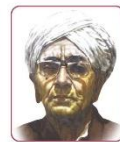




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ವಿಶ್ವವಿದ್ಯಾಲಯ
University
Kalaburagi - 585 103



UGC Status : Letter Mp. F,8-29/2017 (VPP-I/PU), dated 20 Dec 2017. Enlisted by the University Grants Commission, New Delhi, in the list of Private University in India A Private University enacted by Govt. of Karnataka as "Sharnbasva University Act.2012" Karnataka Act No. 17 of 2013, Notification No. ED 144 URC 2016 dated 29/07/2017

(In accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023)

STUDENTS'/FACULTY GRIEVANCE REDRESSAL COMMITTEE

POLICY, COMPOSITION AND PROCEDURE

The University is committed to providing a fair, transparent and time-bound mechanism for the redressal of grievances of its students. In addition to the informal system of grievance handling exercised through the direct supervision of the Dean of Faculty, the University has constituted a formal Faculty and Students' Grievance Redressal Committee (GRC), supported by an online grievance portal, in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, notified in the Gazette of India and issued in supersession of the UGC (Redressal of Grievances of Students) Regulations, 2019.

Any student with a genuine grievance may approach the Committee in person, through the designated Grievance Redressal Officer, or by lodging a grievance in writing through the online portal available on the University website(suk.edu.in/grievance-portal).

1. Objectives

- To uphold the dignity of the University by ensuring a strife-free campus atmosphere through cordial student-student and student-teacher relationships.
- To encourage students to express grievances freely and frankly, without fear of victimisation or retaliation.
- To ensure that students respect the rights and dignity of one another, and exercise restraint and patience in the event of any dispute.
- To advise students against inciting fellow students against other students, teachers, or the University administration.
- To advise all staff to deal with students in a fair, affectionate and non-vindictive manner.
- To provide an additional forum, as envisaged under the 2023 Regulations, for redressal of grievances relating to harassment, including sexual harassment and discrimination on the ground of caste, without displacing any other statutory mechanism already in force (such as the Internal Committee under the Sexual Harassment of Women at Workplace Act or the SC/ST cell).
- To ensure that ragging in any form, within or outside the institution, is strictly prohibited, and that any violation is reported immediately to the Anti-Ragging Committee.

2. Constitution and Composition of the GRC

In accordance with Regulation 4 of the UGC (Redressal of Grievances of Students) Regulations, 2023, the University shall constitute one or more Students' Grievance Redressal Committee(s) at the institution/department/faculty level. The Committee shall be reconstituted periodically as prescribed and shall ordinarily comprise:

1. Chairperson – a senior academician or officer nominated by the Vice-Chancellor / Head of the Institution.
2. Two to three senior faculty members / officers of the University nominated by the Head of the Institution, at least one of whom shall be a woman.
3. One member from among students of the University, nominated on the basis of merit / election, to represent student interests.
4. A representative of the University administration, to serve as Member-Secretary and coordinate the functioning of the Committee and the online portal.
5. Special invitees, subject-matter experts, or external members may be co-opted where the nature of the grievance so requires.

The term of the Chairperson and Members of the GRC shall ordinarily be two years, and that of any special invitee shall be one year, unless otherwise decided by the Competent Authority.

3. Appointment of Ombudsperson

Pursuant to Regulation 6 of the 2023 Regulations, the University shall appoint an Ombudsperson — a person of eminence who is a senior academician of at least the rank of Professor with at least ten years of experience, or an officer of equivalent status. Any student who is not satisfied with the decision of the GRC, or where the grievance has not been resolved within the prescribed period, may prefer an appeal to the Ombudsperson.

The Ombudsperson shall dispose of the appeal ordinarily within a further period of thirty days from the date of filing, after affording a reasonable opportunity of hearing to the parties concerned, in keeping with the principles of natural justice.

4. Scope — Categories of Grievances

The Committee shall receive and consider written grievances from students on, but not limited to, the following matters:

4.1 Academic Matters

- Grievances relating to assessment.
- Grievances relating to the conduct of examinations.
- Delay in issue of duplicate mark sheets, transfer certificates, conduct certificates, or migration certificates.
- Grievances relating to attendance requirements and detention from examinations.
- Victimisation, discrimination, or denial of the benefits of any government or University scheme to which a student is entitled.

4.2 Financial Matters

- Grievances relating to the charging of fees not in accordance with the approved fee structure.
- Disputes regarding dues and payments relating to hostel, library, or other University facilities.

4.3 Harassment and Other Matters

- Complaints of harassment — physical, mental, or sexual — by fellow students, faculty, or staff.
- Grievances relating to classroom teaching, classroom management, completion of syllabus, or teaching methods.
- Grievances relating to conditions of sanitation, quality of food, availability of transport, or hostel facilities.
- Complaints of ragging, which shall additionally and simultaneously be referred to the Anti-Ragging Committee.

