

Grievance Redressal Policy



Jain VishvaBharati Institute

(Declared Deemed-to-be University Under Section 3 of The UGC Act, 1956)

Ladnun - 341306 (Raj.)

Grievance Redressal Policy

Objectives

- To meet the legitimate expectations of students and staff for better, faster and more effective services,
- To continuously improve JVBI's service rules, standards and capabilities.
- To maintain highest standards of integrity, ethics and transparency in the students, teachers and the non-teaching staff.
- To develop an organisational framework to resolve Grievances of Students and staff
- To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- To enlighten the Students and staff on their duties and responsibilities
- To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

Definitions

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with University that a student or staff thinks, or even feels, is unfair, unjust or inequitable.

A Grievance shall be a documented manifestation of dissatisfaction of a student/staff.

Student-staff focus

- Grievance Redressal Mechanism would aim at not only to redress Grievances but also to avoid them.
- The JVBI shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- The JVBI shall also abide by the Code of conduct approved by the competent authority.
- All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Attested
Kumth
Registrar
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Scope of the Policy

1. Grievances' may include the following complaints of the aggrieved students namely:
2. Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
3. Irregularity in the admission process adopted by the institute.
4. Refusing admission in accordance with the declared admission policy of the institute.
5. Withholding or refusing to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
6. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
7. Breach of the policy for reservation in admission as may be applicable.
8. Unnatural delay in conduct of examinations or declaration of results beyond that specified in the academic calendar; except for the unavoidable reasons.
9. On provision of student amenities as may have been promised or required to be provided by the institution.
10. Denial of quality education as promised at the time of admission or required to be provided.
11. Non transparent or unfair evaluation practices.
12. Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per JVBI instructions from time to time.

Documenting grievances

The Grievance Redressal Mechanism shall start with a proper decimation protocol. The Grievance shall include any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the JVBI. Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant, stating the following:

- Acknowledging his communication
- The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

Structure of grievance redressal mechanism:

The Grievance Redressal mechanism for aggrieved students would be constituted and working in accordance with the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012.

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Institutional Grievance Redressal Mechanism

There shall be a grievance redressal mechanism at the JVBI, consisting of the Grievances Committee; members of which would be nominated by the Vice Chancellor. However, the following principle shall be generally adhered to:

- ❖ All Heads of the Departments - Members
- ❖ Principal, AKKM-Member
- ❖ Director-IQAC-Member
- ❖ A Senior member of the Faculty to act as the Coordinator
- ❖ Registrar - Special Invitee

Powers and Duties of the Committee:

The aggrieved person (teacher, other employee or student) of the Institute may lodge his/her grievance with the Registrar of the JVBI. The Ex-officio Secretary shall place the grievance before the grievance committee at the earliest.

The committee shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the JVBI's administrative apparatus. The decision of the Committee shall be final.

The Appeal against such decision shall be referred to the Vice Chancellor, whose decision shall be final.

Procedure for conduct of business at the meetings:

- In the absence of the Chairman, a senior member nominated by Vice Chancellor shall work as the Chairperson of the Committee.
- Registrar, who is ex-officio Secretary, shall not have a right to vote.
- The term of membership for members other than ex-officio members and students shall be two years.
- A member, who does not attend three consecutive meetings of the Committee without leave of absence, shall cease to be a member of the Committee.
- If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice Chancellor shall fill it within one month.
- The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.
- Registrar shall maintain the minutes of the committee's deliberations.

Attested

R. K. Mehta

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