

ITM SKILLS UNIVERSITY NAVI MUMBAI

GRIEVANCE REDRESSAL CELL(GRC) POLICY



University Campus :

ITM Skills University Navi Mumbai

Plot 25 & 26, Institutional Area, Sector 4, Kharghar, Navi Mumbai, Maharashtra 410210.

Website: www.isu.ac.in

Doc./Ref. No:	<ul style="list-style-type: none"> • UGC Ref.: UGC, Notification Ref. Regulations 2023 (11th April 2023) • UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013
Name of Policy:	GRIEVANCE REDRESSAL (GRC) POLICY
Effective Date:	22nd NOVEMBER 2023

Document details:

Prepared By	Date	Reviewed By:	Date	Approved by	Date
Kiran Rane (Registrar)	22/11/2023	GRC / Vice Chancellor	22/11/2023	GRC vide Resolution no. 4 (GRC- 01/2023)	22/11/2023

Change History:

Version No.	Section	Changed by	Date	Remarks/Details

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Grievance Redressal Mechanism

Introduction

Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013 and the University Grant Commission (Redressal of Grievances of Students) Regulations, 2023, the ITM Skills University Navi Mumbai, hereby notifies Guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of ITM SKILLS UNIVERSITY NAVI MUMBAI.

These Guidelines shall be in force with immediate effect.

ITM Skills University will constitute the Grievance Redressal Cell which will include the Faculty, Staff and Students. The Grievance Redressal Cell is responsible for taking suitable measures to resolve the issues in the University premises/ Hostel/ Canteen/ Transportation etc. The composition of the Grievance Committee includes Senior faculty as Chairman and staff as members of respective committee.

Grievances Redressal cell will deal with all types of grievances, complaints and malpractices including those received from Students, Faculty, and other Stakeholders.

ITM Skills University will offer a conducive and amiable atmosphere in which Faculty and Staff should work together in a stress-free environment. The institute attempts to keep the students safe from violence, harassment, exploitation, and intimidation. This includes of all forms of sexual harassment, discrimination based on gender and violence. ITM Skills University supports gender equality and right to the freedom of expression. To cater to the issues addressed to the Grievance Redressal Cell several Committees are formed. The list of committees is mentioned below:

1. Disciplinary Committee
2. Anti- Ragging Committee
3. Sexual Harassment Committee

All grievances of the student will be redressed through a single window system. Any student with a genuine grievance of Hostel / Campus will approach the Administration Department to submit his/her grievance. The grievance is taken care by Administration on initial stage. In case the matter doesn't get resolve at this stage, the same is put up in front of Grievances Committee. Students will be called in front of Grievances Committee to express the views separately/ Individually.

After Considering the facts and reality as per the witness and Valid documents / CCTV Footage / Statements / Audio & Videos recording. A decision is taken by Grievances Committee, which will be final and has to be abide by student. All grievances will be redressed in a systematic way by involving the respective department/person directly connected to the specific issue.

Objectives of grievance redressal cell

- Well-defined disciplinary system and to make it acceptable to all
- To make the redressal process fair, impartial, consistent, with prior warnings and commensurate with gravity of misconduct
- Emphasize on prevention of misconduct rather than controlling through punitive measures
- All actions taken are prompt for better redressal of a grievance

Nature of grievance

The Grievances may broadly include the following complaints of the aggrieved students:

- 1. Academic grievance**
- 2. Administration grievance**
- 3. Unfair Treatment**
- 4. Harassment and Discrimination**

The details of the above categories of the Grievances are elaborated below:

1. Academic grievance

- a. Issues related to course curriculum.
- b. Issues regarding course requirement and course content.
- c. Grievance related to Attendance.
- d. Grievance related to Assessment and Examinations related issues.
- e. Issues related to applying/receiving marksheets/certificates.

2. Administrative Decisions, Services or Facilities

- a. Issues related to Canteen.
- b. Issues related to Sports.
- c. Issues related to Hostels.
- d. Issues related to transport facility.
- e. Issues related to other facilities provided (housekeeping, security, water etc.)

3. Unfair Treatment

- a. Grievances about a student behaviour towards other students
- b. Grievances about Faculty-staff behaviour towards other students

4. Harassment and Discrimination

- a. Grievance related to Victimization.
- b. Issues related to harassment (sexual).
- c. Issues about Discrimination or racial treatment.
- d. Gender based remarks by student colleagues.

