




# MALWANACHAL UNIVERSITY, INDORE



## Student Grievance Redressal Policy and Redressal Mechanism

Year - 2021-22

Registrar  
Malwanchal University  
Indore (M.P.)

	<b>Student Grievance Redressal Policy and Redressal Mechanism  2021-2022</b>	<b>Document No.:-</b> MU/SGRPRM/20/09/2021
		<b>Issued date:</b> 20/09/2021
		<b>Revised Date:</b> 20/09/2022
		<b>Created by:</b> IQAC Secretary
		<b>Approved by:</b> Registrar

  
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# MALWANCHAL UNIVERSITY

## Student grievance Redressal policy and Redressal mechanism

### 1. Introduction

Pursuant to UGC regulations on grievance Redressal, Malwanchal University hereby notified guidelines in conformity with the said regulations of UGC.

In order to redress individual as well as collective grievances of students of constituent units, a grievance Redressal mechanism has been devised.

### 2. Definition

A grievance may be any kind of discontent or dissatisfaction or negative perception whether expressed or not arising out of anything that a student's think or feel is unfair and unjust or inequitable with respect to any aspect of the university activities and services.

### 3. Types of student grievances

**Student grievances can be in the nature of**

- Grievance related to examination
- Grievance that is academic in nature
- Grievance related to amenities and services
- Grievance against faculty and staff
- Grievance related to hostel facilities
- Grievance related to student conflicts
- Harassment of any kind

### 4. Policy statement

The student grievance and Redressal committee of Malwanchal University is committed to promote and maintain a conducive and unprejudiced environment for students. It attends to the grievance and complaints registered by students of constituent units. The Malwanchal University ensured effective solution to the grievance using a fair approach.

### 5. Scope

This regulation shall cover any kind of grievance that students of the University may face during their stay in the university.

### 6. Objectives

1. To develop an organizational framework to resolve grievances with all impartial and fair approach.
2. To develop a culture of understanding addressing and providing quick redressed to grievances and take a steps to prevent recurrence of such incidents.
3. To ensure that grievance are resolved promptly, with sensitivity and in complete confidentiality.
4. To ensure that views of each complainant and respondent are respected with no discrimination.
5. To investigate and resolve the reason of dissatisfaction.

## **7. Composition of committee**

### **Index Medical College, Hospital & Research Centre**

- Dr. G.S. Patel, Dean- Chair Person
- Dr. Suraj Tripathi, Prof. in Pharmacology -Member
- Dr. Sangeeta Kori, Prof. in Community Medicine- Member
- Dr. Shreya Nigoskar, Prof & Head in Biochemistry- Member
- Mr. Abhishek Dass- MBBS Student
- Ms. Aditi Kushwah- MBBS Student
- Ms. Aaryika Sahu- MBBS student
- Mr. Abhijeet Singh Maravi- MBBS student

### **Index Institute of Dental Sciences**

- Dr. Rolly S. Agarwal, Teaching Faculty, IIDS - Chairperson
- Dr. Mageesh Kumar S., Teaching Faculty, IIDS -Member Secretary
- Mr. Harshad Parmar, Student - Member
- Ms. Shikha Bhati, Student - Member
- Ms. Ashi Tomar, Student - Member

### **Index Nursing College**

- Dr. Smriti G Solomon – Chairperson
- Dr. Reena Thakur – Member Secretary
- Mr. Manu K – Member
- Mr. Nirbhay Singh – Member
- Mrs. Vandana Bhadoriya – Member
- Mr. Vikas Bhadoriya – Member

### **Department of Physiotherapy and Paramedical Sciences**

- Dr. Reshma Khurana – Chairperson
- Dr. G.P. Pal – Member
- Dr. Manila Jain – Member
- Dr. Ravindra Kolhe - Member

### **Index Institute of Pharmacy**

- Ms. Nikita Upadhayay – Chairperson
- Ms. Akansha Jaiswal - Member
- Ms. Shabina Bano - Member
- Mr. Kushagra Sharma – Member
- Ms. Rizwana Khan - Member
- Ms. Shifa Khachhi - Member
- Ms. Pratibha Parmar - Member
- Mr. Kushagra Shamra – Member Secretary

## **8. Roles and responsibility of committee**

- provide information about committees objective and mode of operation to students
- Acknowledge and analyze the grievance
- Seeks solutions through decision making process
- Reports the grievance and records how they were redressed

## **9. Mechanism of Redressal**

### **9.1 Procedure**

#### **1. Informal resolution**

- a) Students will be encouraged to resolve the problems directly with the person or department concern through personal discussion and counseling
- b) Aggrieved students should approach the mentor who will try to resolve the problem in formally

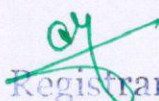
#### **2. Grievance handling and resolution mechanism**

- Formal complaint by the aggrieved student shall be submitted in writing to the grievance Redressal committee
- As soon as the application is received the Redressal committee shall review the complaint and invite both the party for discussions
- The member secretary shall arrange hearing by convincing the meeting of the committee the committee shall seek clarification from the complaint
- If required the matter will be investigated through a designated person
- The outcome of the discussion is reviewed

The grievance at address at the earliest by issuing warning letters. Memo, fine and reformations remedies

Priority is given according to the urgency of the complaint in all cases the aggrieved is inform of the measures taken

All the grievances concerning to the women harassment and ragging shall be dirt by the respective committees

  
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## **10. Grievance Handling Responsibility Matrix**

<b>S.NO</b>	<b>NATURE OF GRIEVANCE</b>	<b>RESPONSIBILITY OF HANDLING</b>	<b>GRIEVANCE REDRESSAL COMMITTEE</b>
1	Grievance academic in nature	Department concerned	Grievance Redressal committee
2	Against faculty	Dean/principal of the institution	Grievance Redressal committee
3	Examination related grievance	CEO Examination	Grievance Redressal committee
4	Hostel related grievance	Wardens	Grievance Redressal committee
5	Grievances related to amenities and services	Student secretary welfare committee	Grievance Redressal committee
6	Grievance related to finance	HOI and account officer	Grievance Redressal committee
7	Grievance related to student conflict	Wardens, ,mentors, Antiragging committee ,HOI	Grievance Redressal committee

## **11. Confidentiality**

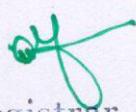
During all stages of the grievance handling and resolution Procedure University will take all possible steps to ensure that complaints and the respondent are not victimized or discussion discriminated against

Implementation of the procedure will be done without prejudice to either party

While dealing with the issued all possible confidentiality and privacy will be maintained.

## **12. Record keeping**

Records concerning grievances handled and their outcomes shall be maintained by the committee.

  
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