



DR. D. Y. PATIL VIDYAPEETH, PIMPRI, PUNE
(Deemed to be University)

(Accredited (3rd Cycle) by NAAC with a CGPA of 3.64 on four point scale at 'A++' Grade)
(Declared as **Category - I University** by UGC Under Graded Autonomy Regulations, 2018)
(An ISO 9001:2015, ISO 14001:2015 Certified University)

**REVISED GUIDELINE FOR
GRIEVANCE REDRESSAL COMMITTEE
FOR STAFF & STUDENTS
OF THE VIDYAPEETH**



Implementation Date: July 2019
Amendment Date: December 2024

Prof. Dr. J. S. Bhawalkar
RegistrarRef. No. : DPU/ 186(a)-J(ix)/25
Date : 27 / 02 / 2025**NOTIFICATION**

WHEREAS, in pursuance of the resolution passed by the Board of Management at its meeting held on **30th July 2019** vide its resolution No. **BM-33(vii)-19** and the decision taken by the Vidyapeeth Authorities.

AND WHEREAS, in pursuance of the **UGC (Redressal of Grievances of Students) Regulations, 2023** dated **11/04/2023**, Dr. D. Y. Patil Vidyapeeth, Pune, has **reconstituted the Students Grievance Redressal Committee** for a period of 2 years vide its Notification **DPU/368(b)/2023** dated **10/05/2023**.

AND WHEREAS the Guideline has been **Amended** by the **Executive Council** at its meeting held on **18th December 2024** vide its resolution No. **EC-55(ix)-24** and the decision taken by the Vidyapeeth Authorities.

It is hereby notified for the information of all concerned that Dr. D. Y. Patil, Vidyapeeth, Pune has published **Revised Guidelines for 'Grievance Redressal Cell, for Staff and Students of the Vidyapeeth'** for your information and record.

The Revised Guidelines are comprised as follows:

- Introduction
- Definition
- Purpose & Scope
- Objectives
- Grievance Redressal Cell Guidelines (SGRC)
- Enquiry Procedures.
- Responsibilities, Powers, and Duties of the Committee
- Meeting Procedures.
- Appointment, Tenure, Removal of Ombudsperson Details & Miscellaneous
- Grievances Committee at Constituent College / Institute Level
- Annual Review and Reporting

The **Revised Guidelines for Grievance Redressal Committee for Staff and Students of the Vidyapeeth** will serve as detailed Guidelines for Staff and Students and will be useful to all the concerned. This will come into force with immediate effect.


(Dr. J. S. Bhawalkar)
Registrar

I. INTRODUCTION:

The Grievance Redressal Cell (GRC) at **Dr. D.Y. Patil Vidyapeeth Pune (Deemed to be University)** serves as a dedicated platform to address and resolve grievances raised by staff, faculty, students, within and other stakeholders of Dr. D.Y. Patil Vidyapeeth, Pune. The GRC is committed to fostering a culture of fairness, transparency, and accountability while ensuring that every individual's concerns are heard and addressed in a timely manner.

These guidelines are designed to provide a structured approach for reporting, addressing, and resolving grievances in an ethical and impartial manner. Rooted in the principles of transparency, accountability, and inclusivity, these guidelines are aligned with the UGC's (University Grants Commission) **Redressal of Grievances of Students Regulations, 2023** to ensure a fair and impartial grievance resolution process. The document seeks to foster an environment of trust, respect, and ethical responsibility within the institution. By implementing these guidelines, the GRC aims to uphold institutional values and strengthen trust among all members of the Vidyapeeth community.

II. VISION:

Dr. D.Y. Patil Vidyapeeth, Pune (Deemed to be University) (DPU) envisions creating a transparent, ethical, and inclusive institutional culture where grievances are resolved fairly, fostering trust, mutual respect, fostering ethical practices and ensuring the well-being of all Student & Staff members and harmony across all stakeholders.

III. MISSION:

Dr. D.Y. Patil Vidyapeeth, Pune (Deemed to be University) (DPU) is dedicated to establishing a robust and accessible grievance redressal mechanism that ensures confidentiality and impartiality. By promoting a safe and supportive environment, the institution empowers individuals to voice their concerns without fear, while upholding its core values of integrity, equity, and transparency. The Grievance Redressal Cell is dedicated to fostering trust and mutual respect through ethical practices and continually improving its processes in alignment with legal and institutional standards.

IV. DEFINITION:

The Grievance Redressal Cell (GRC) is a dedicated body established to address and resolve grievances raised by stakeholders, including students, staff, and faculty, in a fair, transparent, and time-bound manner. It serves as a mechanism to ensure that concerns are handled impartially while maintaining confidentiality and fostering an environment of trust, accountability, and ethical responsibility within the institution. The following definitions are provided to clarify key terms:

- **Grievance:** Any concern, complaint, or issue raised by an individual regarding unfair treatment, harassment, discrimination, or violation of institutional policies.
- **Complainant:** The individual who raises a grievance.
- **Respondent:** The individual or entity against whom a grievance is raised.
- **Internal Committee (IC):** The designated body responsible for addressing grievances in accordance with institutional policies.
- **Whistleblower:** An individual who reports unethical or unlawful activities within the institution.

