



MALWANCHAL UNIVERSITY

(Index Group of Institutions)



Grievance Redressal of Student Policy

Year - 2024-2025



**GRIEVANCE
REDRESSAL OF
STUDENT Policy**

2024-2025

Document No- MU/RMP/01/2017

Issued Date - 18/01/2017

Revision Date :- 18/1/2022

Second revision Date:- 18/1/2026

Created by :- Director Examination

Approved by- Registrar

[Handwritten Signature]
**Registrar
Malwanchal University
INDORE (M.P.)**

MALWANCHAL UNIVERSITY, INDORE

CONTENTS

GRIEVANCE REDRESSAL OF STUDENT POLICY

S.No	CONTENTS	Page No.
1	Background	1
2	Purpose	1
3	Aim	1
4	Scope and Applicability	1
5	Definitions	1
6	Types of Student Grievance	1-2
7	Confidentiality	2
7.1	Ombudsman Appointment of Ombudsman	2
8	Matrix of Grievance Handling Authorities	3

Malwanchal University, Indore

GRIEVANCE REDRESSAL OF STUDENT POLICY

1. Background

- a) This policy has been framed in line with the provisions of the "University Grants Commission Grievance Redressal Regulations, 2012" of India (hereinafter referred to as "the Act"). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the "Malwanchal University, Indore Regulations Governing Grievance Redressal of Students".

2. Purpose

Malwanchal University, Indore 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 at no charge.

3. Aim

The aim of these rules is:

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) 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
- e) To ensure that there is a consistent response to grievances.

4. Scope and Applicability

- a) These Regulations shall cover any kind of grievance that students of the University may face during their stint in the University.
- b) A "Student" for the purpose of these regulations shall mean a student enrolled for a full-time programme of the University.

5. Definitions

- a) "Grievance" is defined as a student's dissatisfaction with respect to any aspect of the University's activities and services.
 - b) "Person" referred herein shall mean a student on the rolls of the University.
 - c) "University" means the Malwanchal University, Indore.
- Note: In these Regulations wherever "he" and "his" occurs, these shall mean to imply "he/she" and "his/her" respectively.

6. Types of Student Grievance

These grievances can be in the nature of:

- a) Grievances that are academic in nature
- b) Against faculty
- c) Grievance related to examination

- d) Grievance related to summer internship & placements
- e) Grievance related to amenities & services
- f) Grievance related to stay at hostel
- g) Grievance related to finance
- h) Grievance related to student conflicts
- i) Harassment by fellow students or the faculty/staff etc.

7. Confidentiality

- a) During all stages of the Grievance Handling and Resolution Procedure, the University will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeal process.

7.1 Ombudsman

Appointment of Ombudsman

- a) Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Professor who has at least ten years' experience as a Professor.
- b) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise the independence of judgment towards the University.
- c) The Ombudsman shall be appointed by the University on part-time basis.

Tenure of Ombudsman

The Ombudsman shall be a part-time officer appointed for a period of three years or until he attains the age of seventy years, whichever is earlier, from the date he resumes the office and may be reappointed for another term in the same University.

Powers and Functions of Ombudsman

The Ombudsman shall exercise his powers to hear any grievance:

- i) Of any student against the University or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
- ii) Of any applicant for admission as student to such institution.

No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

The Ombudsman shall have power to seek the assistance of any person belonging to the

Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

Procedure in Redressal of Grievance by Ombudsman

Procedure in redressal of grievance by Ombudsman will be followed as per the Act under Clause 7.

8. Matrix of Grievance Handling Authorities

S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	Department Coordinator	Dean of Respective School	Vice Chancellor
2	Against Faculty	Department Coordinator	Dean of Respective School	Vice Chancellor
3	Grievance related examination	Department Coordinator	Controller of Examination	Vice Chancellor
4	Grievance related to summer internship & placements	Department Coordinator	Director – Corporate Relations & Placements	Vice Chancellor
5	Grievance related to amenities & services	Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
6	Grievance related to stay at hostel	Hostel Warden	Director – Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager – Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Warden / Manager – Student Affairs	Director – Student Affairs	Vice Chancellor
9	Harassment by fellow students or the faculty / staff etc.	Warden / Department Coordinator	Dean of Respective School / Director – Student Affairs	Vice Chancellor