

POLICY FOR GRIEVANCE REDRESSAL FOR THE STUDENTS OF SARDAR VALLABHBHAI PATEL UNIVERSITY OF AGRICULTURE AND TECHNOLOGY, MEERUT, UTTAR PRADESH

Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut is committed to provide a safe, fair and harmonious learning and working environment. Students are the main stakeholders and component of institutional framework of a university. All educational institutions imparting education with a motto to provide transparency for all student activities at different stages have a yeoman duty to hear student grievance at par. Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013, the university, hereby notifies Guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students.

Definition of Grievance

A grievance shall include any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the university that student thinks, believes, or feels, is unfair, unjust or inequitable. As regards the grievance of students the grievances defined in UGC regulations under clause 2 (f) of the gazette notification no. 14-4/2012 (CPP-II) dated December 2012 shall be included.

Objectives of Grievance Redressal

The objectives of grievance redressal will be to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the university. A grievance cell will be constituted for redressal of the problems reported by the students with a following objectives: -

- Upholding the dignity of the university by ensuring strife free atmosphere in the campus through promoting cordial Student-Student and Student-Teacher relationship.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students of the university to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all students to refrain from inciting students against other students, teachers and university administration.
- Advising all staffs to be affectionate to the students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the University. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the authorities.

Types of Grievances

Type of Grievance	Specifications
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, Attendance, Class time table etc
Extension & Extra-Curricular	Alumni registration, Award of non-academic credits, Physical Education, Games, NCC, NSS Cultural activities etc.

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Amenities & Maintenance	Hostel facilities –Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, University Canteen etc.
Placements & Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
General administration	Collection of fees, on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, Ragging etc.
Other related issues	Safety & Security, Discipline, Misbehaviours, Emergency services, Physical/Mental/Sexual Harassment, Discrimination based on community disparities, Victimization by the teachers as well as other staff etc.

Grievance Redressal Cell

The function of this cell will be to investigate the complaints lodged by any student and judge its merits. Matters related to harassment will also take up by this cell. Any one with a genuine grievance may approach the any member of the cell. The grievance cell shall be required to furnish the answer within 10 working days of presentation of grievance.

- A senior faculty of the university Chairman
- One faculty from each of the constituent college Members
- One women faculty Member
- Dean student welfare Member secretary

Nature of Grievances	Grievance Handling	Appellate Authority
Grievances of academic nature	Associate Registrar/ Registrar	Vice Chancellor
Grievances related to examinations	COE/Registrar	Vice Chancellor
Grievances related to amenities and services	Hostel Warden/ Associate DSW/ Dean Concerned/ DSW/ Registrar	Vice Chancellor
Grievance related to Placements & Internships	Advisor/ Dean/Director placement/ Registrar	Vice Chancellor
Grievance related to General administration	DSW/Finance comptroller/ Registrar	Vice Chancellor
Grievance related to Other related issues	Dean/DSW/Registrar	Vice Chancellor

1. If the cell does not reply within stipulated period or the person is not satisfied with the decision of grievance redressal cell, he/she can prefer an appeal to the appellate authority of the university within a period of one week.
2. The grievance redressal cell shall have a tenure of two years.
3. In case of any false or frivolous complaint, the cell may order appropriate action against the complainant.

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Measures to address the Grievance: University shall follow the following measures to address the grievances.

1. **Open Door:** General invitations to students in formally dropped in the concerned office and talk informally over their grievance. They may even present the grievance through official contact numbers of the concerned officer(s).
2. **Drop Boxes:** Students can drop their complaints in the drop box placed at administrative block.
3. **Opinion Survey:** Through mentor and other feedback schemes, the opinion surveys may be conducted for better understanding.
4. **E-mail:** Through separate E-mail created for grievance purpose. grievances.svpuat@gmail.com
5. **Janhit Guarantee Adhiniyam:** Students can also use this Govt. online portal for their grievances particularly related to the academic issues.

Note- All the grievances of students mentioned in this grievance policy documents will be governed as per the provisions made in Act & Statutes, Academic regulation, Hostel rule book, VCI regulation, ICAR guidelines and UGC norms and Uttar Pradesh Shasan.

Aggrieved consistently dignity

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[Signature]