

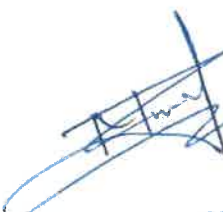


RADHA GOVIND UNIVERSITY
Radha Govind Nagar, Lalki Ghati,
Ramgarh Jharkhand

Policy
Of
Grievances Redressal Cell


Registrar
Radha Govind University
Ramgarh, Jharkhand




24/7/2019
Registrar
Radha Govind University
Ramgarh, Jharkhand

Grievance Redressal Cell

1. Preamble

Radha Govind University is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was constituted in accordance with the University Grants Commission regulations 2012 (The Gazette of India, march 23-29, 2013) for handling day-to-day grievances related to students and parents and re-constituted in accordance with the University Grants Commission regulations 2019.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective Institute / Department/ Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Cell Office to submit his/her grievance.

The Cell shall consist of the following

- (1) The Proctor – Convener/Chairman
- (2) Three members to be nominated by the Vice - Chancellor
- (3) One student member to be nominated by the Vice-Chancellor.

Prime Objective: There shall be a Grievance Redressal Cell in the University for prompt and fair redressal of grievances of students, that peace and harmony of the campus is maintained for uninterrupted pursuit of teaching, learning and research.

The cell shall meet as often as required and shall follow principles of natural justice and adopt conciliatory procedures to resolve brought before it within a reasonable time.

2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;

3. SCOPE

To resolve the student and staff related grievances of Radha Govind University.

4. FUNCTIONS OF THE CELL

- To provide proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized;
- To analyse the merits of grievances and conduct formal hearings and investigations as the case may be;
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines;




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- To obtain the facts through relevant sources in a fair and objective manner;
- To ensure speedy disposal of every grievance application.

5. FACILITIES FOR FILING GRIEVANCE

- Student may produce his / her grievances in person.
- The students may submit their grievances through e-mail at-
✓ rgu.ramgarh2018@gmail.com

6. STANDARD OPERATING PROCEDURE (SOP)

Any student or parent who wants to initiate a grievance may, in the first instance, bring the issue to the notice of the Head of the respective Institute / department / office, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.

If, there is no response within the stipulated time from the respective Institute / department / office or grievant is dissatisfied with response / resolution to his / her grievance, then the grievant is free to represent his / her grievance to the University Grievance Redressal Cell.

If, the grievance is against the respective Head of Institute / department / office, then the grievant may directly submit his/her grievance in writing via email or submit in person at the Grievance Redressal Office.

7. FORMAL REGISTRATION

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the modes.

8. FORWARDING

Upon receipt of grievance, the Grievance Redressal Cell shall categorize, analyse the merits of the grievance, and forward the grievance to the respective institute / department / office / individual requesting them to enquire into the grievance and redress within such period as may be specified, in a time not exceeding 7 days from the receipt of grievance complaint.

9. SCRUTINY

Grievance Redressal Cell will make a thorough review of the redressal process. In case, the cell feels satisfied with the resolution provided by the respective institute / department / office / individual, then it will intimate the same to the grievant.




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10. FINAL DECISION

After the hearing or investigation, the Grievance Redressal Cell shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as maybe deemed fit.

11. CLOSURE OF COMPLAINT

The complaint shall be considered as disposed off and closed when:

- The grievant has indicated acceptance of the resolution.
- The grievant has not responded within four weeks from the date of receipt of information of resolution

12. DOCUMENTATION

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Cell, for the purpose of investigation.

13. APPEALS

If, grievant is dissatisfied with the decision / resolution of the Grievance Redressal Cell, then he/she can appeal against the decision to the Vice - Chancellor within seven days of the receipt of the cell decision. The Vice – Chancellor shall provide final decision within thirty days of receipt of the appeal, which shall be binding on both parties. Students can email at vc.rguniversity@edu.in on the relevant active email id.

14. MEETINGS AND REPORTING

- Every academic year usually two meetings will be conducted.
- Grievance Redressal Cell Convener Chairman sends summary report to Registrar every year.


