Regulation No 33/2025

Procedure and Norms for redress of Grievances of Students & Ombudsperson Regulation-2025.

Whereas in exercise of the powers conferred by Sub Section 2 of Section 1 of the Maharashtra Public Universities Act, 2016 (hereinafter referred to as the 'Said Act'); Government of Maharashtra has published the Said Act in the Maharashtra Government Gazette on January 11th, 2017, which came into force on March 1st, 2017 by repealing the Maharashtra Universities Act, 1994;

And

Whereas in exercise of the powers conferred by Section 79 of the Said Act, a Grievance Cell has been instituted to entertain and decide grievances or complaints relating to service of the employees, which are not within the jurisdiction of the University Tribunal;

And

Whereas the Government of Maharashtra hereby prescribes the Uniform Statute relating to the functional mechanism of working of the Students' Grievance Redressal Cell as under No. Parini-2018/CR-125/Vishi-2. in exercise of the powers conferred by sub-section (10)of section 72 read with sub-section (11) of section 71 and clause (b) of sub-section (2) of section 56 of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017);

And

Whereas, UGC has issued letter D. O. No. F.No.14-4/2012 dated 14/12/2018in exercise of the powers conferred under clause (g) of sub-section(1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956);

And

Whereas University Grants Commission has published (Redress of Grievances of Students) Regulations, 2023 Published vide Notification F.No. 1-13/2022(CPP-II), dated 11.4.2023, in exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in suppression of the University Grants Commission (Grievance Redressal) Regulations, 2019.

And

Whereas Higher and Technical Education, Government of Maharashtra has issued resolution No. संकिर्ण– २०२४/ प्र.क्र.०८ / विशि–३ Dated 08/02/2024 for mandatory disclosures and publications to the society;

Therefore, I, Dr. Milind Barhate, Vice-Chancellor, Sant Gadge Baba Amravati University, do hereby issue the following Direction u/s 12(8) of Maharashtra Public Universities Act, 2016.

Shrot Title and Commencement:

This regulation may be called as "Procedure and Norms for redress of Grievances of StudentsRegulation- 2025."

1. This regulation shall come into force w.e.f. the date of its passing by the Management Council. Provided that different dates may be appointed for different provisions of this regulation and a reference any reference in any such provision to the commencement of this regulation shall be construed as to the coming into force of that provision.

Definition:

In this Regulation, unless the context otherwise requires:

1. "affiliated college" means a college which has been granted affiliation by the university.
2. "aggrieved student" means a student who has any complaint in the matter concerned with the grievances defined under this statute and includes a person seeking admission to a university or college or recognized institution of higher education ;
3. "Chancellor" and "Vice-Chancellor" means, respectively, the Chancellor and the Vice-Chancellor of the university.
4. "college" means a college affiliated to the university, situated in the university area or jurisdiction.
5. "College Grievance Redressal Cell" (CGRC) means a Cell constituted under these regulations, at the level of an institution, being a college.

6. “declared admission policy” means such policy for admission to a course or program of study as may be offered by the university or college or recognized institution and published in the prospectus ;
7. “department” means a department teaching a particular subject or a group of subjects in a college or an institution as prescribed in the Statutes.
8. “Director of Higher Education” and “Director of Technical Education” means respectively Director of Higher Education, Maharashtra State and Director of Technical Education, Maharashtra State.
9. “Director” means a head of an institution including a centre or a school of the university as designated by the Management Council or a head of a recognized institution.
10. “Head of the University Department”, “Head of the Institution” and “Head of the College Department” means respectively, a Head of the University Department, a head of the recognized institution and a head of the college department, as prescribed in the Statutes.
11. “higher education” means the pursuit of knowledge beyond learning at the stage of higher secondary school education.
12. “institution” means an academic institution of higher learning, not being a college, associated with and admitted to the privileges of the university.
13. Institutional Grievance Redressal Cell" (IGRC) means a Cell constituted under these regulations at the level of the University.
14. "Ombudsperson" means the Ombudsperson appointed under uniform statute.
15. “Principal” means a teacher who is duly approved as a Principal by the university.
16. “Pro-Vice-Chancellor” means the academic and executive officer, next to the Vice-Chancellor having purview of the entire university.
17. “recognized institution” means an institution of higher learning, research or specialized studies, other than a college, and recognized to be so by the university.
18. “teacher” means full-time approved professor, associate professor, assistant professor, reader, lecturer, librarian, principal, Director of an institution, Director of Knowledge Resource Centre, Director of Centre of Lifelong Learning and Extension, deputy or assistant librarian in the university, college librarian, Director or instructor of physical education in any university department, conducted, affiliated or autonomous college, autonomous institution or department or recognized institution of the university.
19. “grievances” include the following complaints of the aggrieved students, namely :—
    a) admission contrary to merit determined in accordance with the declared admission policy of the institution;
    b) irregularity in the process under the declared admission policy of the institution;
    c) refusal to admit in accordance with the declared admission policy of the institution;
    d) non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
    e) publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
    f) withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
    g) demand of money in excess of that specified to be charged in the declared admission policy of the institution;
    h) violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;

i) nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;

j) delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;

k) failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;

l) non-transparent or unfair practices adopted by the institution for the evaluation of students;

m) delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;

n) denial of quality education as promised at the time of admission or required to be provided; and

20. “Student” means an individual who is admitted and registered for an academic programme of the University or affiliated, conducted, autonomous.
21. "University" means the Sant Gadge Baba Amravati University.
22. colleges and recognized, institutions of the University.
23. “university department” means a department established and maintained by the university as prescribed by the Statutes.
24. University Grievance Redressal Cell" (UGRC) means a Cell constituted under these regulations, at the level of the university
25. “University Grants Commission” means the University Grants Commission established under the University Grants Commission Act, 1956.
26. “university institution” means a center, a school, or an institute established and maintained by the university as prescribed by the Statutes.
27. “university teacher” means a full time teacher appointed by the university.

Procedure and Norms for redress of Grievances of StudentsRegulation- 2024.

A) Purpose:

Sant Gadge Baba Amravati University, Amaravati herein after called as “University” is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants.

B) Aim:

1) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
2) To set in place a grievance handling system that is student focused;
3) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
4) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
5) To ensure that there is a consistent response to grievances.

C) Scope:

Grievance redressal mechanism by grievance cell/s/ ombudsperson covers both the Departments of University campus and the affiliated colleges. Further, it addresses the issues of the students This mechanism offers the off-line platform to be deal with the grievances.

D) Jurisdiction:

The Grievance redressal Cells/ Ombudsperson shall have jurisdiction to entertain, hear, settle and decide the grievances of the students of the University, affiliated and autonomous colleges and recognized institutions, which are within the jurisdiction of the University.

E) Confidentiality:

1) All grievance matters will be treated with sensitivity and respect for the privacy of any individuals involved. All individuals must treat any information communicated to them in connection with an investigation or grievance matter with appropriate confidentiality. Any breaches of confidentiality will be managed in line with the disciplinary procedure.
2) Records will be kept and shared only with those involved in the case as per the decision of the Grievance redressal Cells/ ombudsperson.

F) Types of Student grievance:

These grievances can be in the nature of:

i. Grievances that are academic in nature
ii. Against faculty
iii. Grievance related to examination
iv. Grievance related to summer internship & placements
v. Grievance related to amenities & services
vi. Grievance related to stay at hostel
vii. Grievance related to finance

G) Mandatory Publication of Prospectus, its Contents and Pricing:

Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

1. the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
2. the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
3. the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
4. the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
5. each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
6. rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
7. the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
8. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
9. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;

10. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
11. Any other information as may be specified by the University Gants Commission.

H) **Stages of Grievance and Cells/ Cells:**

Stage: 1:

1) **College Grievance Redressal Cell (CGRC):**

There shall be a College Grievance Redressal Cell (CGRC) for College/ Institute/ Autonomous College/ Institute, for handling and solving the grievance to promote and maintain a sustainable, unbiased and positive educational environment in the campus. The students can state their grievance regarding any academic and non- academic matter within the campus through the online and grievance/ suggestion box. The CGRC aims at solving the grievances of the students within stipulated time. The CGRC shall treat the grievances by aggrieved student as placed under clause F of this regulation.

