



MODY

LAKSHMANGARH - RAJASTHAN

A Leading Women's University

MODY UNIVERSITY

OF SCIENCE AND TECHNOLOGY

(Established u/s 2(f) of the UGC Act, 1956)

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**MODY UNIVERSITY OF SCIENCE AND TECHNOLOGY,
LAKSHMANGARH**

**Guidelines for
Grievance Redressal Cell
As per UGC Guidelines**

Vijit
20/12/2021

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Mody University of Science and Technology
Lakshmangarh (Distt Sikar) 332311

OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the MUST constantly endeavours to improve its service rules, standards and capabilities. The MUST expects all its officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the MUST and erode its image. It is, therefore, expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the MUST's guidelines and the terms of the policy.

The objectives of the Grievance Redressal Policy are:

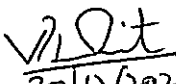
- a) To develop an organisational framework to resolve grievances of students and staff.
- b) To provide the students and staff access to immediate, hassle free recourse to have their grievances redressed.
- c) To enlighten the students and staff on their duties and responsibilities.
- d) To establish structured interactions with students and staff to elicit information, academic and administrative process as per their expectations.
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To university a Monitoring Cell to oversee the functioning of the Grievance Redressal Policy.

STUDENT-STAFF FOCUS:

- a. Grievance Redressal Cell should not only seek to redress grievances, but also to avoid unwanted issues.
- b. The MUST endeavours to improve services through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c. At least one meeting per year shall be held to offer opinions and suggestions on student/staff, academic and administrative standards and services.
- d. The MUST shall take all efforts to abide by and enforce UGC regulations in all its operations.
- e. The MUST shall also abide by the code of conduct approved by the MUST.
- f. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students namely:

- (i) Making admission contrary to merit determined in accordance


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Grievance Redressal Cell:

There shall be a Grievance Redressal Cell at the MUST level and constituent school / university level. It shall consist of Grievances Committees.

Grievance Committee at the MUST Level:

- **Constitution:**

- i) A senior Professor of the University- Chairman.
- ii) Three senior teachers drawn from the different departments on rotation basis, to be nominated by the President/VC.
- iii) A student representing the school where the grievance has occurred to be nominated based on academic merit, by the concerned school – Special Invitee.

- **Powers and Duties of the Committee:**

- i) If the school level committee is unable to settle a grievance, lodged by teachers, other employees or students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the MUST and the Registrar of the MUST shall keep the matter before the grievances committee at the MUST level.
- ii) The aggrieved person (teacher, other employee or student) of the MUST may lodge their grievance with the Registrar of the MUST. The *Ex-officio Secretary* shall place the grievance before the MUST level grievance committee at the earliest.
- iii) The committee at the MUST level shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the MUST. The decision of the MUST Level Committee shall be final. The appeal against such decision shall be sent to BoM.
- iv) The appeal against the finding of the School Level Committee shall be made before MUST Level Grievance Committee. The grievances committee at the MUST level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final.

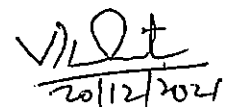
- **Procedure for conduct of business at the meetings:**

- i) In the absence of the Chairperson, a senior member nominated by Vice chancellor/President shall work as the Chairperson of the Committee.
- ii) Registrar, who is *ex-officio Secretary*, shall not have a right to vote.
- iii) The term of membership for members other than *ex-officio* members and students shall be two years.
- iv) A member, who does not attend three consecutive meetings of the Committee without leave of absence, shall cease to be a member of the Committee.
- v) If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice chancellor/President shall fill it within one month.
- vi) The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.

Grievances Committee at the department level:

- **Constitution:**

- i) Dean / Director of the school / university designated as Chairperson.
- ii) Three senior teachers drawn from the affiliating schools on rotation basis, to


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- with the declared admission policy of the university.
- (ii) Irregularity in the admission process adopted by the university.
- (iii) Refusing admission in accordance with the declared admission policy of the university.
- (iv) 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 university, with a view to induce or compel such person to pay any fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such university.
- (vi) Breach of the policy for reservation in admission as shall be applicable.
- (vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (viii) On provision of student amenities as may have been promised or required to be provided by the university.
- (ix) Denial of quality education as promised at the time of admission or required to be provided.
- (x) Non transparent or unfair evaluation practices.
- (xi) Harassment and victimization of students including sexual harassment; and refund of fees on withdrawal of admissions as per MUST instructions from time to time.

RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of grievances. The MUST expects that Grievance Redressal be time bound and result oriented.

DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol.

A grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the MUST.

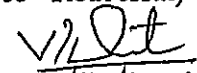
Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system.

Immediately on receipt of a grievance, the concerned office shall send a written communication to the complainant (the person who lodges the grievance with the MUST), stating the following:

- a) Acknowledging her/his communication.
- b) The name, address, email id and phone number of the authority to whom the grievance has been forwarded (in case the grievance relates to another office)
- c) The name, address, email id and phone number of the authority to whom the Complainant could escalate the matter if his/her grievance is not redressed within the specified timeframe or if she/he is not satisfied with the action taken.

STRUCTURE OF GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012.


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be nominated by the Vice chancellor/President – Members.

- iii) A student representing the school where the grievance has occurred to be nominated based on academic merit, by the concerned school – Special Invitee as and when required provided grievance is of a student.

- **Powers and Duties of the Committee:**

- i) The grievances committee shall deal with the grievances of teachers, other employees and the students.
- ii) The aggrieved person (teacher, other employee or student) of any constituent school may lodge his/her grievance with the Registrar / Office Superintendent of the school, who shall put it before the school / university level grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
- iv) If the grievance is settled at the school level committee, the school shall take action as per the terms of settlement and report the case to the MUST for information.
- v) If the school level committee is unable to settle a grievance, lodged by teachers /other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the MUST.


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