



# Charotar University of Science and Technology

CHARUSAT Campus, Changa, Taluka: Petlad, Dist: Anand 388 421, Gujarat (India)

## **Grievance Redressal Cell**

## **Contents**

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- 1 Preamble
- 2 Objectives
- 3 Definitions
- 4 Grievances Redressal Cell
  - 4.1 Members of the Grievance Redressal Cell
  - 4.2 Functions of the Cell
- 5 Applicability
- 6 Types of Grievances
- 7 Standard Operating Procedure (SOP)

## 1. Preamble

Charotar University of Science and Technology (CHARUSAT) is committed to providing a safe, fair and harmonious learning and work environment to all of its students and staff members – teaching and non-teaching. In the same context, **Grievance Redressal Cell** has been set up at CHARUSAT. It has been set up in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013), and Article XXV of the constitution/MOA of CHARUSAT for handling day-to-day grievances related to students, parents and staff members both teaching and non-teaching.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective department, section and / or institute representatives maintaining necessary confidentiality.

Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his / her grievance in writing or send through e-mail on [charusatgrcell@charusat.ac.in](mailto:charusatgrcell@charusat.ac.in).

## 2. Objectives

1. To ensure a fair, impartial and consistent mechanism for Redressal of varied issues faced by the stakeholders;
2. To develop a responsive and accountable attitude among the stakeholders and thereby maintain a harmonious atmosphere in the University campus;
3. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
4. 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; and
5. To advise stakeholders to respect the right and dignity of one another, and to conduct themselves with cordiality.

## 3. Definitions

### Grievance

*Grievance* means a complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with University that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

### Grievant

*Grievant* means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

### Days

The term, *Days*, means working days excluding Sundays, Holidays or Vacation days as indicated in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

#### 4. Grievances Redressal Cell

Grievance Redressal Cell shall handle the process of Grievance Redressal. It shall be guided by the principles of natural justice while redressing the grievances. The Cell shall consider only formal grievances, received via email at charusatgrcell@charusat.ac.in or in person, and shall put its best efforts for prompt redressal of Grievance.

##### 4.1 Constitution of the Grievance Redressal Cell

The Grievance Redressal Cell shall be as under.

Name of members	Designation
<b>1. A Professor of the University</b>	Chairperson
<b>2. Teachers from each Institute/Center:</b> (At least two females members on the Cell)	
<b>i.</b> Chandubhai S Patel Institute of Technology(CSPIT)	Member
<b>ii.</b> P D Patel Institute of Applied Sciences (PDPIAS)	Member
<b>iii.</b> Ramanbhai Patel College of Pharmacy (RPCP)	Member
<b>iv.</b> Indukaka Ipcowala Institute of Management (I2IM)	Member
<b>v.</b> Ashok & Rita Institute of Physiotherapy (ARIP)	Member
<b>vi.</b> Manikaka Topawala Institute of Nursing (MTIN)	Member
<b>vii.</b> Charusat Space Research & Technology Center (CSTC)	Member
<b>viii.</b> Human Resource Development Center (HRDC)	Member
<b>ix.</b> Dr. K C Patel R & D Center (KRADLE)	Member
<b>x.</b> Charusat Rural Education Development Programme (CREDP)	Member
<b>3. A representative from Non-Teaching Staff</b>	Member
<b>4. A student representing the institute where the grievance has occurred to be nominated, based on academic merit, by the concerned institute – special invitee</b>	

##### 4.2 Functions of the Cell

1. To foster environment wherein stakeholders can express their grievances freely and frankly without any fear of being victimized
2. To analyze the merits of grievances and conduct formal hearings and investigation as the case may be
3. To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines
4. To obtain the facts through relevant sources in a fair and objective manner and then to work out a resolution of the issues involved with the parties named in the grievance application
5. To ensure speedy disposal of every grievance application–within a maximum period of one month of the receipt of application
6. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process

## 5. Applicability

Grievance Redressal Cell and all its rules, regulations including decisions will be applicable to all the students, parents, staff members, and other stakeholders of the University during their stint in the University and stay on the University Campus.

## 6. Types of Grievances

Various types of grievances the Grievance Redressal Cell deals with are as listed in Table 1.

Table 1: Types of Grievance.

Type of Grievance	Specification
Academic related issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc.
Extension & Extracurricular	Students club registration, Award of non-academic credits, Physical Education, etc.
Amenities & Maintenance	Hostel facilities –Allocation of rooms, Standard of the meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water , Sanitation & hygiene, Maintenance, Medical facilities, etc.
Placements & Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
General administration	A collection of fee-on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc.
Other related issues	Safety & Security, Discipline, Misbehaviors, Emergency services, etc.

## 7. Standard Operating Procedure (SOP)

Any student or parent or staff member who wishes to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department / section / institute, who will first address the issue and try to resolve it within 7 working days of the receipt of the grievance. The Head shall keep informed GR cell about all such redressal.

If, there is no response within the stipulated time from the respective department / section / institute or if the grievant is not satisfied with the response/resolution to his/her grievance, the grievant is free to represent his/her grievance to the University Grievance Redressal Cell.