Composition of CGRC: In case of colleges or recognized institutions, all complaints shall first be addressed to College or Recognized institution Grievance Redressal Cell (CGRC) composition of which shall be as follows-

a) Principal of the College / Director of Institute Affiliated to the University or Professor* -Chairperson;

b) Two senior faculty members nominated by the Principal of the College / Director of Institute Affiliated to the University;

c) A representative from among students to be nominated on academic merit/ excellence in sports/ performance in co-curricular activities- Special invitee

i) The tenure of the members shall be two years.

ii) The term of special invitee shall be one year.

iii) The quorum for the meeting shall be two, including Chairperson.

iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.

v) The CGRC shall resolve the grievance within period of fifteen days of receiving the complaint. The CGRC shall suggest periodically to the Management and submit its report with recommendations, if any, to the Vice-Chancellor, as the case may be different ways and means to minimize and prevent such grievances.

vi) The CGRC shall provide a copy of the order to the aggrieved person(s).

Note: * If the grievance against the Principal/ Director in such a cases Professor shall be a chairperson.

2) **Department Grievance Redressal Cell (DGRC):**

In case of Universities, all complaints relating to University Department/ Sub-Campus/ Conducted College or institution run by the University shall first be addressed to Department Grievance Redressal Cell (DGRC) to be constituted at the level of University Department/ Sub-Campus/ Conducted College or institution run by the University, composition of which shall be as follows:—

i) Head of the University Department/ Conduct College/ Institute or Professor*– Chairperson;

ii) A Professor from outside the University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University to be nominated by the Vice-Chancellor- Member ;

iii) A representative from among students to be nominated on academic merit/ excellence - Special invitee

a) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the university department or university institution – Member-Secretary.

b) The Chairperson and members of the Cell shall have a term of two years.

c) The term of special invitee shall be one year.

d) The quorum for the meeting shall be two, including Chairperson.

e) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.

f) The DGRC shall resolve the grievance within period of fifteen days of receiving the complaint and shall submit its report to the Vice-Chancellor, as the case may be.

g) The DGRC shall provide a copy of the order to the aggrieved person(s).

Note: * If the grievance against the Head of University Department/ Director Sub-Campus/ Principal Conducted College or institution run by the University in such a cases Professor from outside the Department shall be a chairperson.

3) Stage 2

University Grievance Redressal Cell (UGRC): In case of grievance against the University and the grievance not resolved by CGRC and DGRC, it shall be referred to University Grievance Redressal Cell (UGRC) for which the Vice Chancellor shall constitute University Grievance Redressal Cell (UGRC), consisting of the six members form Affiliated Colleges/ Institutes/ University Department/ Sub-Campus/ Conducted College / institution run by the University. The UGRC shall be constituted by the Vice-chancellor of the university consisting of:-

- Pro-Vice Chancellor – Chairperson;
- Three Principals from amongst the members of the Senate, of whom one shall be a woman and one shall be from Scheduled Castes or Scheduled Tribes or Denotified Tribes or Nomadic Tribes or Other Backward Classes;
- One member of the Senate from the constituency of registered graduates;
- Director, Students' Development - Member Secretary.

Note:

i. The Chairperson and members of the Cell shall have a term of two years.

ii. The quorum for the meeting shall be three, including Chairperson.

iii. The UGRC shall follow the principles of natural justice while deciding the grievance of the students.

iv. The UGRC shall resolve the grievance within a period of fifteen days of receiving the complaint. The UGRC shall suggest periodically to the Management of College and the Management Council of University, as the case may be different ways and means to minimize and prevent such grievances.

v. The UGRC shall provide a copy of the order to the aggrieved person(s).

4) Stage 3

Grievance by Ombudsperson: In case of grievance against the University and the grievance not resolved by University Grievance Redressal Cell (UGRC), it shall be referred to Ombudsperson.

The University shall appoint an Ombudsperson as per prescribe norms under Unifom Statue 5 of 2019, to hear and decide the appeals against the decisions of the University Grievance Redressal Cell.

i. University or Affiliated Colleges/ Institutes or recognized institution shall, have an online portal where any aggrieved student of that University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes may submit an application seeking grievance redressal.

ii. On receipt of any online/ offline complaint, the University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes shall refer the complaint to the appropriate Grievance Redressal Cell or the Ombudsperson, as the case may be, along with its comments within 15 days of receipt of complaint on online portal or manual submission.

iii. The Grievance Redressal Cell or the Ombudsperson, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the university or college or recognized institution and the aggrieved person.

iv. An aggrieved person may appear either in person or be represented by such person other than legal practitioner, as may be authorized to present his case.

v. The grievances not resolved at the appropriate Grievance Redressal Cell(s) shall be referred to the Ombudsperson.

vi. The University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes shall co-operate with the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson or Grievance Redressal Cell(s), as the case may be, to the Vice-Chancellor.

vii. On the conclusion of proceedings, appropriate Grievance Redressal Cell or the Ombudsperson, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.

viii. Every order under the signature of the Ombudsperson or Chairperson of the appropriate Grievance Redressal Cell, as the case may be, shall be provided to the aggrieved person and the University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes, as the case may be, and shall be placed on the website of the University or college or recognized institution.