5. Exclusions

In line with Regulation 3(2) of the 2023 Regulations, the Committee shall not entertain grievances relating to the following, which fall within the domain of other statutory or administrative bodies:

- Decisions of the Executive Council, Academic Council, Board of Studies, or any other statutory or administrative committee of the University.
- Decisions regarding award of scholarships, fee concessions, medals, or similar recognitions, taken on merit by the competent body.
- Decisions relating to disciplinary matters and proven misconduct, which are governed by the University's disciplinary rules.
- Decisions of the University relating to admission to any course of study.
- Matters that are sub judice or already pending before a court of law or statutory tribunal.

6. Procedure for Lodging and Redressal of Grievances

6.1 Lodging of a Grievance

A student may lodge a grievance in writing through the online grievance portal hosted on the University website, or in person before the Chairperson / Grievance Redressal Officer of the Department or Faculty. Every grievance shall be accompanied by relevant supporting documents, where available, and shall disclose the name, roll number, and contact details of the student, save in cases where confidentiality is specifically sought and permissible.

6.2 Stage I — Department Level

An aggrieved student shall first submit the grievance to the Chairperson of the Department or the Faculty Grievance Redressal Committee (FGRC). The Chairperson shall verify the facts and endeavour to resolve the grievance within a reasonable time, and in any case ordinarily not exceeding fifteen days.

6.3 Stage II — Faculty Grievance Redressal Committee (FGRC)

Where the student is not satisfied with the resolution at the Department level, the matter shall be placed before the FGRC, which shall examine the grievance, hear the concerned parties, and communicate its decision ordinarily within thirty days of receipt.

6.4 Stage III — University-Level GRC

If the student remains dissatisfied with the decision of the FGRC, an appeal may be preferred to the University-level GRC within one week of receipt of the FGRC's decision, routed through the Chairperson of the Faculty and the Chairperson of the FGRC concerned. The GRC shall verify the facts and papers, may call for further discussion with the Chairperson of the Faculty Committee, and shall either endorse the decision of the FGRC or pass such other order as it considers appropriate.

6.5 Stage IV — Appeal to the Ombudsperson

A student aggrieved by the decision of the GRC, or where no decision has been communicated within the prescribed period, may prefer a final appeal to the Ombudsperson appointed by the University, whose decision shall be communicated in writing to the student.

6.6 Overall Timeline

In accordance with the spirit of the 2023 Regulations, the University shall endeavour to ensure that every grievance is resolved, at all stages taken together, within a maximum period of sixty days from the date of its receipt, save in exceptional cases requiring further inquiry, of which the student shall be informed in writing.

Stage	Authority	Indicative Timeline
I	Chairperson, Department	15 days
II	Faculty Grievance Redressal Committee (FGRC)	30 days
III	University-level GRC (on appeal, within 7 days of Stage II decision)	Within overall 60-day limit
IV	Ombudsperson (final appeal)	30 days from filing of appeal

7. Principles Governing Redressal

- The Committee, at every level, shall observe the principles of natural justice and shall afford a hearing to the complainant and the persons against whom the grievance is made.
- No order shall be passed in contradiction of the relevant provisions of the University Act, Statutes, Ordinances, or Regulations.
- The identity of the complainant shall be kept confidential to the extent possible, and no student shall be victimised for having lodged a bona fide grievance.
- Grievances found to be frivolous or made with mala fide intent may be dismissed, and appropriate action may be recommended against the complainant.

8. Functions of the Committee

- Promptly attend to grievances received through the online portal or in writing.
- Review each case formally and act in accordance with University policy, Regulation and applicable UGC Regulations.
- Convene meetings periodically to consider pending grievances and take steps toward their resolution.
- Submit periodic reports to the Registrar / Competent Authority on cases attended to and cases pending, together with reasons for pendency.
- Prepare and submit an Annual Report to the University authorities, and where required, to the UGC, on the number and nature of grievances received and the action taken thereon.

9. Powers of the Committee

- To resolve grievances at its own level through discussion with the students and other stakeholders concerned.
- To refer matters that cannot be resolved at its level to the Dean or Competent Authority for a final decision.
- To conduct a due inquiry, considering the nature and gravity of the grievance, and to recommend appropriate action, including reference to the police where warranted, in accordance with University policy.

10. Responsibility and Oversight

- The final responsibility for grievance redressal rests with the office bearers of the University.
- Grievance redressal shall be time-bound and result-oriented, with every grievance resolved within a reasonable period as indicated in Section 6.
- The GRC shall monitor the status and progress of pending grievances and furnish periodic reports to the Registrar and, where applicable, to the UGC.

11. Confidentiality and Protection Against Victimisation

The University shall take all reasonable measures to protect the identity of a student who lodges a grievance in good faith and shall ensure that no student is subjected to victimisation, retaliation, or adverse action for having approached the Committee. Any instance of retaliation shall itself be treated as a fresh grievance for redressal under this policy.

12. Amendment

This policy shall be reviewed periodically and may be amended by the Competent Authority of the University to remain consistent with the UGC (Redressal of Grievances of Students/Faculty) Regulations, 2023, and any subsequent amendments thereto.