

**STUDENT GRIEVANCE REDRESSAL  
MECHANISM**

# VENKATESHWARA OPEN UNIVERSITY

Lekhi Village, Naharlagun, Papum Pare Distt, Arunachal Pradesh – 791 110

## GUIDELINES FOR STUDENT GRIEVANCE REDRESSAL MECHANISM

### Introduction

Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013, the Venkateshwara Open University, Arunachal Pradesh, hereby notifies Guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of Venkateshwara Open University, Arunachal Pradesh.

These Guidelines shall be in force with immediate effect.

### 1. Definitions

In these VOU Guidelines, unless the context otherwise requires:

- (i) “aggrieved students” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any Department of Venkateshwara Open University;
- (ii) “institution” means the University created under VOU Act to conduct a course/program of study for obtaining any qualification from university and which, in accordance with the rules and regulations of university, is recognized as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- (iii) “declared admission policy” means the policy for admission to a course or program of study as offered by Venkateshwara Open University, Arunachal Pradesh.
- (iv) “Grievances” 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) Complaints of irregularity in the admission process adopted by the university, if any; c) Refusal of admission in accordance with the declared admission policy of the institute; d) Non publication of prospectus, as specified by UGC;
- e) Any information, published in the prospectus, which is false or misleading, and not based on facts;
- f) 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;
- g) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institutions;
- h) Breach of the policy for reservation in admission as may be applicable;
- i) Complaints of alleged discrimination of students, from the underprivileged and marginalized section of society, women or disabled categories;
- j) Non-payment or delay in payment of scholarships to any student that is committed by the university
- k) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- l) On provision of student amenities as may have been promised or required to be provided by the institution;
- m) Denial of quality education as promised at the time of admission or required to be provided;
- n) Non transparent or unfair evaluation practices;
- o) Harassment and victimization of students;

## 2. GRIEVANCES REDRESSAL COMMITTEE

- a. The Vice Chancellor of Venkateshwara Open University, Arunachal Pradesh herein shall constitute a Standing Grievance Redressal Committee consisting of five members.
  - i. A senior Professor of the University – Chairman;
  - ii. A senior faculty drawn from the institutes, on rotation basis, to be nominated by the Vice Chancellor- Member;
  - iii. Head of Department (HOD) where the grievance has occurred
  - iv. A student representative, drawn from the institute(s), on rotation basis where the grievance has occurred to be nominated, based on academic merit, by the concerned Head of Department (HOD) – special invitee
  - v. Dean Students' Welfare (DSW)- Member Secretary
- b. The composition of Standing Grievances Redressal Committee shall not change; however, the members so nominated will have a term of two years.
- c. The Standing Grievances Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- d. Any person aggrieved by the decision of the Grievance Redressal Committee or not satisfied by its decision may within a period of six days prefer an appeal to the Appellate Authority, created for the purpose. The Chairman shall assume the responsibility as that of Ombudsman.
- e. Any student, not satisfied with the existing redressal mechanism in Venkateshwara Open University, may prefer another complain to this Committee, through DSW.
- f. The University hereby establishes a Registry, headed by DSW. A transparent mechanism of handling Registry shall be decided by DSW which may be reviewed by the Appellate Authority, if needed.

## 3. Appellate Authority/ Ombudsman

- a. The Registry, headed by DSW will also act as Member Secretary to the Appellate Authority/ Ombudsman. The DSW shall place all such appeal out of cases, dealt under clause A to 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/Ombudsman by DSW. Some serious Grievance cases and the grievances/application addressed to Ombudsman may be taken up directly with the Ombudsman/Appellate Authority by DSW in consultation with the Chairman, Standing Grievance Redressal Committee.

#### 4. Constitution of Appellate Authority/ Ombudsman

The University, herein constitutes Appellate Authority comprising of following members.

- i. Chairman / Ombudsman – to be nominated by a separate office order.
  - ii. Registrar
  - iii. HOD concerned in respect of which the appeal/ grievance is linked.
  - iv. Co-opted Member (Dean-Academics/ D e a n -Admission, COE and others as may be needed, depending on the case and nature of grievance)
  - v. DSW- Member Secretary
- a. The details of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the University.

#### 5. PROCEDURE IN REDRESSAL OF APPEAL/GRIEVANCES BY OMBUDSMAN/APPELLATE AUTHORITY AND GRIEVANCE BY STANDING GRIEVANCE REDRESSAL COMMITTEE:

- a. On receipt of an application by the registry, the official-in-charge shall inform the DSW, the Member Secretary to the Standing Grievances Redressal Committee and shall immediately provide a copy to the concerned HOI or Official concerned in the University for furnishing its reply within seven days.

- b. The Member Secretary shall arrange hearing by convening the meeting of Standing Grievance Redressal Committee and record the proceedings.
- c. The appeal cases shall be referred by DSW to the Appellate Authority through its Chairman and a hearing shall be conducted following a due process.
- d. The Ombudsman/Appellate Authority shall fix a date for hearing the complaint or complainant which shall be communicated to the aggrieved person either in writing or electronically, as may be feasible.
- e. An aggrieved person may appear either in person or represented by such person as maybe authorized to present his/her case.
- f. The Ombudsman/Appellate Authority shall be guided by the principles of natural justice while hearing the grievances.
- g. The Ombudsman/Appellate Authority shall ensure disposal of every application as speedily as possible; however, not later than a month of receipt of the grievance/appeal.
- h. The University shall co-operate with the Ombudsman/ Appellate Authority, in redressal of grievance and provide administrative support.
- i. On the conclusion of proceedings, the Ombudsman/Chairman, Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, shall pass such order,with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- j. Every order under the signature of the Ombudsman/Chairman, Appellate Authority or the Chairman, Standing Grievances Redressal Committee, as the case may be, shall be provided to the aggrieved person and the Head of Institute and shall be placed on the website of the University.
- k. The University shall comply with the order of the Ombudsman/Chairman, Appellate Authority.

- l. Any order of the Ombudsman/Appellate Authority, not complied with by the University, the complainant may prefer reporting to the Commission (UGC).
- m. A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman/Appellate Authority or the Standing Grievances Redressal Committee, as the case may be, by any other person.
- n. In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

#### 6. MECHANISM FOR GRIEVANCE HANDLING

- a. Pursuant to these Guidelines of VOU , a proper Students Grievance Redressal Mechanism shall be in place to create a 'Registry' to be managed by Deputy DSW or the official nominated by DSW for the purpose, in the office of DSW. The DSW shall act as Member Secretary to Standing Grievance Redressal Committee.
- b. The student or the guardians may submit their query/complaint/grievance either to concerned Head of Institution/Department or the Dy.DSW. If required, an application giving full details may also be enclosed.
- c. All the Heads of Institutions/Departments shall forward the complaints of students, received in the Institution, to the Registry, in the office of DSW.
- d. The person managing the Registry in the office of DSW shall enter it in a 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.
- e. The Dy/DSW shall seek the comments of concerned Head and forward the same, on being fully satisfied, to the complainant.
- f. The DSW, shall decide, depending on nature of complaints, to refer the complaints to the Standing Grievance Redressal Committee and convene a meeting accordingly.

- g. Where a written reply is required to be given to the students, based on the decision of Standing Grievance Redressal Committee, by the DSW, the a copy of it should be attached with the proforma A for records.
- h. 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/ Ombudsman. If the matter relates to more than one Institution/Department, the office of DSW shall coordinate with all such Institutions/ Departments and ensure that the issue is resolved.