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DAVANGERE UNIVERSITY

Shivagangotri, Davangere-577007 Karnataka.



Policy Document on Grievance Redressal

(An IQAC Initiative)

With effect from Jan 2020, Version 1.0

Policy on Grievance Redressal

INTRODUCTION:

Davangere University has a system in place to handle student and staff complaints in line with the UGC (Grievance Redressal) Regulations of 2012. Consequently, a grievance redressal policy for Davangere University staff and students has been developed, with the goal of resolving student and staff complaints in a reasonable and equitable way.

All academic and non-academic employees are included in the term "staff." In addition to its existing professors, it also comprises teaching assistants, directors and academic support staff, full-time or part-time workers and full-time consultants engaged in administrative or non-academic work.

Definition of Grievance: A Grievance is defined as any dissatisfaction or discontent, voiced or unspoken, legitimate or invalid, coming out of anything associated with Davangere University that a student or staff believes, believes, or feels is unfair, unjust, or inequitable. Concerning student complaints, they are specified in UGC Regulations under clause 2(f) of the December 2012 Gazette Notification No. 14-4/2012 (CPP-II).

OBJECTIVES:

The Grievance Cell's mission is to foster a responsive and responsible attitude among all stakeholders in order to foster a peaceful educational environment at the institution. A Grievance Redressal Cell should be established for the purpose of resolving issues raised by students/staff of the Institute with the following objectives:

- Upholding the Institute's dignity by fostering a strife-free environment by promoting cordial relationships among students, staff members, and between students and staff.
- Encourage students/staff to communicate their grievances/issues openly and candidly, without fear of retaliation.

- Advise students/staff of the Institute to respect one another's rights and dignity and to use extreme moderation and tolerance in the event of a split.
- Advise all employees to be loving toward students and refrain from acting vindictively against them for whatever cause.

FUNCTIONS:

- The issues shall be immediately addressed upon receipt of written/oral grievances from students/staff, either directly or indirectly.
- The unit will conduct official reviews of all cases and provide statistical data on the number of instances received.
- The cell will report to the authority on the cases it has handled and the number of outstanding cases, if any, that need advice and direction from higher authorities.

SCOPE:

Students and faculty are the primary stakeholders in any educational institution, and it is our goal to guarantee openness at all phases of the educational process. Keeping this attitude in mind, the institution has chosen to offer students with a method for resolving their concerns. The following are examples of grievances:

- **Academic Matters:** These include the prompt issuance of duplicate marks sheets, transfer certificates, conduct certificates and other examination-related documents, as well as classroom activities, laboratories, industrial visits, guest lectures, and placement and training programmes.
- **Financial matters:** Dues and fees for different things from the library, hostels, Scholarships and public transportation, among others.
- **Other Concerns:** Concerns regarding sanitary conditions, food preparation at canteens and hostels, transportation availability, and teacher persecution.

EXCLUSIONS:

The complaints redressal committee shall not hear appeals of the following:

- Executive council, Academic council, Board of studies, and other administrative or academic bodies established by the institution.
- Decisions on the granting of scholarships, fee discounts and medals among other things.
- The university's decisions on disciplinary issues and misbehaviour.
- Admissions decisions made by the university about any course provided by the institution.
- Assessment and examination outcome decisions made by the relevant authorities.
- Women's complaints which were in enquiry and ragging decisions of the respective committee.

PROCEDURE FOR SUBMITTING GRIEVANCE:

Following are the grievance processes in place at Davangere University for students and staff:

- I. The Student Welfare Officer with Grievance Redressal coordinators' office room is open to students and employees who want to meet with him/her informally to discuss their concerns. They may even use the officer's official contact information to file a complaint (s).
- II. Student/staff concerns may be dropped off at the drop boxes located in the blocks where all of the departments are housed.
- III. For better understanding, opinion surveys may be conducted with the help of mentors and other forms of feedback.
- IV. E-mails: separate e-mails to Chairperson, Deans, and the Registrar, or to a ulavathi@gmail.com email established for that purpose.