Mechanism for Redressal of Grievances of Students.

- The students are the main stakeholders in any institution imparting education, and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the University has decided to provide mechanism to students for redressal of their grievances as under. Whenever a complaints/grievance is received from a student it will be recorded.
- Recorded grievance will be forwarded to the administration department. The administration department takes the grievance further and tries to resolve it at the initial stage.
- Acknowledge the student/parent with the information given by the concerned department / committee / person.
- If the matter is unresolved then it is escalated to the grievance committee. after verifying the facts and the papers concerned and having discussion within the Chairman/Chairperson of the Administration/Department/Grievance committee will endorse the decision of the committee and shall pass appropriate order in the best possible manner within a reasonable time. After Considering the facts and reality as per the witness and Valid documents / CCTV Footage / Statements / Audio & Videos recording.
- Students were called in front of Grievances Committee to express their views separately/ individually.
- A decision is taken by Grievances Committee, which will be final and has to be abide by student.

Procedure:

- A compliant box is provided at the Administrator Block for students.
- All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
- All complaints should be resolved within a time frame by looking into its seriousness and by two-way approach.
- The result of the grievance will be informed to the complainant within the period defined.
- Any staff/ student may report directly to the Registrar for resolving their grievance if he/she is dissatisfied by the GRC.

The Composition of Grievance Redressal Committee

ITM SKILLS UNIVERSITY NAVI MUMBAI			
The Composition of Grievance Redressal Cell (GRC) Members			
Sr.no.	Name of the Committee Member	Designation	Responsibility
*	Dr. Vinod Vasant Sopale	The Ombudsperson	The Ombudsperson
1	Dr Snigdha Rani Mishra	Dean – Admission	Chairperson
2	Dr Saritprava Das	Dean - Academic	Member
3	Dr Sankalp Srivastav	Professor	Member
4	Dr. Shilpa Jayakar	Director- Evaluation & Assessment	Member
5	Mr. Nilesh Rai	General Manager - Administration	Member
6	Mr. Sachin More	Deputy Registrar	Member
7	Ms. Priyanka Srivatsav	Associate Professor	Member
8	Ms. Ranjana Mhatre	Associate Professor	Member
9	Dr. Sangeeta Trott	Dean – Research	Invitee

The Role and Responsibilities

1. Invite all the members of the committee for meeting once per semester.
2. A Grievance Redressal committee has been formed in our university/institute to settle genuine grievances of students, staff, and parents up to a satisfaction level to create a healthy relationship among the students, parent's employees, and employer.
3. The grievance will include any matter relating to student and staff.
4. The committee is requested to contribute effectively to dispose the grievances at the earliest.

Rules and Regulations

- To deals with all the genuine grievances of students and staff of the university.
- The committee will meet at least once in a month to resolve the grievances, if any.
- To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- The number of grievances settled or pending will be report to the Registrar Office in the first week of every month.

Appointment, Tenure, Removal and Conditions of Services of Ombudsperson

- (i) University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) The Ombudspersons shall hear, and decide on, appeals preferred against the decisions of the GRCs.
- (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 / University 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.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective 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.

ANNEXURE-A

GRIEVANCE REDRESSAL FORM

ITM SKILLS UNIVERSITY NAVI MUMBAI	
GRIEVANCE REDRESSAL FORM	
Sr. no. : _____ (Same as enter in the register)	
<i>Please fill the form carefully and retain the acknowledgement.</i>	
Institute :	
Name :	Enrolment No.:
Program :	Semester:
Query / Grievance / Problem	
Signature of student	
<u>For office use only</u>	
Problem Category:	Date & Time:
Action taken by the department	
Expected date of redressal (To be given by person in Registry in Disciplinary Committee Office / Nodal Officer)	
Signature of dealing staff	
Name of the Institute / Department	
<u>ACKNOLWEDGEMENT GRIEVANCE REDRESSAL FORM</u>	
Sr. No. (Same as entry in the register)	
Date & Time	
Expected date (To be given by person receiving Grievance / HOD)	
Signature of the Person Receiving	
Name of the Person	
Date and Time	

Note: NOTE: If the redressal does not take place as expected, the student/user may please report to Disciplinary Committee / HOD / Nodal Officer and/or Registrar.