

NORTH EAST CHRISTIAN UNIVERSITY

STUDENT GRIEVANCE REDRESSAL POLICY

The North East Christian University (NECU) is committed to delivering quality education and empowering the students community. Towards this end, NECU has constituted the Students Grievance Redressal Committee for fair and timely redressal of any students' grievances.

Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated 6th May , 2019, the North East Christian University, hereby notifies Guidelines in broad conformity with the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

OBJECTIVE: To provide opportunities for redress of grievances of NECU students.

A. In these NECU Guidelines, unless the context otherwise requires:

1. "aggrieved students" means a student who has any complaint in the matters concerned with the grievances defined under this policy, and includes a person seeking admission to NECU;
2. "Student" means a person enrolled, or seeking admission to be enrolled, in NECU to which this policy apply;
3. "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.
4. "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. 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;

- v. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- vi. 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;
- vii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- viii. 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.

B. STUDENT GRIEVANCE REDRESSAL COMMITTEE

- (i) The Vice Chancellor of NECU shall constitute a Standing Students Grievance Redressal Committee consisting of a faculty member as a Chairperson/ Convener, two other faculty members from different disciplines of study, a representative from the administration of the University and a student representative of the University nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – a special invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the NECU SGRC shall follow principles of natural justice.
- (v) The NECU SGRC shall send its report and recommendations, if any, to the Vice- Chancellor with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Appellate Authority, within a period of fifteen days from the date of receipt of such decision.

C. APPELLATE AUTHORITY:

The Vice Chancellor of NECU will act as an interim Appellate Authority. All such appeal out of cases, dealt under clause A will be placed to the Appellate Authority. Any aggrieved student or

person may prefer an appeal seeking Redressal of grievances, not being satisfied by the decision of Standing Grievances Redressal Committee and such appeal cases shall be placed before the Appellate Authority.

D. PROCEDURE FOR REDRESSAL OF GRIEVANCES

- (i) On receipt of an online/ written complaint, the Student Grievance Redressal Committee shall resolve the grievance within 15 days of receipt of complain.
- (ii) The Student 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.
- (iii) An aggrieved student may appear either in person or authorize a representative to present the case.
- (iv) In case the grievance is made against another individual, the Student Grievance Redressal Committee shall hear from both the parties separately on the appointed date.
- (v) Grievances not resolved by the NECU Student Grievance Redressal Committee shall be referred to the appellate authority, within the time period provided in these regulations.
- (vi) The appellate authority 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.
- (vii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the appellate authority , and the institution shall place it for general information on its website.
- (ix) The appellate authority may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- (x) For false or frivolous grievances, depending on the nature of the grievance, either the Student Grievance Redressal Committee or the Appellate Authority can take any of the following actions against the complainant:
 - a) Inform parents/ guardian
 - b) An apology letter to be submitted
 - c) Suspension

d) Expulsion

E. MECHANISM FOR HANDLING STUDENTS GRIEVANCES BY NECU SRGC

- (i) Pursuant to these Guidelines of NECU, a proper Students Grievance Redressal Mechanism shall be in place to maintain a 'Registry' to be managed by the Chairperson/ Convenor of the SGRC. (Annexure B)
- (ii) The student or the guardians may submit their query/complaint/grievance as per prescribed proforma given at Annexure A. If required, an application giving full details may also be enclosed.
- (iii) On receipt of any complaint/grievance, the chairperson shall enter it in the Register as per details given in Annexure B. The serial number of the entry made in the Register will be mentioned in the Acknowledgement as specified at Annexure A.
- (iv) The Chairperson/Convener shall convene a meeting of the Standing Grievance Redressal Committee accordingly.
- (v) Where a written reply is required to be given to the students, based on the decision of Standing Grievance Redressal Committee, then a copy of it should be attached with the proforma A for records.
- (vi) If the grievance of the applicant is not redressed within the expected time or in the expected manner, the applicant may report the matter to higher authority, i.e. Appellate Authority.