff.
- ❖ Grievances related to delay in issuance of records and documents from office / Department.
- ❖ The departmental level grievances are to be attended by the concerned class Coordinators, mentors and Departmental Heads.
- ❖ The student coordinators and department faculty coordinators of Student Grievance Redressal Committee would act as facilitators to communicate and sort out the grievances at the department.
- ❖ Unresolved grievances of students at the departmental level are to be referred to the Student Grievance Redressal Committee

EXCLUSIONS:

The student grievances redressal committee shall not entertain/consider and dispose the complaints/grievances on following issues:

- ❖ Decisions of the Executive council, Academic council, Board of studies and other Administrative or Academic committees constituted by the university.
- ❖ Decisions regarding award of scholarship, fee concessions, medals etc.
- ❖ Decisions made by the university regarding disciplinary matters and misconduct.
- ❖ Decisions of the university about admissions in any course offered by the institute.
- ❖ Decisions by competent authority on assessment and examination result.
- ❖ Decisions related to Women grievances
- ❖ Women's grievances regarding gender discrimination complaints of students: would be exclusively redressed by Woman Grievance Redressal Cell

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- ❖ Grievances related to sexual harassment: would be exclusively redressed by anti-sexual harassment cell and Anti -Sexual Harassment Committee of UPUMS.
- ❖ Grievance related to ragging: the matter would be referred to Anti-Ragging Committee of UPUMS for appropriate redressal.
- ❖ Anonymous and frivolous complaints will not be entertained/processed

STUDENT GRIEVANCE REDRESSAL COMMITTEE

A complaint from an aggrieved student relating to the University shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

COMPOSITION OF SGRC

As per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 (F.1-13/2022 (CPP-II) dated 11 April 2023) section 4 subsection (ii) the composition of SGRC includes:

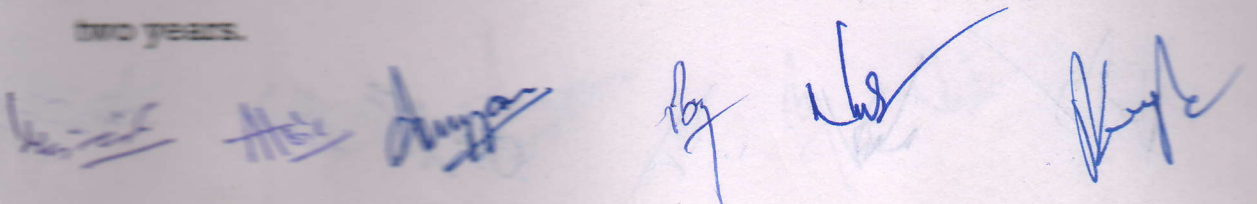
a) A Professor - **Chairperson**

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.**

➤ At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.

➤ The term of the chairperson and members shall be for a period of two years.