V. PURPOSE & SCOPE OF GUIDELINES:

The purpose of these guidelines is to:

- Establish a safe and confidential mechanism for reporting grievances and concerns.
- Promote transparency, accountability, and ethical practices within the institution.
- Ensure that all grievances are resolved in a fair, impartial, and timely manner.
- Protect individuals who report grievances from any form of retaliation or discrimination.
- Cultivate a supportive institutional culture where employees feel valued, respected, and heard.

This policy applies to all employment-related and student grievances raised by DPU staff, faculty, contractors, interns, trainees, volunteers, visitors, external collaborators, outsourced service providers, and any individual affiliated with DPU.

VI. OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the DPU shall constantly endeavor to improve its service rules, standards and capabilities. The DPU expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

With this Dr. D.Y. Patil Vidyapeeth, Pune, aims to establish a structured and effective approach to addressing grievances and whistleblower concerns that align with its institutional values of transparency and accountability. The primary objectives are to:

- Establish a clear and accessible process for reporting grievances.
- Safeguard the confidentiality of whistleblowers and their reports.
- Address grievances promptly to ensure workplace harmony.
- Encourage a culture of transparency and ethical responsibility.
- Ensure compliance with legal and institutional policies.
- Strengthen stakeholder confidence in institutional process through structured redressal mechanisms.
- Promote awareness about the grievance redressal process.
- Protect the dignity and privacy of all parties involved.

VII. GRIEVANCE REDRESSAL CELL (GRC) GUIDELINE:

"This guideline outlines the principles, processes, and mechanisms established by **Dr. D.Y. Patil Vidyapeeth Pune (Deemed to be University)** to address grievances in a fair, transparent, and timely manner, fostering a culture of accountability and trust."

The Grievance Redressal Cell (GRC) Guideline is applicable to:

- All students enrolled at Dr. D.Y. Patil Vidyapeeth Pune (Deemed to be University).
- All faculty and staff members, including administrative and academic personnel.
- Employees engaged through contractors or outsourcing agencies.
- Interns and trainees associated with the institution.
- Volunteers and research associates working on institutional projects.
- Visitors or external collaborators engaged in official institutional activities.
- Any individual affiliated with the institution who seeks to address their grievance through this mechanism

The objective of these guidelines is to provide a structured framework for the Grievance Redressal Cell (GRC) to address and resolve grievances effectively, ensuring transparency, fairness, and accountability.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the DPU and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the DPU's guidelines and the terms of the policy.

i) The guidelines aim to:

- a) Foster a supportive environment where individuals can report concerns without fear of retaliation.
- b) Ensure that all grievances are addressed impartially and in a timely manner.
- c) Promote ethical practices and mutual respect within the institution.
- d) Strengthen confidence in institutional processes by safeguarding the rights of all stakeholders

VIII. The objectives of the Grievance Redressal Policy are:

- a) To establish an organizational framework for addressing student and staff grievances.
- b) To create awareness regarding the proper procedures for grievance reporting and resolution.
- c) To provide a transparent, fair, and timely platform for addressing grievances from students, faculty, and staff.
- d) To educate students and staff on their roles and responsibilities.
- e) Facilitate structured interactions with students and staff to gather information about academic and administrative processes and expectations.
- f) To ensure a mechanism that fosters trust, accountability, and promotes a positive academic and work environment at DPU.
- g) Establish a Monitoring Cell to oversee the Grievance Redressal Policy.

IX. Student-Staff Focus:

- a) Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- b) The DPU shall endeavor to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c) At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- d) The DPU shall take all efforts to abide by and enforce UGC regulations in all its operations.
- e) The DPU shall also abide by the Code of conduct approved by the DPU.
- f) All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

X. Grievances' may include the following complaints of the aggrieved students namely:

- a) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- b) Irregularity in the admission process adopted by the institute.
- c) Refusing admission in accordance with the declared admission policy of the institute.
- d) Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue.
- e) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- f) Breach of the policy for reservation in admission as may be applicable.
- g) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- h) On provision of student amenities as may have been promised or required to be provided by the institution.
- i) Denial of quality education as promised at the time of admission or required to be provided.
- j) Nontransparent or unfair evaluation practices.
- k) Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per DPU instructions from time to time.

XI. RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with The Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The DPU expects that Grievance Redressal be time bound and result oriented.

XII. DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol.

A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the DPU. Thus, any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system.

Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the DPU), stating the following:

- a) Acknowledging his communication.
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office).
- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

XIII. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC):

The Grievance Redressal Committee for addressing student grievances shall be constituted and function in full alignment with the provisions of the UGC (Redressal of Grievances of Students) Regulations, 2023, thereby upholding transparency, equity, and the well-being of the academic community.

a) INCLUSION OF STAFF GRIEVANCES:

In addition to addressing student grievances, the Grievance Redressal Committee (GRC) will also cater to the concerns of all staff members, including teaching and non-teaching personnel. This ensures that employees of the institution are provided with a structured platform to voice their grievances, fostering an inclusive and harmonious workplace environment. Grievances from staff will be handled with the same commitment to transparency, confidentiality, and timeliness as outlined in these guidelines.

XIV. GRIEVANCE REDRESSAL CELL (HED):

There shall be a Grievance Redressal Cell at the DPU level and constituent college institute level. It shall consist of Grievances Committees.

A. Student Grievance Redressal Committees (SGRC):**Composition of the Committee:**

- i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/ performance in co-curricular activities-Special Invitee.
- iii) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- iv) The term of the chairperson and members shall be for a period of two years.
- v) The term of the special invitee shall be one year.
- vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- viii) The SGRC shall send its report with recommendations, if any, to the competent authority

of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.

- ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date receipt of such decision.

XV. RESPONSIBILITIES OF THE COMMITTEE:

- Review and address grievances related to academic, administrative, staff behavior, and campus facilities.
- Ensure that grievances are heard in a neutral and impartial manner.
- Ensure that grievance processes are in line with DPU's institutional values of equity, fairness, and respect for all members.
- Develop and implement awareness campaigns about grievance handling and the functioning of the grievance redressal system.
- Suggest policy amendments based on recurring or systemic grievances.

XVI. POWERS AND DUTIES OF THE COMMITTEE:

- If the college level committee is unable to settle a grievance, lodged by teachers, other employees or students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU and the Registrar of the DPU shall keep the matter before the grievances committee at the DPU level.
- The aggrieved person (teacher, other employee or student) of the DPU may lodge his grievance with the Registrar of the DPU. The *Ex-officio Secretary* shall place the grievance before the DPU level grievance committee at the earliest.
- The committee at the DPU level shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the DPU. The decision of the DPU Level Committee shall be final. The Appeal against such decision shall be preferred to BoM.
- The Appeal against the finding of the College Level Committee shall be made before DPU Level Grievance Committee. The grievances committee at the DPU level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final.

XVII. MEETING PROCEDURES:

- In the absence of the Chairman, a senior member nominated by Vice Chancellor shall work as the Chairperson of the Committee.
- The term of membership for members other than *ex-officio* members and students shall be two years.
- A member, who does not attend three consecutive meetings of the Committee without leave of absence, shall cease to be a member of the Committee.

- If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice Chancellor shall fill it within one month.
- The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.
- SGRC shall meet at least once every Six months or whenever necessary.
- Special meetings may be convened in urgent cases.
- Quorum: At least 50% of members, including the Chairperson, must be present.
- Minutes of meetings shall be documented and shared with the concerned authority.

XVIII. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

XIX. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail 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 the appeal from the aggrieved student(s).

XX. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, 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 Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

XXI. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

XXII. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) 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 Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission,

- declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
 - (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
 - (i) 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;
 - (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
 - (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance. Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

XXIII. GRIEVANCES COMMITTEE AT THE CONSTITUENT COLLEGE / INSTITUTE LEVEL:

1. Constitution:

- i) Dean / Director/Principal of the college / institute designated as Chairperson.
- ii) Three senior teachers drawn from the affiliating colleges on rotation basis, to be nominated by the Vice Chancellor – Members.
- iii) A student representing the college where the grievance has occurred to be nominated based on academic merit, by the concerned college – Special Invitee as and when required provided grievance is of student.

2. Powers and Duties of the Committee:

- i) The grievances committee shall deal with the grievances of teachers, other employees, and the students.
- ii) The aggrieved person (teacher, other employee or student) of any constituent college may lodge his grievance with the Registrar / Office Superintendent of the college, who shall put it before the college / institution level grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
- iv) If the grievance is settled at the college level committee, the college shall take action as per the terms of settlement and report the case to the DPU for information.
- v) If the college level committee is unable to settle a grievance, lodged by Teachers /other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU.