CONSTITUTION OF THE GRIEVANCE REDRESSAL COMMITTEES:

Davangere University set up two tiers of grievance redressal bodies as follows:

- ✦ Departmental Grievance Redressal Committee (DGRC)
- ✦ Central Grievance Redressal Committee (CGRC)

Departmental Grievance Redressal Committee (DGRC)

- 1) A complaint against a Department by an aggrieved student/staff member shall be addressed to the Departmental Grievance Redressal Committee (DGRC), which shall be formed at the Department level and comprised of the following members:
 - Head of the Department/Chairperson, by whatever designation is known – Convenor
 - One senior faculty member from the department, to be recommended by the Head of Department–Member
 - A faculty member who is familiar with the grievance procedure, should be recommended by the HoD/Chairperson–Department Coordinator–Member.
 - A representative from among the Department's students who has been recommended by the HoD on the basis of academic achievement/sports excellence/performance in co-curricular activities – Special Invitee/Member.
- 2) The Chairperson, Committee members, and special invitee shall serve for a period of two-years.
- 3) A quorum of two members, including the Chairperson, shall constitute a meeting of the DGRC.
- 4) Prior to hearing complaints, the DGRC must apply natural justice principles.
- 5) Within seven days of receiving the complaint, the DGRC must send its findings, together with any recommendations, to the Head of the institution, along with a copy to the aggrieved student.

Central Committee for Redress of Complaints (CGRC)

- 1) Where a complaint does not pertain to an academic department or a grievance is not resolved by the department level committee, the matter shall be referred to the Central Grievance Redressal Committee (CGRC), which shall be chaired by the Head of the Institution and comprised of the following members: (a) the

Head of the Institution – Chairperson (b) the Registrar – Convenor (c) the Dean of concerned faculty – Convenor (d) A senior faculty member knowledgeable about the issues.

- 2) Members of the committee shall serve for a two-year term.
- 3) A quorum of three members of the CGRC, including the Chairperson, shall be required for meetings of the CGRC.
- 4) Prior to hearing complaints, the CGRC must apply natural justice principles.
- 5) Within 15 working days after receiving the grievance, the CGRC must submit its findings to the head of the Institution, together with a copy to the aggrieved student.

Mechanism for Resolving Student and Staff Grievances:

- 1) A suggestion/complaints box is located in each department's block.
- 2) Letters dropped in these boxes are collected and sent to the grievance redressal committee at least once/twice a week.
- 3) This committee shall categorise grievances as follows: i) Academic ii) Non-Academic iii) Assessment-Related iv) Attendance-Related v) Examination-Related. vi) Canteen-related incidents; vii) Hostel-related incidents; viii) Transportation-related incidents; and ix) Harassment by other students or employees.
- 4) If the grievance is to be resolved internally by the department, it is referred to the department's Grievance Redressal Committee.
- 5) A person who has been wronged must communicate his or her grievance orally or in writing to the involved Chairperson of respective department.
- 6) The grievance redressal committee gathers the required documents depending on the nature of the grievance and conducts an in-depth discussion to determine the best method of redress.
- 7) The grievance redressal committee determines the appropriate course of action for redress.
- 8) The Chairperson of each department is obliged to respond within one week of the grievance being presented.

- 9) If an individual is dissatisfied with the response provided by the Departmental Grievance Redressal Committee (DGRC), he or she may approach the Central Grievance Redressal Committee (CGRC), which shall provide a judgement within 15 days of the complaint's presentation (s).

Note:

- The Central Grievance Redressal Committee's (CGRC) judgement in such cases is final and no further appeal is permitted.
- If the committee determines that the allegations are without merit or are minor, it will suggest appropriate action against the complainant(s).
- The Institution's committee may amend the process from time to time.


VICE-CHANCELLOR
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