



ASSAM DON BOSCO UNIVERSITY

Tapesia Gardens, Kamarkuchi, Sonapur – 782 402, Assam, INDIA

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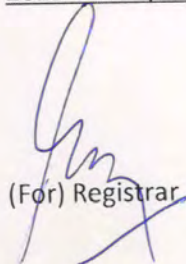
Date: 10 March 2020

NOTIFICATION REGARDING THE REVISED GRIEVANCE REDRESSAL POLICY

The Vice Chancellor to is pleased notify the revised GRIEVANCE REDRESSAL POLICY of Assam Don Bosco University, as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019 (The Gazette of India, May 6, 2019)

This Policy of ADBU shall come into force with effect from the date of approval, namely, 10th March 2020.

The letter of UGC on Grievance Redressal is available at https://www.ugc.ac.in/pdfnews/1643458_SG-2019-letter.pdf



(For) Registrar

ASSAM DON BOSCO UNIVERSITY

Grievance Redressal Policy

1.0 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, employees and parents/ guardians. 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.

2.0 OBJECTIVES

The Policy will have the following five-fold operative objectives

1. To ascertain a just, impartial and efficient mechanism for redressing the grievances of the stakeholders.
2. To develop a culture of understanding, addressing and providing quick redress to any grievances and take steps to prevent recurrence of such incidents
3. To ensure consistent response to grievances such that any type of grievances are to be resolved promptly, objectively with sensitivity and in complete confidentiality;
4. To analyse the merits of grievances so that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
5. To ensure a harmonious environment in the University by developing a responsive and accountable attitude amongst all stakeholders, such as Student-Student, Student-Teacher, Teacher-Teacher, Student-Staff, Teacher-Staff and Staff-Staff.

3.0 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 student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

2. **Grievant/Complainant**

Grievant/Complainant 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 is a Cell constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) with the aim of creating and maintaining an effective, timely, fair and equitable grievance handling system for its employees, students and their parents / guardians

5. Ombudsman

Ombudsman shall be a person not related to University. He/She shall be a part-time officer appointed by the Vice-chancellor for a period of three years and may be reappointed for another term in the same university. Grievant may approach Ombudsman only after he/she has availed all remedies for redressal of grievances within the university

4.0 SCOPE OF GRIEVANCES

The types of the grievances addressed by the Grievance Redressal Cell include (The list is not comprehensive/exhaustive and issues as others may emerge would also form part of it)

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

5.0 GRIEVANCE REDRESSAL CELL

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

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

5.1 OMBUDSMAN

The Vice Chancellor shall appoint an Ombudsman, who shall be a person not related to the University, for dealing with appeals relating to redressal of grievances.

6.0 GRIEVANCE REDRESSAL MECHANISM

The Cell will consider only formal grievances, received in person or through University's ERP (erp.dbuniversity.ac.in), to put its best efforts in order to arrive at a right decision/amicable solution expeditiously.

6.1 Procedure for Informal grievance resolution before an issue becomes a formal grievance

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 informed to the Director of the respective schools by the mentor, Head of Department or concerned students. Complainants will be encouraged to resolve concerns through personal discussions/counseling.
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. Grievances of the faculty and staff shall, as far as possible, be resolved by their respective reporting authority.

6.2 Procedure for formal grievance resolution

1. Formal complaint by the aggrieved person shall be submitted stating full material facts in writing or through University's ERP (erp.dbuniversity.ac.in). He/she can also register the grievance through the UGC portal.
2. The Cell shall make all efforts to resolve the grievance within a period of 30 days of receiving the appeal.
3. On receipt of any representation, the Chairperson/nodal Officer will start the Redressal process within two working days of receipt of the matter.
4. A meeting of the Grievance Redressal Cell will be arranged and the designated authority may allow an opportunity to the complainant to formally present his/her case along with the relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
5. This meeting will discuss the pros and cons of the issues involved to resolve it through a legitimate decision and convey the outcome / action taken to the complainant. Such action may involve some corrective action or negotiation and counselling to the aggrieved person or group.
6. The Grievance Redressal Cell shall communicate the final decision to the concerned parties via email or official letter.
7. Assam Don Bosco University shall comply with the order of the Grievance Redressal Cell.
8. If any issue remains still unresolved or if the Grievant is dissatisfied with the decision of the Redressal Cell, he/she may approach the Ombudsman appointed by Assam Don Bosco University.
9. Ombudsman may seek the assistance of any person as amicus curiae, for hearing complaints.

10. The Ombudsman shall make all efforts to resolve the grievance within a period of 30 days of receiving the appeal.
11. The decision of the Ombudsman will be final, and no further appeal will be entertained under any circumstances. Assam Don Bosco University shall comply with the order of the recommendations of the Ombudsman.
12. In case of any false complaint, the ombudsman may order appropriate action against the Grievant.

6.3 Safeguarding Confidentiality


1. It will be ensured by all authorities that the complainant and the respondent are not victimized or discriminated against.
2. Implementation of this procedure will be done without prejudice to either party.
3. At all stages of this procedure, a full explanation in writing for decisions and actions taken as part of the process will be provided, if so requested by the complainant or the respondent.
4. While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
5. Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.

7.0 POLICY AMENDMENT

On the basis of the experience of the working of the Grievance Redressal mechanism, and the revisions 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 and present to the Board of Management of ADBU as and when required for the smooth functioning of the Grievance redressals.

Approval by the Vice Chancellor

This Revised Version of the Grievance Redressal Policy of Assam Don Bosco University, in compliance with the new guidelines issued by the University Grants Commission (Redress of Grievances of Students) Regulations, 2019 (The Gazette of India, May 6, 2019), is approved with effect from 10th March 2020.


Fr (Dr) Stephen Mavelly
Vice Chancellor

Vice Chancellor
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