3. Reporting Mechanism

- i) Provide students, faculty, and staff with accessible channels (email, physical forms, helplines) for submitting grievances and to act as the primary point of contact for staff and employee grievances, ensuring swift and fair resolution.
- ii) Anonymous reporting allowed with sufficient details, if desired.
- iii) Acknowledge receipt of grievances within 24 hours and provide a timeline for resolution (typically within 7 working days for simple matters, or 14-30 working days for complex issues).
- iv) Escalation contacts available for unresolved issues.
- v) Misuse of the system results in disciplinary action.
- vi) Mechanisms accessible to all, including staff with disabilities.
- vii) Progress updates shared at key stages.
- viii) Feedback solicited to improve the system

4. Types of Grievances Handled

- i) **Academic Grievances:** Issues related to exams, evaluation, course materials, or faculty behavior.
- ii) **Administrative Grievances:** Concerns regarding the functioning of various departments, policies, or administrative staff.
- iii) **Staff and Faculty Grievances:** Complaints regarding the behavior of faculty or staff, including harassment or unfair treatment.
- iv) **Facilities Grievances:** Issues related to campus facilities, including hostels, libraries, canteens, or infrastructure.

5. Grievance Redressal Process

Step 1: Filing the Grievance:

Submit the grievance in writing (either physical form or online, via email, an online portal, a confidential hotline, or complaint box). Ensure that the grievance includes clear details, relevant documentation, Reports must include issue details, involved individuals, dates, and evidence and relief sought.

Step 2: Acknowledgment and Assessment:

The grievance will be acknowledged within 24 hours. The committee will assess the grievance for urgency, clarity, and scope.

Step 3: Investigation:

The committee will investigate the grievance by gathering facts, speaking to relevant individuals, and reviewing supporting materials.

Step 4: Resolution:

Based on the findings, the committee will provide an appropriate resolution within a predefined timeframe. This can include corrective actions, recommendations for policy changes, or disciplinary action, if necessary. Feedback will be solicited and sought to improve the system. Whistleblower support includes counseling and legal advice.

6. Disciplinary Actions:

- If a grievance is found valid, the SGRC may recommend actions such as:
 - a. Written warnings or reprimands.
 - b. Suspension from academic privileges.
 - c. Financial penalties (if applicable).
 - d. Expulsion in extreme cases.
- For Less serious grievances, disciplinary measures may include:
 - a. Counseling or mediation for minor issues.
 - b. A formal apology or correction of actions for administrative staff or faculty members.
 - c. Suspension or termination for severe cases involving misconduct or breach of conduct.

False complaints or misleading statements may also result in disciplinary measures

XXIV. Confidentiality:

- Whistleblower identities will remain confidential unless disclosure is required by law.
- All reports will be securely stored, and access will be limited to authorized personnel.
- Retaliation against whistleblowers is strictly prohibited and will result in disciplinary action

XXV. Awareness and Communication:

Organize awareness campaigns to ensure that all students, staff, and faculty is familiar with the grievance procedures. Regularly update DPU's website with grievance policies, FAQs, and contact details.

XXVI. Annual Review and Reporting

The committee will provide an Annual Grievance Report to the central administration, detailing the number of grievances received, resolved, and pending, as well as any systemic trends or recommendations.

XXVII. Training and Awareness

Regular training programs will be organized for GRC and SGRC members to ensure competency in handling grievances. Awareness programs will be conducted for stakeholders to familiarize them with the grievance redressal process and encourage its usage.

XXVIII. Grievance Redressal Portal

The institution will integrate with the UGC's online grievance redressal system to ensure transparency and accessibility.

XXIX. Continuous Improvement

Dr. D.Y. Patil Vidyapeeth, (Deemed to be University) Internal Reporting System and Grievance Procedure Guidelines ensure a transparent and supportive environment where employees can voice their concerns safely. By incorporating staff perspectives, this policy fosters trust, accountability, and a sense of belonging among all employees, promoting a healthy and ethical workplace for everyone

Based on feedback from the grievances received, the committee will make necessary improvements to institutional policies or procedures. Implement surveys or feedback systems to assess the effectiveness of the grievance redressal mechanism.

These guidelines have been updated to align with the **UGC (Redressal of Grievances of Students) Regulations, 2023**. The document emphasizes inclusivity, transparency, and accountability to foster a fair academic and workplace environment

Implementation Date: 30.07.2019

Amendment Date: 18.12.2024

**Sd/-
(Dr. J. S. Bhawalkar)
Registrar**

UNIVERSITY GRANTS COMMISSION

NOTIFICATION

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (CPP-II).— 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 supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION:

- (1) In these regulations, unless the context otherwise requires-

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. 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;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. 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;
 - ix. non-payment 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;

- x. 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;
 - xi. 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;
 - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.
- (g) “Institution” means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) “Ombudsperson” means the Ombudsperson appointed under these regulations;
- (i) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) “Student” means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations, at the level of an institution; and
- (l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

- (1) 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:
- (a) 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;
 - (b) 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;
 - (c) 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;
 - (d) 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;
 - (e) 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;
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
 - (g) 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;
 - (h) 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;

- (i) 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;
- (j) 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
- (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail 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 the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, 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 Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) 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 Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) 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;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]