

GUIDELINES FOR GRIEVANCES



Nature of Grievances

Student Grievances can be:

- Academic
- Against peers/senior students
- Against faculty (for academic matters) or staff (for facilities & services)
- Against senior management (Dean, Associate Dean, Program Chair/Major etc.)

Employee Grievances can be about:

- Policy matters
- Individuals or group of individuals (seniors, colleagues, admin staff)

Grievance Reporting:

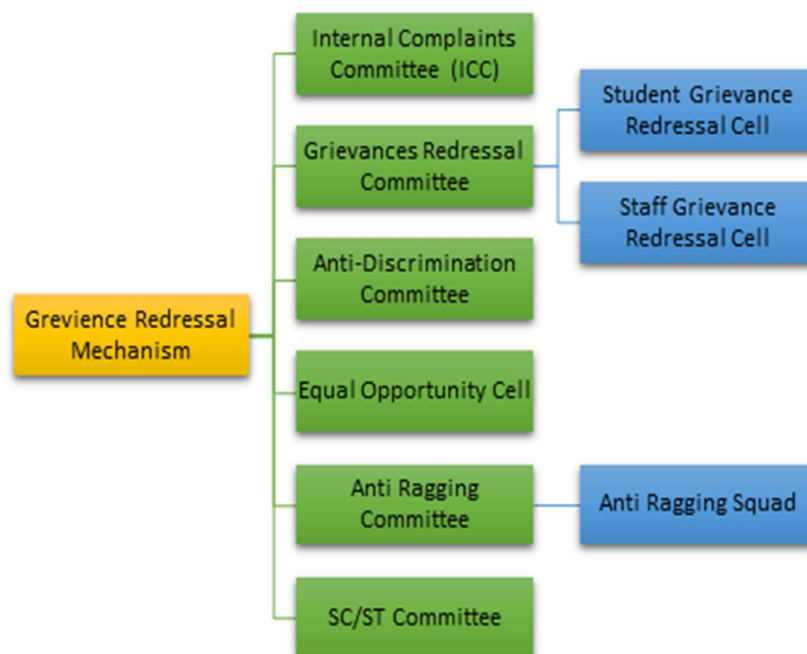
- **Direct:** Grievances can be directly approachable by the authorities

Category	Authority	Availability	
Staff	<ul style="list-style-type: none">• Vice Chancellor• Pro Vice Chancellor	Tuesday	Between 10:00 AM to 11:00 AM
	<ul style="list-style-type: none">• Registrar	Saturday	Between 02:00 PM to 03:00 PM
Student	<ul style="list-style-type: none">• Vice Chancellor	Monday	Between 09:30 AM to 09:50 AM
	<ul style="list-style-type: none">• Pro Vice Chancellor	Wednesday	Between 09:30 AM to 09:50 AM
	<ul style="list-style-type: none">• Registrar	Thursday	Between 09:30 AM to 09:50 AM

- **Written Complaint in Boxes:** Drop the grievances in the Grievance and Redressal Committee boxes in the departments.
- **Email:** Grievances can be sent to the email id asst.registrar@atmiyauni.ac.in of the Grievance and Redressal committee.
- **Portal:** Grievances can also be submitted online through the portal <https://atmiyauni.ac.in/onlinegrievance>



Structure of Grievances Redressal Committee (GRC)



Various committees

1. Anti-Ragging Committee

At Atmiya University, we are dedicated to creating a safe and respectful environment for all students. The **Anti-Ragging Committee** works to prevent and handle any incidents of ragging, ensuring the well-being of everyone on campus.

- Monitoring and Prevention:**
 - Identify and stop any verbal, written, or physical actions that harm, humiliate, or distress students, particularly first-year or junior students.
 - Prevent any activities causing embarrassment, psychological harm, or fear.
- Promoting Respect and Non-Violence:**
 - Ensure all interactions between students are respectful and non-violent.
- Strict Enforcement:**
 - Enforce anti-ragging regulations as per government guidelines, taking action against individuals found guilty of ragging.
- Awareness:**
 - Conduct orientation programs and assemblies to educate students, especially newcomers, about the Anti-Ragging Committee's role and the consequences of ragging.



Punishments for Ragging

If found guilty of ragging, students may face one or more of the following penalties:

1. Suspension from attending classes.
2. Loss of scholarships and benefits.
3. Ban from exams, tests, or other academic activities.
4. Results may be withheld.
5. Expulsion from the university & hostel.
6. Admission may be canceled.
7. Suspension or rustication for all semesters.
8. Group punishment if those responsible cannot be identified.

Steps to Prevent Ragging

The university takes the following measures to ensure a ragging-free campus:

- **Complaint Box:** A ragging complaint box is available for students to report any issues.
- **Orientation Programs:** First-year students are guided about anti-ragging rules.
- **Regular Checks:**
 - Heads of Departments (HoDs) and tutors regularly check in with students.
 - Hostel wardens ensure hostels are safe and free of ragging.
- **Class Discussions:** Anti-ragging is discussed during class meetings held twice each semester.

