UNIVERSITY OF DESIGN INNOVATION AND TECHNOLOGY (UDIT)

Sector - 68, Gurugram, Haryana

STUDENTS' GRIEVANCE REDRESSAL POLICY

1. PREAMBLE

UDIT – University for Design, Innovation and Technology (UDIT) is committed to providing a fair, transparent, inclusive and student-centric academic environment that promotes excellence in education, innovation and holistic development. The University recognizes the right of every student to raise concerns regarding academic, administrative, financial, hostel, welfare, infrastructural, or other matters affecting their educational experience and to seek timely and impartial redressal.

To ensure effective grievance handling, the University has established a **Student Grievance Redressal Mechanism** through the **Student Grievance Redressal Committee (SGRC)** in accordance with the provisions of the **University Grants Commission (UGC) (Redressal of Grievances of Students) Regulations, 2023**, as amended from time to time, and the Statutes, Ordinances, and Regulations of the University.

2. OBJECTIVES

The objectives of this Policy are to:

i) Provide students with an accessible and structured mechanism for raising grievances.
ii) Ensure fair, impartial, transparent, and timely resolution of grievances.
iii) Promote accountability, responsiveness, and good governance within the University.
iv) Protect students against discrimination, harassment, victimization, or unfair treatment.
v) Encourage a healthy academic environment conducive to learning and personal development.
vi) Strengthen institutional quality through continuous review of grievances and corrective measures.

3. SCOPE AND APPLICABILITY

This Policy applies to all students enrolled in undergraduate, postgraduate, doctoral, diploma, certificate, and other academic programmes offered by the University.

The Student Grievance Redressal Mechanism shall address grievances relating to:

i) Academic matters including teaching, curriculum delivery, attendance, internal assessment, examinations, evaluation, declaration of results, academic advising, and related services.
ii) Admission, registration, migration, transfer, and enrollment matters.
iii) Administrative services provided by university offices.

iv) Fee-related issues, including refunds and financial transactions.
v) Hostel accommodation and residential facilities.
vi) Student welfare services and campus amenities.
vii) Library, laboratories, information technology services, transportation, sports, healthcare, and other infrastructural facilities.
viii) Harassment, discrimination, bullying, victimization, or misconduct not specifically covered under statutory mechanisms such as:
    a) Anti-Ragging Committee
    b) Internal Committee under the POSH Act
    c) SC/ST/OBC/Minority Cell
    d) Equal Opportunity Cell
    e) Any other statutory committee constituted under applicable law.
ix) Withholding or refusal to return certificates, degrees, diplomas, awards or other documents deposited by a student for admission purposes with the intention of compelling payment of fees.
x) Any other matter adversely affecting a student's academic or campus experience.

4. DEFINITIONS

For this policy:

i) **Aggrieved Student:** An **"Aggrieved Student"** means a student who has a complaint in respect of any matter covered under the applicable UGC Regulations relating to student grievances.

ii) **Commission: "Commission"** means the University Grants Commission established under Section 4 of the University Grants Commission Act, 1956.

iii) **Grievance:** A **"Grievance"** means a complaint made by an aggrieved student relating to any matter covered under the UGC (Redressal of Grievances of Students) Regulations, 2023, including the matters specified in Section 5 of this Policy.

iv) **Institution: "Institution"** means the Institution to which the UGC (Redressal of Grievances of Students) Regulations, 2023 apply.

v) **Ombudsperson: "Ombudsperson"** means the Ombudsperson appointed by the University in accordance with the applicable UGC Regulations for hearing and deciding appeals against decisions of the Students' Grievance Redressal Committees.

vi) **Prospectus: "Prospectus"** includes any publication, whether in print or otherwise, issued by or on behalf of the Institution for providing fair and transparent information to the public, including persons seeking admission.

vii) **Student: "Student"** means a person enrolled or seeking admission to be enrolled in the Institution through any applicable mode of education.

viii) **Students' Grievance Redressal Committee: "Students' Grievance Redressal Committee (SGRC)"** means the committee constituted at the Institution level for consideration and redressal of student grievances.

