

Grievance Redressal Policy



ATMIYA UNIVERSITY

RAJKOT, GUJARAT (INDIA)





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Preamble

Grievance redressal mechanisms in India and Gujarat are guided by robust legal frameworks to ensure fairness, accountability, and transparency; Key statutes include:

Indian Government Regulations

1. **UGC Regulations on Grievance Redressal, 2012:** Establishes Grievance Redressal Committees (GRCs) to address grievances related to admissions, fees, assessments, harassment, and other issues.
2. **UGC Regulations, 2015:** Focuses on preventing sexual harassment through Internal Complaints Committees (ICC).
3. **Sexual Harassment Act, 2013:** Lays down procedures for addressing workplace harassment complaints.
4. **RTI Act, 2005:** Enhances transparency in administrative processes.
5. **NCDRC Guidelines:** Provides mechanisms for consumer-related grievances, applicable to education services.

Gujarat Government Regulations

1. **Gujarat Public Safety Act, 2022:** Ensures institutions maintain safety measures like CCTV surveillance.
2. **Private Universities Act, 2009:** Requires an Ombudsperson for grievance redressal.
3. **Gujarat Education Rules, 1988:** Covers fee disputes, disciplinary matters, and administrative grievances.

Common Provisions

1. **Appointment of Ombudsperson:** Resolves appeals post-GRC review.
2. **Anti-Ragging Compliance:** Mandates anti-ragging committees and helplines. Students Undertaking on UGC's anti-ragging portal- National Anti-Ragging Monitoring Agency-Centre for Youth (C4Y), and redressal on e- SMADHAN portal
3. **Data Privacy:** Adherence to IT Act for secure handling of grievance records.

Introduction

The Grievance Redressal Committee (GRC) at Atmiya University is committed to creating a transparent, supportive, and inclusive environment. It addresses academic, administrative, and behavioural grievances of students, staff, and stakeholders, ensuring fairness in resolution.





“Smavad”: The counselling cell based on Universal Human Values (UHV) Education-Jeevan Vidya program aims to transform mindsets and behavioural patterns by fostering a deeper understanding of self, relationships, and societal harmony. Rooted in principles of coexistence, mutual respect, and ethical living, the program helps individuals align their thoughts, emotions, and actions with universal values. By addressing existential questions and promoting self-reflection, it nurtures empathy, responsibility, and sustainable living. Its implementation in educational settings creates an environment of inclusivity, cooperation, and moral clarity, ultimately shaping individuals into compassionate and mindful contributors to society.

Sarvodaya Kelavani Samaj Trust & the university, led by P.P. Tyagvallabh Swamiji exemplifies the benevolence of saintly guidance and spirituality in grievance redressal. Rooted in universal brotherhood and spiritual oneness i.e. concept of **“ATMIYATA”**, the trust approaches grievances with empathy, fairness, and a commitment to justice.

Swamiji's spiritual leadership fosters harmony and ethical conduct, promoting dialogue and resolution through compassion and inclusivity. By instilling principles of unity and mutual respect, the trust creates a supportive environment where concerns are addressed holistically, ensuring personal growth, trust, and a community united by the ethos of universal brotherhood-**ATMIYATA**.

Objectives

1. Provide an efficient grievance redressal system for students and staff.
2. Promote fairness and transparency in University operations.
3. Educate stakeholders on their rights and responsibilities.
4. Ensure timely grievance resolution for a positive campus experience.
5. Continuously improve grievance handling through regular monitoring and feedback.

Nature of Grievances

1. **Student Grievances**: Academic issues, harassment, discrimination, or administrative concerns.
2. **Employee Grievances**: Policy disputes, workplace conflicts, inefficiency, or process-related issues.