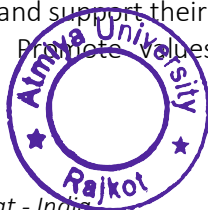
At Atmiya University, we aim to provide a friendly and safe learning space where students can grow without fear of harassment or intimidation.

2. Discipline Committee

The **Discipline Committee** at Atmiya University is dedicated to ensuring a safe, positive, and disciplined environment for students, faculty, and staff. It focuses on preventing negative behaviors, supporting students in need, and maintaining campus security through proactive measures.

Objectives of the Discipline Committee

1. **Prevention of Misbehavior:** Identify and guide students through education of Jivan Vidya and platforms like samvad to avoid engaging in antisocial or harmful activities on or off-campus.
2. **Early Support:** Understand the causes of such behaviors and provide timely help through campus activities and partnerships with external organizations.
3. **Academic Support for Affected Students:** Help students involved in misbehavior return to their studies and support their educational journey.
4. **Positive Environment:** Promote values and activities that discourage negative behaviors.



5. **Reducing Repeat Offenses:** Develop programs to ensure students do not repeat mistakes or offenses.
6. **Family Awareness:** Provide families with guidance to help students stay on the right track.
7. **Faculty Awareness:** Conduct training for teaching and non-teaching staff to create a supportive and safe campus environment.
8. **Peer Mentorship:** Train students to act as peer mentors, helping their fellow students with advice and guidance.

Basic Security Measures

1. **ID Cards:** All students, faculty, and staff must wear their ID cards while on campus.
2. **Attendance Tracking:** Maintain attendance records for students, teachers, and staff, and use movement registers for tracking entry and exit during college hours.
3. **Anti-Misbehavior Undertaking:** Require students and parents to sign undertaking to avoid ragging, misbehavior, and other harmful activities.
4. **Vehicle Checks:** Inspect and document all vehicles entering the campus.
5. **Bag Inspections:** Check bags and belongings for security purposes.
6. **CCTV Surveillance:** Install and maintain CCTV cameras to monitor the campus for safety.
7. **Internal Monitoring Committee:** Form a committee to regularly check and improve the effectiveness of safety and security measures.

The **Discipline Committee** at Atmiya University works to ensure a secure, disciplined, and supportive campus environment, where students can focus on their growth and success without any disruptions.

3. Internal Complaints Committee

At Atmiya University, the **Internal Complaints Committee (ICC)** and **Gender Sensitization Committee Against Sexual Harassment** have been established following the guidelines of the **Supreme Court of India** (Vishaka vs. State of Rajasthan, 1997) and recommendations by the **UGC**. This committee aims to prevent and address incidents of sexual harassment and create a safe, respectful, and inclusive environment for everyone on campus.

Gender Sensitization: Organize workshops and orientation programs to raise awareness about gender equality and educate the university community about laws protecting against harassment.

Formal Complaint Mechanisms: Establish a transparent process for lodging complaints, conducting inquiries, and resolving issues related to sexual harassment.

Enforcement of Conduct: Take necessary action against those violating the university's code of conduct, including addressing breaches of confidentiality regarding complaints or investigations.

Scope of the Committee

The rules and procedures of this committee apply to:



- Students
- Teaching and Non-Teaching Staff
- Visitors and Service Providers
- Anyone presents on campus at the time of a reported incident

Emergency Support

To ensure the safety and well-being of all members of the university, essential emergency contact numbers and resources will be shared and prominently displayed across campus.

The **Internal Complaints Committee** at Atmiya University is committed to fostering a safe and supportive environment where individuals feel secure and respected at all times.

4.SC/ST Committee

The **SC/ST Cell** at Atmiya University is dedicated to supporting students and staff from Scheduled Castes (SC), Scheduled Tribes (ST), and other underprivileged communities. Its goal is to provide guidance, resources, and opportunities to help them excel in their academic and professional lives. The cell works in line with guidelines from the **UGC** and the **State Government**, focusing on promoting equality and addressing challenges faced by these groups.

1. **Support and Guidance:** Help students overcome academic, social, and personal challenges through dedicated support.
2. **Regular Interaction:** Organize meetings and discussions to address concerns and foster a sense of inclusion.
3. **Skill Development:** Provide training in life skills and personality development to enhance job readiness.
4. **Policy Implementation:** Ensure that government and UGC policies for SC/ST welfare are effectively implemented and monitored.
5. **Scholarship Assistance:** Share information about scholarships and help students apply for financial aid from the State Government and UGC.
6. **Career Motivation:** Encourage students to set and pursue career goals confidently.
7. **Extra Coaching:** Offer remedial classes to help SC/ST students improve their academic performance.
8. **Prevention of Discrimination:** Set up a **Caste-Based Discrimination Monitoring Committee** to ensure a safe and inclusive campus environment.
9. **Equal Opportunities at workplace** in all administrative aspects for staff members falling under SC/ST category

Activities and Initiatives

- **Scholarship Awareness:** Conduct sessions to inform students about available government schemes and scholarships.
- **Skill Workshops:** Organize training sessions to build employability and career-oriented skills.
- **Inclusive Environment:** Promote equality and discourage any form of caste-based



discrimination through strict monitoring and awareness programs.

