



## SAI TIRUPATI UNIVERSITY, UMARDA, UDAIPUR

### GRIEVANCE REDRESSAL POLICY

#### Introduction

Sai Tirupati University (STU), Umarda, Udaipur, Rajasthan, is dedicated to ensuring a positive and inclusive environment for all stakeholders, including students, faculty, staff, and patients. This policy establishes a transparent, fair, and effective mechanism to address grievances raised by any stakeholders associated with the institution. The grievance redressal system is designed to provide a platform for the timely, impartial, and just resolution of complaints and concerns, ensuring that the values of integrity, fairness, and accountability are upheld across all levels of the institution.

#### Scope

This policy applies to all students, faculty, administrative staff, and other stakeholders of Sai Tirupati University. It addresses grievances related to:

- Academic matters (e.g., examinations, grades, academic workload).
- Administrative issues (e.g., fees, documentation, infrastructural services).
- Personal and behavioral issues (e.g., harassment, bullying, discrimination).
- Hospital-Related Issues: Patient care, billing errors, miscommunication regarding treatment, etc.
- Infrastructure (e.g., library, hostels, IT services).
- Any other concerns impacting stakeholders' well-being or university experience.

#### Objectives

The policy aims to:

- To establish a structured, transparent, and accessible process for addressing grievances.
- To ensure the timely, fair, and impartial resolution of all grievances.
- To protect the rights of students, faculty, staff, patients, and other stakeholders while fostering a culture of mutual respect.
- To maintain trust, accountability, and transparency within the academic, administrative, and healthcare services of the University.

#### Types of Grievance:

1. **Academic Grievances:**
  - Issues related to grades, evaluations, or teaching methodologies.
  - Disputes over examination procedures or results.
  - Concerns regarding academic policies and regulations.
2. **Administrative Grievances:**
  - Delays or non-responsiveness in administrative services.
  - Issues concerning fees, scholarships, or financial matters.
  - Infrastructure-related concerns (e.g., transportation, maintenance).
3. **Personal and Behavioral Grievances:**
  - Harassment, discrimination, or bullying based on gender, caste, religion, or other statuses.
  - Interpersonal conflicts.
  - Concerns regarding hostel accommodations, food, or safety.

#### Grievance Redressal Mechanism

##### 1. Informal Resolution Process

- **Step 1:** The complainant should first attempt to resolve the grievance through direct communication with the individual(s) involved.
- **Step 2:** If unresolved, the complainant may approach the concerned Head of Department (HoD) or administrative officer for guidance and resolution.



## SAI TIRUPATI UNIVERSITY, UMARDA, UDAIPUR

- For hospital-related issues, the hospital grievance officer or medical superintendent can be approached for resolution.

### 2. Formal Resolution Process

#### a) Submission of Grievance:

- If informal resolution does not work, the complainant may submit a formal grievance in writing via:
  - The University's grievance portal.
  - Email to the grievance cell.
  - Physical submission to the grievance office or through the university's suggestion box.
- The grievance must include:
  - A clear description of the issue.
  - Relevant documents or evidence to support the grievance.
  - The desired outcome or resolution sought.

- b) **Acknowledgment:** The Grievance Redressal Committee (GRC) will acknowledge receipt of the grievance within 3 working days and will inform the complainant of the process and timeline for resolution.
- c) **Preliminary Review:** The GRC will conduct a preliminary review to determine if the grievance is valid. If deemed invalid, the complainant will be notified with reasons. If valid, an investigation will follow.
- d) **Investigation:** The GRC will investigate the grievance by reviewing documents, interviewing relevant parties, and consulting university policies, codes of conduct, and applicable laws. For medical grievances, consultations with medical professionals or hospital management may be included.
- e) **Resolution & Decision:** After the investigation, the GRC will issue its decision and recommend appropriate action or corrective measures. The complainant will be informed of the decision within 15 working days from the date of receipt of the grievance.
- f) **Appeal Process:** If the complainant is not satisfied with the decision of the GRC, they may file an appeal to the Ombudsperson within 10 working days from the date of the GRC decision. The Ombudsperson will review the case and make a final recommendation.

### Grievance Redressal Bodies

#### Grievance Redressal Committee (GRC)

##### Composition:

- Chairperson: Senior Faculty Member.
- Members:
  - One faculty representative (female member mandatory).
  - One administrative officer.
  - One student representative (for student-related grievances).
  - External expert (if necessary).

##### Responsibilities:

- Receive and acknowledge grievances.
- Conduct impartial investigations.
- Recommend corrective or disciplinary actions.
- Maintain grievance records for institutional improvement.
- ♦ The term of the chairperson and members shall be for a period of two years.
- ♦ The quorum for the meeting including the Chairperson, but excluding the external expert, shall be three.
- ♦ In considering the grievances before it, the GRC shall follow principles of natural justice.
- ♦ The GRC shall send its report with recommendations, if any, to the competent authority of the university 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 Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.





## SAI TIRUPATI UNIVERSITY, UMARKANDA, UDAIPUR

### APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to 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 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 misbehavior.
- (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.

### FUNCTIONS OF OMBUDSPERSON

- a) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- b) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- c) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- d) The Ombudsperson shall make all efforts to resolve the grievances within a period of 15 days of receiving the appeal from the aggrieved students).

### PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND STUDENT GRIEVANCE REDRESSAL COMMITTEE

- (i) The University shall maintain an Online Portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of the complaint, the university shall refer the complaint to the Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the University.
- (vi) University shall extend co-operation to the Ombudsperson or the Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.



## SAI TIRUPATI UNIVERSITY, UMARDA, UDAIPUR

- (ix) The University shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

### INFORMATION REGARDING OMBUDSPERSON AND STUDENT GRIEVANCE REDRESSAL COMMITTEES

The University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Grievance Redressal Committee coming in its purview, and the Ombudsperson for the purpose of appeals.

### Confidentiality and Anti-Retaliation Policy

- All grievance proceedings are conducted confidentially.
- Retaliation against complainants or participants in the grievance process is strictly prohibited and subject to disciplinary action.

### Monitoring and Record-Keeping

- Detailed records of grievances, investigations, and resolutions are maintained for a minimum of five years.
- An annual review of grievances and their resolutions is conducted to enhance policies and processes.

### Awareness and Training

- Regular workshops and training sessions for students, faculty, and staff on the grievance redressal mechanism.
- Policy availability on the university website and in the student handbook.

Approved by

President

Sai Tirupati University, Udaipur

