



## ASSAM DON BOSCO UNIVERSITY Grievance Redressal Cell

### PREAMBLE

Assam Don Bosco University is committed to provide resolution of grievances in a fair and impartial way to provide a safe, fair and harmonious learning and work environment to whole fraternity of students, faculty and staff members. The Grievance Redressal Cell of Assam Don Bosco University has been constituted to give everyone associated with University an equal chance to raise genuine grievances in order to avoid any kind of discontentment leading to detrimental situations. The Cell ensures efficient and accessible mechanism that will work towards promoting a harmonious atmosphere for overall development of all the stakeholders of the University.

### OBJECTIVES

*The Policy will have the following five-fold objectives*

1. To ascertain a just, impartial and efficient mechanism for redressing the grievances of the stakeholders.
2. To resolve the grievances promptly, neutrally with sensitivity.
3. To analyse the merits of grievances and conduct formal meetings and investigations.
4. To protect the privacy and confidentiality of all parties during the investigation.
5. To ensure a harmonious environment in the University by developing a responsive and accountable attitude amongst all stakeholders, such as Teacher-Administration, Teacher-Teacher, Teacher-Staff, Staff-Staff, Student-Student, Student-Teacher, and Student-Staff.

### DEFINITIONS

#### 1. **Grievance**

**Grievance** means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with University that a teacher or student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

**2. Grievant**

**Grievant** means a student, teacher, staff member or group of students or parents or staff members submitting the grievance.

**3. Days**

**Days** means working days exclusive of Sundays, holidays or vacation days as set forth in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

**4. Grievance Redressal Cell**

**Grievance Redressal Cell** means a Cell constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013)

**5. Ombudsman**

**Ombudsman** shall be a person to whom grievant shall approach after he/she has availed all remedies for redressal of grievances within the university

**SCOPE OF GRIEVANCES**

The types of the grievances addressed by the Grievance Redressal Cell include

Type of Grievance	Specification
<b>Academic</b>	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, ragging etc.
<b>Extension &amp; Extracurricular</b>	Students' club registration, Award of nonacademic credits, Physical Education, Club related activities etc.
<b>Amenities &amp; Maintenance</b>	Allocation of class rooms, Standard of Canteen food, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water , Sanitation & hygiene, Maintenance, Medical facilities etc.
<b>Placements &amp; Internships</b>	On-campus or off-campus interviews, soft skills training, Internships etc.
<b>General Administration</b>	Collection of fee–on-line fee payment gateway, ID cards, attendance, Scholarships, Transcript, Transportation etc.
<b>Employment Practice</b>	Conditions of appointment and policy guidelines
<b>Other related issues</b>	Safety & Security, Discipline, Misbehaviors, Emergency services, harassment by fellow students, teachers or staff etc.

**GRIEVANCE REDRESSAL CELL**

The composition of the Grievance Redressal Cell of the University is as follows:

1. Pro Vice Chancellor/Senior Professor of the University - Chairperson
2. Faculty member nominated by Vice Chancellor - Nodal Officer
3. Faculty members of different Schools nominated by Vice Chancellor -Members (4 nos.)

## **OMBUDSMAN**

The Vice Chancellor shall appoint an Ombudsman for redressal of grievances.

## **GRIEVANCE REDRESSAL MECHANISM**

The Cell will consider only formal grievances, received in person or through University's ERP (erp.dbuniversity.ac.in), and put its best efforts in order to arrive at a right decision/amicable solution expeditiously. He/she can also register the grievance through the UGC portal.

1. In case of individual students, any grievance may first be discussed at the mentor level, which if not sorted out may be forwarded to the respective Heads of Departments. However, if the issue still remains unresolved it may be formally informed to the Director of the respective schools by the mentor, Head of Department or concerned students.
2. In case of members of the faculty or other staff, any sort of grievance may be submitted to the Director of the respective school through respective Heads of Departments or immediate administrative authority.
3. On receipt of any representation, the Chairperson/Director will call a meeting of the Grievance Redressal Cell. This meeting will discuss the pros and cons of the issues involved to resolve it through a legitimate decision. Such action may involve some corrective action or negotiation and counselling to the aggrieved person or group.
4. The Grievance Redressal Cell shall communicate the final decision to the concerned parties via email or official letter.
5. However, if any issue remains still unresolved, the same may be forwarded by the Chairperson/Director to the Board of Management of the University for a final decision.
6. If the Grievant is dissatisfied with the decision of the Redressal Cell, he/she may approach the Ombudsman appointed by Assam Don Bosco University.
7. The Assam Don Bosco University shall comply with the order of the Grievance Redressal Cell/ the recommendations of the Ombudsman.
8. In case of any false complaint, the ombudsman may order appropriate action against the Grievant.

## **POLICY AMMENDMENT**

On the basis of the experience of the working of the Grievance Redressal mechanism, and the recommendations made by statutory bodies such as AICTE, UGC etc, the Grievance Redressal Cell will have the power to recommend for any changes to the procedures to the Board of Management of ADBU as and when required for the smooth functioning of the Grievance redressals.