5) Procedure for lodging complaint:

Step-1: Lodging the grievance/complain either through email or by hard copy or thorugh portal to the office of the CGRC/ DGRC/UGRC.

Step-2: Forwarded to Principal/ Director (if affiliated college)

Step-3: Examination of material facts (relevant documents)

Step-4: Examination (or discussion with) of all parties of the grievance including the witnesses in the appropriate Cell (specified below)

Step-5: Cross-verification, if necessary or send to the appropriate authorities of the University

Step-6: Final decision and communication to the parties of the dispute/grievance.

Step-7: The CGRC/ DGRC/ UGRC shall send its report with recommendations, if any, to the Vice- Chancellor of the University in case of University Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes and in case of Affiliated Colleges/ Institutes both to the Manegement of College/ Institute and Manegement Council of the University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

6) Procedure and Stages in Grievance Handling: The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause (F) as well as under Appendix-1 and submit the form Appendix- 2 of this regulation:

i. **Stage 1:** Formal complaint by the aggrieved person shall be submitted in writing to the College Grievance Redressal Cell (CGRC) or Departmental Grievance Redressal Cell (DGRC) as specified under clause H (1) or (2).

ii. **Stage 2:** The decision ofCollege Grievance Redressal Cell (CGRC) or Departmental Grievance Redressal Cell (DGRC), if aggrieved shall be placed before University Grievance Redressal Cell (UGRC).

iii. **Stage 4:** The decision of the UGRC if aggrieved, then place before appellate authority if aggrieved then place before the Ombudspersons.

7) Powers and Functions of Ombudsperson:

i.) The Ombudsperson shall have power to hear and decide appeals against the decisions of the University Student Grievance Redressal Cell (UGRC).

ii.) No appeals for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, appeals relating to issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.

iii.) The Ombudsperson may seek assistance of any person as amicus curiae, for hearing complaints of alleged discrimination.

iv.) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving an appeal from the student.

8) **Principals to followed during grievance redressal mechanism:** Apart from the grievance redressal procedure, some principles are laid down by the university follows as follows.

a) Sufficient scope will be given the delinquent to defend himself / herself

b) All possible material facts (documents / evidences / supporting materials) need to be examined, because every quasi-judicial matter go by "law of natural justice".

c) All possible witnesses need to be examined to follow "law of natural justice".

d) Adequate time will be given to the parties of the grievance/dispute, if wishes for appropriate justice.

e) No step of the grievance redressal procedure will be omitted

f) The final report of the grievance redressal mechanism will be written with utmost care as it is connected not only with his/her family but also with his/her social life that can never be regained, once lost.

g) All record/reports/evidences must be reserved for indefinite time period for future references with numbering.

h) Order passed by the authority shall be a reasoned order.

i) The University Grand Commission (Grievance Redressal Students) Regulations, 2023 must be followed, if it is student related matter.

j) The Regulation/ Resolution/ Statute/ Act issued by state government regarding grievance redressal that is/are releasing from time to time must be followed.

9) **Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Cells:**

i. The University shall create online portal, within a period of three months from the date of issue of this notification, for the submission of application from aggrieved student for seeking redressal of grievance.

ii. On receipt of an online complaint, the university shall refer the complaint to the appropriate Student Grievance Redressal Cell, along with its comments within 15 days of receipt of complaint on the online portal.

iii. The Student Grievance Redressal Cell/s, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.

iv. An aggrieved student may appear either in person or authorize a representative to present the case.

v. Grievances not resolved by the University Student Grievance Redressal Cell/s shall be referred to the Ombudsperson, within 30 days.

vi. University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Cell(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of this regulation.

vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

viii. The Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes , as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.