The **SC/ST Committee** at Atmiya University strives to create a supportive and empowering environment where students and staff from reserved categories can thrive academically, socially, and professionally.

5. 'Samvad' – Counselling Cell

At Atmiya University, we understand that students often face various challenges in today's fast-changing world. To support them, we have set up the **Samvad Counselling Cell**. This cell provides guidance and support to help students deal with emotional, psychological, and academic issues.

Led by a team of experienced professionals, including the Principal and a Student Counsellor, the cell's goal is to help students discover their strengths, overcome difficulties, and grow into well-rounded individuals. We ensure complete privacy so students can freely share their thoughts and feelings.

Key Functions of 'Samvad' Counseling Cell

1. **One-on-One Counseling:** Personal sessions to help students with their unique concerns.
2. **Boosting Confidence:** Supporting students with different learning styles or physical challenges to build self-esteem.
3. **Stress Management:** Helping students overcome exam stress, anxiety, or fears.
4. **Professional Help:** Referring students to psychologists or psychiatrists for advanced support if needed.
5. **Parental Involvement:** Informing parents about any significant concerns affecting their child.
6. **Problem Solving:** Guiding students to tackle personal, educational, and social challenges.
7. **Career Guidance:** Assisting students in choosing the right academic and career paths based on their interests and abilities.
8. **Self-Awareness:** Helping students understand their strengths, skills, and opportunities.
9. **Inspiring Success:** Encouraging students to aim high and providing strategies to overcome obstacles.
10. **Building Connections:** Strengthening understanding and relationships between students and teachers.
11. **Faculty Training:** Organizing training sessions to improve counseling skills among faculty members.
12. **Workshops:** Conducting sessions on stress management, emotional health, relaxation techniques, and mental first aid.



Objectives of 'Samvad' Counseling Cell

1. **Health and Well-Being:** Supporting the goal of promoting good health and overall well-being.
2. **Psychological Support:** Helping students with ongoing emotional support to maintain their mental health.
3. **Emotional Healing:** Assisting students in overcoming negative thoughts and minor emotional challenges.
4. **Self-Acceptance:** Encouraging students to understand and accept themselves through group or individual counseling.
5. **Empowering Students:** Helping students use their strengths for academic, personal, and career growth.
6. **Improving Relationships:** Developing empathy, listening skills, and better interpersonal connections.
7. **Education on Mental Health:** Teaching students about mental health and encouraging healthy habits through awareness programs.
8. **Confidentiality:** Ensuring that all discussions remain private unless there is a risk of harm.
9. **Collaboration:** Supporting other activities, committees, and clubs when needed.

Execution Plan

To make this initiative effective, Atmiya University has a Chetna Vikas Mulya Siksha - CVMS Cell mentors the smooth functioning of the 'Samvad' Counseling Cell and organizes activities to achieve its aim & objectives on the basis of Madhaystha Darshan – Jeevan Vidya.

Through 'Samvad', we aim to create a supportive environment where students feel confident, healthy, and prepared to face challenges in life.

Ombudsperson

There shall be one or more part-time functionaries designated as Ombudspersons to hear and decide on, appeals preferred against the decisions of the University Grievance Redressal Committee. The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 Years. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations. 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)



Process of Grievances Redressal

For addressing grievances concerning the authorities listed below, students or staff members are advised to approach the immediate higher level of such category.

Sr.	Category	Level	Authority to be Contacted
1	Student	1	Class Counsellor
		2	Departmental Head
		3	Associate Dean / Dean
		4	Chair of Applicable Sub Committee/Cell of GRC
		5	Chair of Grievance Redressal Committee
2	Teaching Staff	1	Departmental Head
		2	Associate Dean / Dean
		3	Chair of Applicable Sub Committee/Cell of GRC
		4	Chair of Grievance Redressal Committee
3	Non-Teaching Staff	1	Reporting Authority
		2	Section Head
		3	Registrar
		4	Chair of Applicable Sub Committee/Cell of GRC
		5	Chair of Grievance Redressal Committee

Grievance Resolution Time

Resolution must be found within 2 to 3 working days at each authority level. Depending upon the severity of the case, the duration may be reduced at some extent.



A handwritten signature in black ink, appearing to be the name of the Registrar, is written above the official title.

Registrar
Atmiya University
Rajkot