5. MATTERS OUTSIDE THE SCOPE

The following matters shall ordinarily not fall within the jurisdiction of the Student Grievance Redressal Committee:

i) Matters pending before any Court of Law or statutory authority.
ii) Issues relating to disciplinary proceedings already initiated under University Regulations.
iii) Matters falling exclusively within the jurisdiction of statutory committees constituted under applicable legislation.
iv) Anonymous complaints lacking sufficient evidence.
v) Service matters relating to employees.

6. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The University shall constitute a **Student Grievance Redressal Committee (SGRC)** as notified by the Vice-Chancellor from time to time.

Composition

The Committee may consist of:

i) Chairperson – Senior Professor nominated by the Vice-Chancellor
ii) Head of Department
iii) One senior faculty member
iv) One woman faculty member
v) Student Representative
vi) Registrar or nominee

S.No.	Name	Designation	Representing
1.	Mr. Kishore Chakraborty	HOD	Head of Committee
2.	Mr. Abhishek Kumar Verma	Programme Leader	Nodal Officer
3.	Ms. Alka Gupta	Associate Professor	Member
4.	Ms. Harpreet Kaur Sarna	Associate Professor	Member
5.	Mr. Satyam	Assistant Professor	Member
6.	Mr. Ankit Bharadwaj	Lecturer	Member
7.	Col. Mandeep Singh Vij	Head- Administration	Member
8.	Ms. Garima Sahni (BBA- Luxury Business Management - Year 2)	Student Representative	Member

7. FUNCTIONS OF THE SGRC

The Committee shall:

i) Receive and examine student grievances.
ii) Conduct inquiries whenever necessary.
iii) Obtain information and records from concerned departments.
iv) Provide all concerned parties an opportunity to be heard.
v) Recommend appropriate corrective and remedial measures.
vi) Ensure confidentiality, impartiality, and adherence to principles of natural justice.
vii) Maintain records of grievances and their disposal.
viii) Recommend systemic improvements for the prevention of recurring grievances.

8. PRINCIPLES GOVERNING GRIEVANCE REDRESSAL

The grievance redressal process shall be guided by the following principles:

i) Fairness
ii) Natural justice
iii) Transparency
iv) Confidentiality
v) Timeliness
vi) Accountability
vii) Non-retaliation
viii) Student-centric approach

No student shall suffer discrimination, victimization, or adverse academic consequences merely for filing a grievance in good faith.

9. SUBMISSION OF GRIEVANCES

Students may submit grievances through any of the following channels:

ONLINE GRIEVANCE REDRESSAL PORTAL

i) The Institution shall maintain an **online grievance redressal portal** through which an aggrieved student may apply seeking redressal of a grievance.
ii) The Institution shall ensure that the portal is accessible, functional and provides appropriate acknowledgement/record of the grievance submitted.
iii) Written application addressed to the Office of Student Affairs
iv) Hostel Administration (for hostel-related matters)

10. CONTENTS OF A GRIEVANCE

Every grievance should contain:

i) Name of the student
ii) Enrolment number
iii) Programme and semester
iv) Contact details
v) Nature of grievance
vi) Date(s) of occurrence
vii) Details of persons or offices concerned
viii) Supporting documents, if any
ix) Relief sought

Anonymous complaints may be considered only where:

i) Sufficient supporting evidence exists
ii) The matter concerns serious issues affecting student welfare or University interests.

11. ACKNOWLEDGEMENT OF GRIEVANCE

Upon receipt of a grievance:

i) An acknowledgment shall ordinarily be issued within **three (3) working days**.
ii) If the matter falls within another authority's jurisdiction, it shall be forwarded appropriately, and the student shall be informed.