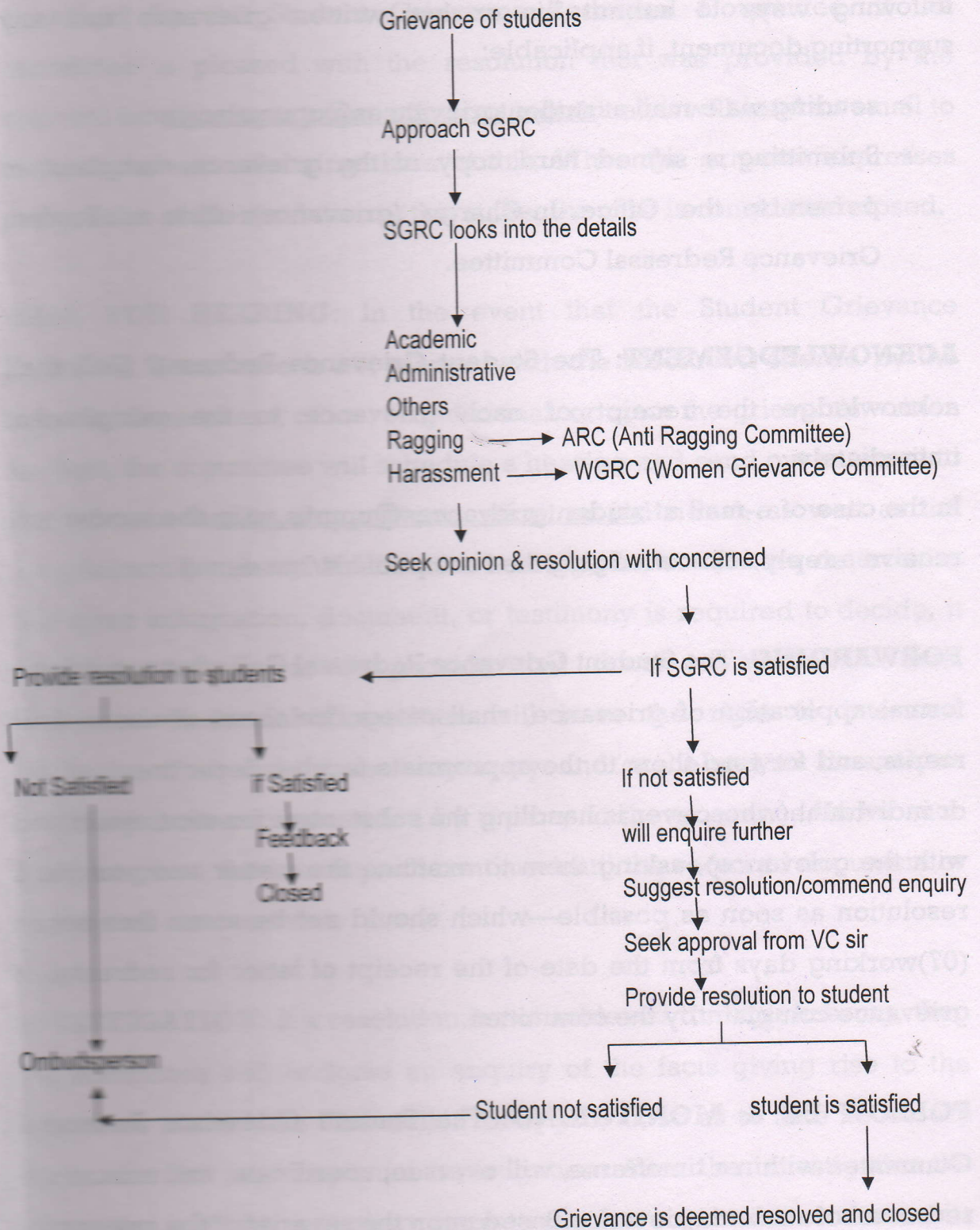
- The term of the special invitee shall be one year.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three
- In considering the grievances before it, the SGRC shall follow principles of natural justice.
- The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson within a period of fifteen days from the date of receipt of such decision.

STANDARD OPERATING PROCEDURE (SOP) FOR STUDENT GRIEVANCE REDRESSAL

Any student who wants to initiate a grievance may in the first instance bring the issue to the notice of the Class co-ordinator/Mentor/Head of the department/office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective Class co-ordinator/Mentor/Head of the department/office or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Student Grievance Redressal Cell.

FLOW DIAGRAM OF STUDENT GRIEVANCE REDRESSAL



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FORMAL REGISTRATION

Any aggrieved student who has a valid grievance may use one of the following ways to submit his or her written grievance and any supporting document, if applicable:

- sending via e-mail at studentgrievances@upums.ac.in
- Submitting a signed hard copy of the grievance complaint in person to the Officer-In-Charge (grievance)/office of Student Grievance Redressal Committee.

ACKNOWLEDGEMENT: The Student Grievance Redressal Cell shall acknowledge the receipt of each grievance to the complainant immediately.

In the case of e-mail at studentgrievances@upums.ac.in the sender will receive a reply acknowledging the receipt of his/her e-mail.

FORWARDING: The Student Grievance Redressal Cell after receiving a formal application of grievance, shall categorize them, evaluate their merits, and forward them to the appropriate faculty, department, office, or individual (whosoever is handling the substantive function associated with the grievance), asking them to examine the matter and provide a resolution as soon as possible—which should not be more than seven (07) working days from the date of the receipt of letter for redressal of grievance complaint by the committee.

FOLLOW UP & MONITORING: The Student Grievance Redressal Committee within a timeframe, will oversee, coordinate, and ensure the redressal of student grievance. Based upon the severity of the grievance, the Student Grievance Redressal Committee shall follow up with complaints frequently until they are resolved, using reminders.

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SCREENING: The redressal procedure provided will be thoroughly examined by the Student Grievance Redressal Committee. If the committee is pleased with the resolution that was provided by the relevant faculty, department, office, or individual, it will send an email to the complainant informing them of this. When the grievant expresses acceptance of the resolution at this stage, the case is considered closed.

CALL FOR HEARING: In the event that the Student Grievance Redressal Committee is not pleased with the resolution offered by the relevant department, office, or individual, or upon the grievant's written request, the committee will schedule a hearing and send out an email to the relevant faculty, department, office, or individual, as well as the complainant (student). If, after the hearing, the committee determines that more information, document, or testimony is required to decide, it may ask the parties to provide that document/information/data. Grievance Redressal Committee will have the right to interview witnesses, if it determines necessary and/or helpful to the analysis including those recommended by a party to the grievance. Under such circumstances, the hearing will continue until the required document or documents are received.