If the grievance is against the respective Head of department / section / institute, the grievant may directly submit his/her grievance in writing via email at

charusatgrcell@charusat.ac.in or submit it in person at the Grievance Redressal Cell to the Chairman of Grievance Redressal Cell.

### **Procedural Steps and Guidelines to Follow:**

#### ***7.1 Submission of Grievance***

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

- Sending via e-mail at charusatgrcell@charusat.ac.in and/or
- Submitting a signed hard copy of the grievance complaint in person to the Chairman of Grievance Redressal Cell

7.1.2. The grievance must always be in the form of a detailed written complaint within 15 days from the date of occurrence of the event giving rise to the grievance. However, the University may extend this time frame where a delay is due to circumstances beyond the control of aggrieved person such as illness, etc.

7.1.3. The grievance complaint shall include:

- I. A clear and concise statement of the event/issues, name/s of person/s and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing of grievance complaint
- II. Copies of relevant documents or other evidence relevant to the grievance
- III. Full name and Contact information of the person initiating the grievance complaint

7.1.4. If it is a group grievance, a list of all the persons who are parties to the grievance needs to be attached. The list must include each person's name, university ID, Phone number/Email ID, etc. The list must also designate one individual as representative of the group.

#### ***7.2 Acknowledgement***

The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In the case of e-mail at charusatgrcell@charusat.ac.in, the sender will receive an instant auto-reply acknowledging the receipt of his/her e-mail.

#### ***7.3 Forwarding***

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

#### ***7.4 Hearing and Investigation***

If any grievant is not satisfied by the resolution provided by the respective departments / sections / Institutes / Individuals, it may approach Grievance Redressal Cell with the procedure mentioned under formal registration.

The GR Cell shall undertake hearing of concerned parties, verify the facts, ask for more information etc. and present the report to the Provost with recommendations.

#### ***7.5 Communicating the Decision***

Upon completion of proceedings and submission of the report to the Provost, Grievance Redressal Cell shall communicate the final decision to the concerned parties via email, which shall be binding to all.

#### *7.6 Proxy*

The aggrieved student or parent or staff member shall have to apply personally and represent his/her case before the Grievance Redressal Cell; – in other words, no proxy will be allowed to represent a case.

#### *7.7 Closure of Complaint*

The complaint shall be considered as disposed of and closed when the concerned parties have received the communication regarding final decision as in 7.5 above.

#### *7.8 Monitoring and Timeframe*

It shall be the endeavor of the Grievance Redressal Cell to ensure redressal / disposal of every grievance within a period of one month from the day of the receipt of the application/grievance complaint. It shall regularly co-ordinate, and monitor the redressal activities to achieve this.

#### *7.9 Records and Confidentiality*

CHARUSAT and GRC shall maintain the confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and about the identity of the grievant.

In order to monitor the redressal process from time to time, Grievance Redressal Cell shall maintain a grievance register. It shall contain the following heads as listed in Table 1. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Cell.

Other pertaining matters like proceeding, hearings, complaints, communication etc. shall be recorded and maintained in a systematic manner by GRC.

**Table 1: Documentation of information in the register of Grievance Redressal Cell.**

1	2	3	4	5	6	7	8
Date of receipt of grievance/complaint	Name & Address/contact details of sender / applicant	Nature of Grievance/complaint	Name of the Department from which the clarification/resolution sought	Date on which the respective Dept. was asked	No. and date of reminder (s) issued	Date on which the clarification received/ resolution arrived	Date of supply of suitable reply / information to the applicant

#### *7.10 Review and Feedback*

Grievance Redressal Cell will make a periodical review of the redressal process.

It will obtain feedback from relevant stakeholders (students, parents, staff, etc.) from time to time to review and improve the grievance handling and redressal process.

#### *7.11 Prohibition against Retaliation*

CHARUSAT strictly prohibits victimization of any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the victimization related to this process should be disclosed by the party to the Grievance Redressal Cell via [charusatgrcell@charusat.ac.in](mailto:charusatgrcell@charusat.ac.in).

#### *7.12. Alternative Avenues for Redressal of Grievances*

Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department / section / institute level.

#### *7.13. Appeals*

If the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Cell, then he/she can appeal the decision to Board of Management (BOM) within seven days of the receipt of the Cell's decision. Board of Management shall provide a final decision within thirty days of receipt of the appeal, which shall be binding to all concerned.

#### *7.14. Exclusions*

The following complaints/grievances shall not be entertained by the Grievance Redressal Cell for consideration and shall be considered as null and void:

- i. Decisions of Academic Council/Academic Cells constituted by CHARUSAT.
- ii. Complaints in matters wherein the grievant is not affected directly or indirectly.
- iii. Decisions with regard to the Award of Fellowships, Fee Concessions, Medals, etc.
- iv. Decisions with regard to Disciplinary Matters and Misconduct or Misbehavior.
- v. Decisions with regard to the Recruitment and Selection
- vi. Decisions by competent authority on Assessment and Examination Result / Revaluation or Remarking of Answer Sheets
- vii. Anonymous and Frivolous Complaints
- viii. Rules, Regulations, Ordinances, Statutes and other such promulgations of University.