

AMITY UNIVERSITY, CHHATTISGARH

**ESTABLISHED UNDER THE CHHATTISGARH PRIVATE UNIVERSITIES (ESTABLISHMENT AND OPERATION)
(AMENDMENT) ACT, 2014 (CHHATTISGARH ACT NO. 13 OF 2014)**

GUIDELINE FOR STUDENT GRIEVANCE REDRESSAL

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GUIDELINE FOR STUDENT GRIEVANCE REDRESSAL

1. TITLE

These Guidelines shall be called 'Guideline for Student Grievance Redressal'.

2. AIM

It has been observed that the students are finding it difficult to get proper response to their problems and queries from concerned Institutions/Departments. Due to this they often approach higher authorities for small and at times trivial issues resulting in consumption of their valuable time. Many parents also get involved in getting such grievances redressed. It has also been noticed that such problems and queries do not get properly recorded and this does not provide measurement for any improvement of student services to be undertaken.

In view of the above and in order to improve the Student Services at Amity University, a proper Students Grievance Redressal Mechanism is required to be adopted by all the Institutions and Departments.

3. GRIEVANCE REDRESSAL MECHANISM

- (1) All Heads of Institutions/Departments will establish a Students Service Counter in their Institution to be managed by a person designated by the HOD/ HOI. This will remain open during entire working hours.
- (2) The student or the guardians will submit their query/complaint/grievance at the Counter in the prescribed proforma enclosed as Annexure A. If required, an application giving full details can be enclosed.
- (3) The person managing the Counter will enter it in a register as per details given in Annexure B. The serial number of the entry made in the Register will be written on the proforma and the Acknowledgement of Annexure A at the specified space.
- (4) The Head of the Institution/Department will indicate in proforma A, the date and time by which the problem of the student is likely to be resolved.
- (5) The person at the Counter will give acknowledgement of the application (bottom part of proforma A).
- (6) The reply/redressal will be recorded in the proforma A and signed by the Head of the Institution/Department. Where a written reply is required to be given to the students, a copy of it should be attached with the proforma A for records.
- (7) If for any reason, the reply is not given within the specified time, an interim reply will be given to the applicant and this should be recorded on proforma A for records.
- (8) 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.
- (9) If the matter relates to more than one Institution/Department, the receiving Institution/Department will coordinate with all such Institutions/ Departments and ensure that the issue is resolved.

- (10) Over next 2-3 months the Institutions/ Departments should monitor the types of complaints/problems/queries received, broadly categorize them and facilitate focused attention to them to avoid their recurrence.
- (11) This is to be implemented with immediate effect. You are requested to inform the students through notice boards the location of the Student Service Counter and the process to be followed by them.

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GRIEVANCE REDRESSAL FORM

Sl.No. _____
(Same as entry in the register)

Please fill the form carefully and retain the acknowledgment

Name :
Enrolment No. :
Institute :
Program :
Semester :
Section :

Query/Grievance/Problem

Date and Time

Signature of Student

For Office Use Only

Problem Category:

Action Taken by the Department

Expected Date of Redressal:
(To be given by person receiving/HOD)

Signature of Dealing Staff
Name of Institute/Department:

Signature of HOD (with Date and Time)

ACKNOWLEDGEMENT: GRIEVANCE REDRESSAL FORM

Sl. No _____
(Same as entry in the register)

Expected Date:
(To be given by person receiving HOD)
Name of Institute/Department:

Signature of Person Receiving:
(with Date and Time)
Name of the Person:

NOTE: If the redressal does not take place as expected, the student/user may please report to Pro-Vice-Chancellor

ANNEXURE-B

Date:

S. No.	Enrolment No.	Name	Program/ Semester/ Section	Signature of Applicant	Expected Date of Redressal	Actual Date of Redressal	Signature of HOD/HOI