INVESTIGATION: If a resolution is not achieved through hearing, then the committee will endorse an enquiry of the facts giving rise to the grievance to the Vice Chancellor for approval, so as to take necessary steps after fair and impartial investigation. After the investigation, the committee will take necessary steps to reach a conclusion on the merits of the grievance application.

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 3. A signature that appears to read "Atish" followed by another signature.
 4. A signature on the right side.
 5. A signature on the far right side.

FINAL DECISION: After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order after approval from competent authority indicating the reasons for such order, as may be deemed fit.

COMMUNICATING THE DECISION: Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties.

CLOSURE OF COMPLAINT: The complaint shall be considered as disposed off and closed when:

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

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.

FEEDBACK: Grievance Redressal Cell will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; especially from the parties involved, on account for reviewing and improving the grievance handling and redressal process.



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GENERAL GUIDELINES:

The grievance must always be in the form of a detailed written complaint submitted via email at studentgrievances@upums.ac.in or in person to the Officer-In-Charge of Grievance Redressal Cell, within 15 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.

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

Group Grievance: 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, and Signature. The list must also designate one individual as spokesperson for the group.

Timeframe: It shall be the endeavour of the Student Grievance Redressal Committee to ensure redressal/disposal of every grievance

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minimum within a period of one month of the receipt of application/grievance complaint.

Prohibition against Retaliation: UP University of Medical Sciences will strictly prohibit retaliation against any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the retaliation related to this process should be disclosed by the student/party to the Student Grievance Redressal Committee.

No proxy will be allowed: The aggrieved student or parent or staff member shall have to apply individually and represent his/her case before the Student Grievance Redressal Committee – in other words no proxy will be allowed to represent his/her case

Confidentiality: UP University of Medical Sciences 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.

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

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time the Grievance Redressal Cell shall maintain a grievance register under the supervision of Officer-in-Charge of Grievance Redressal Cell, which shall contain the following heads. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

Name & address/ contact details of complainant	Nature of grievance/ complaint	Name of the Dept from which clarification/resolution sought	Date on which the respective Dept. was asked	No. and date of reminder(s) issued	Date on which the clarification received/ resolution	Date of supply of suitable reply / information

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All the decisions by the Student Grievance Redressal Committee shall be communicated after observation by Hon'ble Vice Chancellor or competent authority.

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Alternative avenues for redressal of grievances: Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department/Office level.

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Date of receipt of grievance/ complaint	Name & address/ contact details of sender/ applicant	Nature of grievance/ complaint	Name of the Dept from which clarification/resolution sought	Date on which the respective Dept. was asked	No. and date of reminder(s) issued	Date on which the clarification received/ resolution	Date of supply of suitable reply / information

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APPEALS:

1. If, the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Ombudsman.
2. The applicant shall have the right to file an appeal to the Ombudsperson within 15 days from the date of the written communication of recommendations of the committee.
3. The applicant shall send written communication to the college conveying his desire to file an appeal to the Ombudsperson. The college shall place the appeal along with all relevant material before the Ombudsperson and inform the applicant accordingly.
4. The Ombudsperson shall within a reasonable time decide the appeal. Final decision would be communicated to the applicant by the college.

AWARENESS:

Awareness among stakeholders will be created by

- Organizing awareness programs twice in every year (One in each Semester)
- Displaying the grievance registration / receiving / Posting mechanism on

- A. Website
- B. Notice board
- C. Poster in prominent places
- D. Departmental meetings/classes

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FORMAL GRIEVANCE REGISTRATION FORM

Grievant's Profile

Name: _____

Wether: Student

Parent

✓ (Tick whichever applicable)

Enrolment/Roll No: _____

Dept. /Faculty: _____

Gender: Male/Female

Phone: _____

Email: _____

Grievance Details

Type of Grievance :

Academic Related
Amenities & Maintenance
General Administration

Extension & Extra-curricular
Placements & Internships
Other related issues

Date of Occurrence:

Have you discussed this issue with your Mentor and/or HoD/Dean

Mentor's/HoD's/Dean Name: _____

Note: Must be filed within 7 working days

YES/NO/Not Applicable

Issue of Grievance: (Describe what happened, when and where, how your student experience has been affected, and indicate names of others involved. Attach any supporting documentation.)

Action Requested: Indicate the action(s) that would resolve your grievance.

I declare that the information provided by me is true and factual to the best of my knowledge.


Date: _____

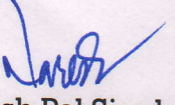
Grievant Name: _____

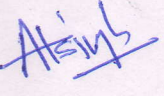
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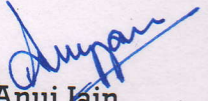
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1. *Harish*
2. *Atul*
3. *Aditya*
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5. *[Signature]*
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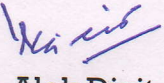
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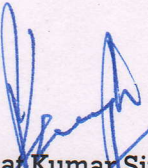

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Chairperson


Dr. Prabhat Kumar Singh
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