Grievance Reporting

1. **Direct Reporting to Authorities**:

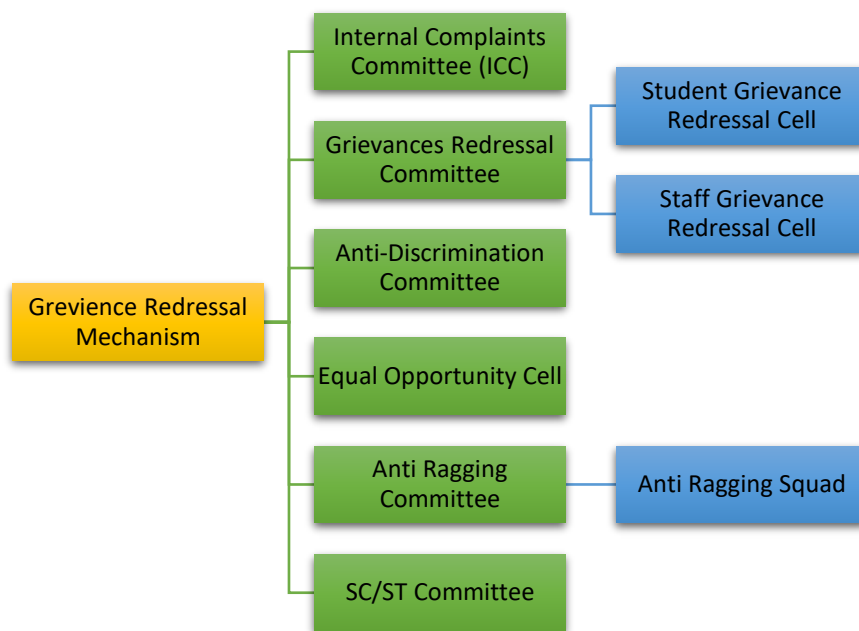




- **Students:**
 - Vice Chancellor: Monday & Wednesday (9:30–9:50 AM)
 - Registrar: Thursday (9:30–9:50 AM)
 - **Staff:**
 - Vice Chancellor: Tuesday (10:00–11:00 AM)
 - Registrar: Saturday (2:00–3:00 PM)
2. **Written Complaints:** Use grievance boxes placed across departments.
 3. **Email Submissions:** Send to asst.registrar@atmiyauni.ac.in.
 4. **Online Portal:** Submit grievances via [Grievance Portal](#).

Structure of Grievance Redressal Committees (GRC)

Atmiya University’s **Grievance Redressal Mechanism** ensures fair and transparent resolution of grievances through dedicated committees. The **Internal Complaints Committee (ICC)** manages student and staff grievances via the **Student** and **Staff Grievance Redressal Cells**, while the **Grievances Redressal Committee** handles broader issues. The **Anti-Discrimination Committee** promotes fairness, and the **Equal Opportunity Cell** ensures inclusivity. The **Anti-Ragging Committee** and its **Squad** work to prevent ragging, and the **SC/ST Committee** addresses grievances of marginalized groups. This framework fosters a safe, inclusive, and supportive campus environment for all stakeholders.



Ombudsperson: Addresses appeals against GRC decisions.





Process of Grievance Redressal

1. **Initial Reporting:** Grievances are reported via available channels.
2. **First-Level Resolution:** Immediate resolution by department-level authorities.
3. **Committee Review:** Escalated grievances are reviewed and investigated by the GRC.
4. **Ombudsperson Review:** Complainants dissatisfied with GRC decisions can appeal to the Ombudsperson.
5. **Final Resolution:** Outcomes are communicated to complainants, and feedback is gathered.

Grievance Resolution Time

- **General Cases:** Resolved within 2–3 working days per level.
- **Complex Cases:** Maximum of 10 working days, with exceptions for thorough investigation.

Key Recommendations for Transparency and Efficiency

1. **Clear Documentation:** Maintenance of comprehensive records of grievances.
2. **Regular Audits:** Periodically review of the grievance processes to identify gaps.
3. **Data Privacy:** Security of sensitive information under IT Act and privacy laws.
4. **Awareness Programs:** Education- literacy programs for stakeholders on grievance redressal procedures and legal frameworks.

Conclusion

Atmiya University's Grievance Redressal Policy fosters a transparent, fair, and inclusive environment. By adopting a structured framework aligned with legal standards, the University ensures timely and impartial grievance handling. Continuous improvement through stakeholder feedback and audits reinforces the University's commitment to excellence and accountability.

Registrar
Atmiya University
Rajkot