ix. The Department or Department of Sub-Campus/ Department of Conducted College or institution run by the University or Affiliated Colleges/ Institutes, shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the University Grants Commission in respect to any failure on the part of the College/ Department /University to comply with the recommendations.

x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

10) Information Regarding Ombudspersons and Student Grievance Redressal Cells: TheCollege/ University Department /University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Cell(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

11) **Consequences of Non-Compliance:** The University Grants Commission shall in respect of any College/ University Department /University, which willfully contravenes the clause/s under this regulation or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Cell(s), as the case may be, proceed to take one or more of the following actions, namely:

i. Withdrawal of declaration of fitness to receive grants under section 12B of the Act;

ii. Withholding any grant allocated to the Institution;(c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the University Grants Commission;

iii. Informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the University Grants Commission,

iv. Declaring that the institution does not possess the minimum standards for redressal of grievances;(e)recommend to the University for withdrawal of affiliation, in case of a college;

v. Take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;

vi. Recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;

vii. Recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;

viii. Such other action as may be deemed necessary and appropriate against an institution for noncompliance. Provided that no action shall be taken by the Commission under this regulation, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

Appendix-1

List of Student Grievances

a) Grievances that are Academic in nature

i. Academic Quality
ii. Suspension of student
iii. Academic Integrity dispute
iv. Course material
v. Class time table
vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
vii. Attendance/directed reading
viii. Internal Assessment
ix. Co-curricular activities
x. Grade Dispute

b) Against Faculty

i) Academic delivery & quality
ii) Classroom conduct
iii) Regularity & punctuality

c) Grievance related to examination

i) Registration / Re-registration / Student Records
ii) Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
iii) Evaluation of answer books Grading / results
iv) Re-checking/ Re- evaluation
v) De-barred / Year back cases
vi) Discrepancy in Diplomas / Degrees
vii) Grievance related to Summer Internship & Placements
viii) Discrimination in summer Internship selection
ix) Discrimination or non-adherence of placement procedures /rules

d) Grievance related to Amenities & Services

i) Common services (Transportation / Canteen / Medical, etc.)
ii) Extra-curricular facilities
iii) Student Financial Aid
iv) Travel Concession
v) Identity Cards

e) Grievance related to stay at hostel

i) Quality of Food and Hygiene
ii) Hostel amenities

f) Grievance related to finance

i) Fees and Dues
ii) Fee Concessions
iii) Scholarships
iv) Refunds

Appendix-II

Sant Gadge Baba Amravati University Amravati

ApplicationandresolutionformfortheGrievanceredressal.

1. **Nameofthe Student:** _____
2. **Name of Collage/ University Department:** _____

_____

_____

3. **Details of Admission:** _____
4. **Section/Campus:** _____
5. **Programme:** _____
6. **Type of Grievance: (As per Appendix 1)** _____

GrievanceDetails		
TypeofGrievance • AcademicRelated • Extension &Extra-curricular • Amenities&Maintenance • Placements& • GeneralAdministration • Otherrelatedissues		
Date of Occurrence: … …… … Note: Must be filed within 5 working Days	Have you discussed this issue with your Mentor and/or HOD/ Director/Controlling Officer? Yes / No / Not applicable	Mentor's/HoD's/Director's/Any other Person Name:…… Phone: ……

7. **Dispute against the Party:** _____
8. **Nature of Grievance:** _____
9. **Stage of Grievance: Stage 1/ Stage 2/ Stage 3/ Stage 4 (Ombudspersons)**
10. **Select proper Cell: CGRC/ DGRC/ UGRC (Ombudspersons)**
11. **Detailsofthediscrepancy/issue** (Describe what happened, when and where, how your student experience or employment has been affected, and indicate names of others involved. Attach any supporting documentation.)

    _____

    _____

    _____

12. **List of Documents/ Proof submitted: (Give Details along with page numbers)**

    _____

    _____

    _____

    _____

13. **The order passed by the Cell: (If the candidate has under the grievance stage 2 to 4):** _____

    (Attach a copy of the order)

    Name of the Cell: _____

    Date of Hearing: _____

    Date of Order: _____

14. Legal Framework of Complaint: _____

15. Action Requested: Indicate the action(s) that would resolve your grievance:

_____

_____

_____

Ideclarethattheinformationprovidedbymeistrueandfactualtothebest ofmyknowledge.

Date: Grievant Signature:

*****