



STUDENT GRIEVANCE REDRESSAL POLICY

1. Title

This Policy shall be known as the **Jaipur National University Student Grievance Redressal Policy** in alignment with the UGC (Redress of Grievances of Students) Regulations, 2023. The policy shall supersede all previous policy in terms of the Regulations of 2023.

2. Preamble

Jaipur National University (JNU) is committed to creating a student-friendly academic environment where every student feels heard, respected, and supported. The policy aims to ensure that all grievances are handled in a structured, transparent while upholding the principles of fairness, accountability, and natural justice.

3. Scope

The grievance redressal mechanism is guided by the following principles:

- Confidentiality of student information
- Protection against retaliation
- Fair and unbiased decision-making
- Accessibility for all students, including differently-abled individuals
- Transparency in processes and communication

This policy applies to all students enrolled at Jaipur National University, including those pursuing:

- Regular programmes
- Open and Distance Learning (ODL) programmes
- Online programmes

It covers grievances related to academic matters, administration, examinations, evaluation, infrastructure, student services, and other institutional functions.

4. Definitions

- **Grievance:** Any written complaint made by the aggrieved student which is cover under the definition of Grievance under the Regulations of 2023.
- **Regulations of 2023:** UGC (Redress of Grievances of Students) Regulations, 2023.
- **Student Grievance Redressal Committee (SGRC):** A committee constituted in terms of Regulations of 2023.
- **Ombudsperson:** An independent authority appointed as per Regulations of 2023.

5. Constitution of SGRC:

(i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

(ii) Students' Grievance Redressal Committees (SGRC) shall comprise of the following namely:-

a) A Professor – Chairperson;

b) Four Professors/Senior Faculty Members of the Institution as Members;

c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.

(iii) The term of the chairperson and members shall be for a period of two years.

(iv) The term of the special invitee shall be one year.

(v) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

(vi) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

(vii) Functions of SGRC :

- Receive and acknowledge grievances from students.
- Examine and analyze the nature of complaints.
- Conduct fair inquiry and hearings.
- Maintain confidentiality and prevent victimization.
- Recommend corrective and preventive action.
- Maintain proper records and submit periodic reports.

6. Ombudsperson:

a) The Ombudsperson will be appointed as per the eligibility criteria mentioned in terms of Regulations of 2023. The tenure, functions and procedure for redressal of grievances are as per UGC Regulations 2023.

b) FUNCTIONS OF OMBUDSPERSON:

(i) The Ombudsperson shall hear appeals from an aggrieved person.

(ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

(iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.

- (iv) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous

7. Grievance Redressal Mechanism and Procedure

Step 1: Filing of Grievance

Students may submit grievances through online grievance portal which allows structured submission and real-time tracking and in case of non-functional of portal Grievances may also be submitted via official email or through a written application.

Step 2: Process

- a. University shall refer the complaint to the Students Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- b. Students' Grievance Redressal Committee will fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- c. SGRC shall follow principles of natural justice in considering the grievances before it.
- d. The SGRC shall send its report with recommendation to the University and a copy thereof to the aggrieved student preferably within a period of 15 working days from the date of receipt of the complaint. The recommendation may include rejection of the complaint if found baseless.
- e. The report and recommendation of SGRC shall be communicated to the student and institution through the portal or email.

Step 3: OMBUDSPERSON

The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s). The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance.

8. Monitoring & Reporting

The University maintains a robust monitoring system to evaluate the effectiveness of the grievance redressal mechanism. Monthly reports are generated to track the number of grievances received, resolved, and pending. Annual reports are submitted to statutory bodies as required. Periodic audits are conducted to identify areas for improvement.


Registrar

 **REGISTRAR**
Jaipur National University
Jaipur