



**DEEN DAYAL UPADHYAYA  
GORAKHPUR UNIVERSITY  
GORAKHPUR**

**POLICY  
DOCUMENT**

Internal Quality Assurance Cell (IQAC)

# **STUDENT GRIEVANCE REDRESSAL POLICY**

## STUDENT GRIEVANCE REDRESSAL POLICY

The University aims to provide an environment where there are no barriers to student's success and progression. If a student's behavior prevents others from feeling safe, secure, respected and from being able to learn effectively then this may result in disciplinary action. The purpose of this Policy is to ensure that all instances of student misconduct are dealt with fairly and consistently with a clear procedure exists to guide the students. The University has created a mechanism for redressal of student's grievances related to academic and non-academic matters.

### Objectives of Grievance Redressal Policy

- The purpose of the grievance redressal committees is to ensure a speedy response to and accountability of all concerned to the students of D.D.U Gorakhpur University.
- Maintaining harmonious student – student and faculty –student relationship.
- Creating an environment in which students can freely express their grievances without fear of discrimination or victimization.
- Counselling students to refrain from provoking their fellow students against Faculty members and Staff of the University.
- Although the Anti- Ragging Committee is in place, the student may if he/she so wishes can bring to the notice of the Committee any incident of ragging, of which the committee shall ensure speedy action and protection of the student.

Ragging in any form is strictly prohibited in and outside the University and should be brought to the notice of the Dean, Student Welfare immediately.

Grievance Redressal Policy includes different type of committees to deal with grievances received in writing from students in the following areas.

- Academic Matters – Issues related to marks, grade cards and other examination related matters, Transfer Certificates etc.
- Financial Matters – relating to dues and payments.
- Administrative Matters – Infrastructure related, food, sanitation, transport or victimization.
- Harassment and Ragging.
- Disputes among students.

**Proctorial Board:** In the University a team of proctors work to maintain discipline and peace on the campus. In case of any dispute or indiscipline among students, the Chief Proctor appoints a committee of Proctors to resolve the problem. This committee goes through the written complaint and conducts proper hearings and finally decides the matter according to a well-defined procedure. Minutes of the meetings are recorded, and proper records are maintained.

**Anti-ragging Committee:** Ragging is prohibited on campus and it is also punishable under various provisions of the Indian Penal Code, 1860. The UGC has also made it mandatory to devise Rules and Regulations to curb the menace of ragging in all the educational institutions. The Committee works at the institutional level to establish measures for prohibiting, preventing and punishing activities of ragging within and outside the campus in accordance with UGC Regulations, Supreme Court Directives and the State Act. It is responsible for taking action against those found guilty of ragging and or abetting ragging, actively or passively, or being part of a conspiracy to encourage ragging.

**Composition of Anti-Ragging Committee:** The University constitutes the Anti-Ragging Committee, Anti-Ragging Squad and Ragging Monitoring Cell as per recommendations of the Dean Students' Welfare which includes the Deans of Faculties, representatives from the District Administration, student's guardians, senior students, non-teaching staff, and the Chief Proctor.

### **Functions of Anti-Ragging Committee**

- To ensure compliance with the provisions of these regulations and any law being in force at the time concerning ragging. Also to deal and act promptly with the incidents of ragging brought to its notice.
- To keep a check on the incidents of ragging on campus or outside the campus.
- To conduct such enquiry observing a fair and transparent procedure and the principles of natural justice and after giving adequate opportunity to the student/s accused of ragging and other witnesses to place before it the facts, documents and views concerning the incident of ragging and other relevant information pertaining to it.
- To monitor and observe the functioning and performance of the Anti-Ragging Committee in the prevention and curbing of ragging in the institution.
- To conduct an on the spot enquiry into any incident of ragging referred to it by the Head of the Institution/ Faculty member/ member of the Staff/ any student/ any parent or guardian/ any employee of a service provider or any other person, as the case may be: and the enquiry report along with recommendations shall be submitted to the Anti-Ragging Committee for action under clauses (a) of Regulation 9.1 of UGC.
- Also to monitor the welfare of newly admitted students even outside the campus.
- To be vigilant at all hours including at odd hours all around the campus and other places vulnerable to incidents of ragging, with the Committee being empowered to inspect such places.

### **Actions:**

- As per the Supreme Court judgment on ragging in the Colleges, the following actions will be taken on those students who indulge in ragging such as withholding of scholarships, fellowships & results.
- Debarring from representation in events and appearing for tests/examinations.
- Withdrawing benefits like travel concessions and campus selection.

- Suspension or expulsion from hostel or mess and also from attending classes.
- Cancellation of admission or rustication from the Institution.
- Registration of FIR against the accused and prosecution under the Indian Penal Code, 1860.

### **Internal Complaint Committee:**

As per the Supreme Court Judgment and guidelines issued in the year 1997 to provide for the effective enforcement of the basic human rights of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the University Grants Commission (UGC) has issued circulars since 1998, to all the universities, advising them to establish a permanent cell and a committee and to develop guidelines to combat sexual harassment, violence against women and ragging in colleges and universities. Keeping the above guidelines in mind the institution has constituted a Committee against Sexual Harassment.

### **Objectives**

- To provide a congenial environment of gender equality, a gender friendly atmosphere, prevention of cases of sexual harassment and the immediate redressal of sexual harassment cases if any for the wellbeing of the staff and students.
- To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programmes.
- To constitute panel / committee for redressal of grievances relating to sexual harassment.
- To develop guidelines and norms for policies against sexual harassment.
- To develop principles and procedures to combat sexual harassment.
- To work out details for the implementation of these policies.
- To prepare a detailed plan of action, both short and long term.
- To organize gender sensitization awareness programmes.
- To deal with cases of discriminations and sexual harassments in a time bound manner, aiming at ensuring support services to the victimized.

The Cell considers sexual harassment as that which include unwelcome sexually determined behavior whether directly or by implication.

## **FUNCTIONS OF THE COMMITTEE:**

### **Preventive steps**

1. To facilitate a safe environment that is free of sexual harassment.
2. To encourage behaviour/ conduct that creates an atmosphere of gender equality and equal opportunities.

### **Remedial steps**

1. To ensure that the mechanism for registration of complaints is safe, accessible and sensitive.
2. To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims and take action against the perpetrator.
3. To make arrangements for appropriate psychological, emotional and physical support in the form of counselling, security and other assistance to the victim if needed.

**Student Grievance Redressal Portal:** As per the directives of the UGC, in the year 2019, the Dean Student Welfare was appointed as the **Nodal Officer** for redressal of student grievances displayed on Student Grievance Redressal Portal of UGC, New Delhi.

**SC/ST Grievance Redressal Cell:** This Cell has been constituted to hear and redress the complaints of students relating to issues of prejudice, bias and discrimination on the basis of caste.

