



# **MOHAN BABU UNIVERSITY**

Tirupati, Andhra Pradesh

[Established under the Andhra Pradesh Private Universities  
(Establishment and Regulation) Act No.3 of 2016]

# **POLICY ON**

## **GRIEVANCES REDRESSAL MECHANISM FOR THE STUDENTS**

[Prepared in accordance with Ordinance No. X, Clause 9.3 (i) of the First Set of  
Ordinances of the Mohan Babu University, Tirupati, Andhra Pradesh]

## 1. PREAMBLE

- i. Mohan Babu University is committed to provide a safe, fair, and harmonious learning environment. In view of this, the University has a robust mechanism for redressal of students' grievances in a timely manner.
- ii. The grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc.
- iii. In this regard, a formal 'Grievance Redressal Cell' (GRC) is constituted in accordance with the UGC Regulation for handling the day-to-day grievances of its students.

## 2. PURPOSE AND SCOPE

- i. Mohan Babu University is committed to provide a safe, fair, and harmonious learning environment. In view of this, the University has a robust mechanism for redressal of students' grievances in a timely manner.
- ii. The grievances that need immediate redressal are related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by fellow students or teachers etc.
- iii. In this regard, a formal 'Grievance Redressal Cell' (GRC) is constituted in accordance with the UGC Regulation for handling the day-to-day grievances of its students.

## 3. EXTENT AND APPLICABILITY

This Policy shall apply to all students, parents, staff members, and other stakeholders during their tenure at the University.

## 4. DEFINITIONS

**"Grievance"** means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the University that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust, or inequitable.

**"Grievant"** means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

**"Days"** means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar.

## 5. OBJECTIVES

The objectives of this Policy are as follows: -

- i. To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders.
- ii. To uphold the dignity of the University by promoting cordial student-student relationship, student-teacher relationship, and teacher-teacher relationship.
- iii. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus.
- iv. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- v. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- vi. To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

## 6. GRIEVANCE REDRESSAL COMMITTEE

- i The Vice-Chancellor of the University shall constitute Grievance Redressal Committees at two levels: -
  - School Level Grievance Redressal Committees
  - University Level Grievance Redressal Committee
- ii The composition of the School Level Grievance Redressal Committee (SLGC) is as under: -
  - Dean of the School – Chairman
  - Two senior faculty members including one lady faculty member.
  - Coopted Faculty Proctor(s) - Member
  - One administrative staff member- Member
- iii The composition of the University level Grievance Redressal Committee is as under:
  - Director (Student Affairs) - Chairman
  - Deans of the School – Member
  - Two Directors of CoE(s), nominated by the Vice-Chancellor – Members
  - Registrar of the University – Member
  - Chief Proctor– Member Secretary
- iv Both these Committees will deal with all grievances related to academics and administrative matters. In addition, the University level committee will also entertain the appeal filed against the decision by the grievant against the School Level Grievance Redressal Committee.

## 7. PROCEDURE FOR REDRESSAL OF GRIEVANCE

- i. A grievant shall first submit his complaint in writing to his faculty mentor or immediate supervising officer who shall attempt to resolve the grievance within two days. In case the mentor/supervisor is not able to resolve the grievance, he shall forward it to the Chairperson of the School Level Grievance Committee.
- ii. The Chairperson of the School Level Grievance Committee (SLGC) shall convene a meeting of the Committee within 2 days of receiving the complaint from the faculty mentor/supervisor or from the grievant in case he applies directly to the SLGC.
- iii. The SLGC shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor/supervisor.
- iv. If the grievant is not satisfied with the resolution of SLGC he/she shall appeal to the University Level Grievance Committee giving the reasons for his dissatisfaction with the decision within a week of receipt of the decision of the SLGC.
- v. The chairperson of the ULGC shall convene a meeting of the committee within 2 days of receiving the complaint. This committee shall verify the facts and shall either endorse the decision of the school level committee or shall issue an appropriate order within a week of receipt of the grievance.
- vi. If the grievant is still not satisfied with the decision of the redressal offered by the ULGC, he can submit an appeal to the Vice-Chancellor of the University within a week of the receipt of the decision with all relevant details.
- vii. The Vice-Chancellor shall review the decision and pass an appropriate order. The Vice-Chancellor, if needed may recommend, necessary corrective action as he may deem fit, to ensure avoidance of recurrence of similar grievance at the University, and the necessary changes shall be made in the Regulations and Policies of the University.
- viii. The form for submission of grievance shall be available with the Registrar's Office.
- ix. The law of natural justice shall be observed and a fair hearing to the grievant shall be given at all levels. The relevant provisions of the Act/Statutes shall be kept in mind while passing an order on the grievance at any level, and no order shall be passed in contradiction of the same.

## 8. TYPES OF GRIEVANCES

The Grievance Redressal Committees shall look into the following kinds of grievances: -

### i Academic Related

- Admissions
- Examination
- Assessments
- Evaluation
- Library Facilities
- Issuance of Certificates
- Add-on courses
- Research Related issues, etc.

## **ii Extension and Extra-Curricular**

- Alumni Registration
- Award of non-academic credits
- Physical Education, Cultural Activities, Sports etc.

## **iii Amenities & Maintenances**

- Wi-Fi Internet Connectivity
- Convenience stores
- Computer facilities
- Drinking-Water
- Sanitation & Hygiene
- Maintenance
- Medical Facilities

## **iv Placement & Internships**

- On-campus- or off-campus interviews
- Soft skills training
- Internships, etc.

## **v General Administration**

- Collection of fees,
- ID cards
- Scholarships Disbursement
- HR-related Issues
- Transportation, etc.

## **v Other Related Issues**

- Safety and Security
- Discipline,
- Misbehavior
- Emergency Services etc.

## **9. MANAGING THE ONLINE UGC PORTAL ON STUDENT GRIEVANCES**

As per the UGC initiative, students can also lodge their complaints directly on the UGC portal. The Director (Student Affairs) will nominate an officer of his department to regularly review the UGC portal.

Upon receipt of the complaint, on the UGC portal, the Officer will counsel the concerned student and address his issue or seek help from academic or other administrative staff of the University based on the complaint.

In case the designated officer is not able to resolve the issue within one week of the receipt of the complaint, the same be referred to the Director (SA). The Director (SA) will then take up the issue and address it along with the concerned Dean.

Once the issue is resolved, the information is to be reported to the UGC and a copy of the same is to be given to the student.

## 10. EXCLUSIONS

The following complaints/grievances shall not be construed by the Grievance Redressal Committees for consideration and disposal:

- Decisions of the Academic Council/Academic Committees constituted by the University.
- Complaints involving policy matters in which the grievant has not been affected directly/ indirectly.
- Decisions with regard to the award of fellowships, fee concessions, medals, etc.
- Decisions with regard to disciplinary matters and misconduct.
- Decisions with regard to the recruitment and selection
- Decisions by the competent authority on assessment and examination result/ revaluation or remarking of answer sheets.
- Anonymous and frivolous complaints will not be entertained/processed.

## 11. AMENDMENTS

This Policy will be reviewed periodically to rectify anomalies, if any, and to incorporate feedback received from the stakeholders, impact analysis and deliberations of the focus group constituted by the Vice-Chancellor.