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Radha Govind University
Ramgarh, Jharkh.




24/7/19
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Ramgarh, Jharkhand



RADHA GOVIND UNIVERSITY

Established by the Jharkhand Legislative Act No. 14 of 2018 under UGC
(Managed by Radha Govind Shiksha Swasthaya Trust, Ramgarh)

Radha Govind Nagar, Lalki Ghati, Ramgarh, Jharkhand, Pin - 829122

City Office : Sumati Vihar Complex, Opposite Adivasi Boys Hostel, Jail Chowk - Karamtoli Road, Ranchi - 834001

Contact No. : 9431183704, 9430725218, City Contact No. : 0651 2360054, 8986677437

web. : www.rguniversity.org, e-mail : info@rguniversity.org, rgu.ramgarh2018@gmail.com

Ref. No. RGU /

Date.....

NOTIFICATION

In exercise of the power vested in him under the provisions laid down in Radha Govind University Act 2018, the Vice Chancellor has been pleased to constitute the **Grievance Redressal Cell** with the following members.

- | | | | |
|----|----------------------------|---|----------------|
| 1. | Dr. Chandani Nath, Proctor | - | Convener |
| 2. | Dr. Ranjan Kumar | - | Member |
| 3. | Sri Surjit Bhakat | - | Member |
| 4. | Ms. Usha Kiran Srivastava | - | Member |
| 5. | Sri Ankit Mishra | - | Student Member |

Objective : There shall be a Grievance Redressal Cell in the University for prompt and fair redressal of grievances of students. So that peace and harmony of the campus is maintained for uninterrupted pursuit of teaching, learning and research.

The cell shall meet as often as required and shall follow principles of natural justice and adopt conciliatory procedures to resolve disputes brought before it within a reasonable time.

By Order of the Vice-Chancellor
Sd/-

Registrar
Radha Govind University, Ramgarh

Registrar
Radha Govind University
Ramgarh, Jharkhand

Memo No: RGU/...177(h)...../2019

Date: 13/9/19.....

Copy to :

PA to Vice Chancellor / Registrar Office / All above members and all officers of
Radha Govind University, Ramgarh.

Registrar
Radha Govind University, Ramgarh



RADHA GOVIND UNIVERSITY

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Campus Address: Radha Govind Nagar, Lalki Ghati, Ramgarh, Jharkhand, Pin -829122

City Office : Sumati Vihar Complex, Opposite Adivasi Boys Hostel, Jail Chowk - Karmtoli Road, Ranchi - 834001

Corporate Office : C-1, Kalkaji, Near Vairav Mandir, Beside Kalkaji Police Station, New Delhi - 110019

Web : www.rguniversity.org, E-mail: info@rguniversity.org, rgu.ramgarh2018@gmail.com

Contact No. : 06553-296128 / 29, 011-45063099, 9431183704, 9430725218

Ref. No. RGU/

Date:

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- | | | |
|------------------------------|---|----------------|
| 1. Dr. Ranjan Kumar | - | Convener |
| 2. Dr. Prem Prakash | - | Co-Convener |
| 3. Dr. Satendra Kumar | - | Member |
| 4. Dr. Anjani Kumar Mishra | - | Member |
| 5. Dr. Manoj Das | - | Member |
| 6. Dr. Raju Kumar Mahto | - | Member |
| 7. Ms. Usha Kiran Srivastava | - | Member |
| 8. Ms. Jayita Roy | - | Member |
| 9. Ms. Anjali Kumari | - | Student Member |

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Ramgarh, Jharkhand

Memo No: RGU/167(b)/2022

Copy to:-

PA to Vice Chancellor/Registrar Office/All above members and all officers of Radha Govind University, Ramgarh.

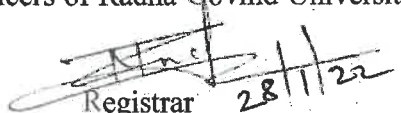
By Order of the Vice Chancellor

Sd/-

Registrar

Radha Govind University

Date: 28.01.2022


Registrar
Radha Govind University, Ramgarh