The acknowledgment shall include:

i) Reference number
ii) Name and designation of the officer handling the grievance
iii) Contact details
iv) Expected timeline for disposal
v) Details of the appellate authority

12. PROCESSING OF GRIEVANCES

The grievance shall ordinarily proceed through the following stages:

i) Stage I – Preliminary Review

Within **seven (7) working days**, *the Committee shall:*

a) Examine the grievance
b) Determine admissibility
c) Seek additional information if required.

ii) Stage II – Investigation

Where necessary, the Committee may:

a) Obtain records
b) Seek written responses
c) Conduct meetings
d) Hear the concerned parties
e) Inspect relevant documents.

iii) Stage III – Decision

After examining all relevant material, the Committee shall recommend appropriate action.

13. TIMELINE FOR DISPOSAL

The University shall endeavor to resolve grievances within the following timelines:

S.No.	Activity	Timeline
1	Acknowledgement	Within 3 working days
2	Preliminary Review	Within 7 working days
3	Normal Disposal	Within 15 working days
4	Complex Cases	Within 30 working days

Where additional time is required, the student shall be informed in writing along with the reasons for the delay.

14. POSSIBLE OUTCOMES

Depending upon the nature of the grievance, the Committee may recommend:

i) Correction of records
ii) Academic relief
iii) Administrative action
iv) Fee adjustment or refund where applicable
v) Improvement of facilities
vi) Counseling or mediation
vii) Policy recommendations
viii) Any other lawful remedial measure

15. APPEAL

A student who is dissatisfied with the decision of the SGRC may file an appeal before the **Vice-Chancellor** within **fifteen (15) days** from the communication of the decision.
The Vice-Chancellor may:

i) Uphold the decision
ii) Modify the decision
iii) Remand the matter for fresh consideration
iv) Pass any appropriate order.

The decision of the Vice-Chancellor shall be final within the University's administrative framework, subject to remedies available under applicable law.

16. CONFIDENTIALITY

The University shall maintain confidentiality throughout the grievance process to the extent permissible under law.

Information shall be disclosed only:

i) To persons directly connected with the proceedings
ii) Where required under law
iii) Where necessary to ensure principles of natural justice.

17. PROTECTION AGAINST RETALIATION

No student shall be subjected to:

i) Discrimination
ii) Intimidation
iii) Harassment
iv) Academic disadvantage
v) Victimization
vi) Adverse administrative action.

for filing a grievance in good faith or participating in grievance proceedings.
False or malicious complaints made knowingly may attract appropriate disciplinary action under the University's disciplinary regulations.

18. RECORD KEEPING

The Office of Student Affairs/Registrar shall maintain records of:

i) Grievances received
ii) Acknowledgments issued
iii) Actions taken
iv) Inquiry proceedings
v) Decisions
vi) Timelines for disposal
vii) Appeals, if any.

Such records shall be preserved in accordance with the University's Record Retention Policy.

19. REVIEW AND MONITORING

The University shall periodically review grievance data to:

i) Identify recurring issues
ii) Improve institutional processes
iii) Strengthen student services
iv) Ensure compliance with applicable regulations
v) Promote continuous quality improvement.

The SGRC may submit periodic reports to the Vice-Chancellor for institutional review.

20. INTERPRETATION

Any question relating to the interpretation of this Policy shall be referred to the Vice-Chancellor,/Registrar, whose decision shall be final, subject to the provisions of applicable law and University Regulations.

21. AMENDMENT

The University reserves the right to amend, modify, or repeal this Policy from time to time in accordance with applicable laws, UGC Regulations, and decisions of the competent authorities.

22. CONTACT FOR GRIEVANCES

Office of the Student Affairs
University for Design, Innovation and Technology (UDIT)

UNIVERSITY OF DESIGN INNOVATION AND TECHNOLOGY (UDIT)

Sector - 68, Gurugram, Haryana

STUDENTS' GRIEVANCE REDRESSAL POLICY

Email: sgrcell@udit.edu.in *(or such official email address as may be notified by the University from time to time).*

Students may submit grievances by email or by written application to the Office of Student Affairs or the Hostel Administration, as applicable.

***