

“RGIPT Students Grievance Policy- 2025”

1. Background:

- a) This policy has been framed in line with the provisions of the “University Grants Commission Redressal of Grievance of Students Regulations, 2023” of India (hereinafter referred to as the “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.
- b) These regulations shall be called the “Student grievance redressal policy” of RGIPT

2. Purpose:

- a. RGIPT is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, which is easily accessible and offered to complainants at no charge.
- b. While various committees already exist at RGIPT to address specific student concerns (such as DUGC, DPGC, T&P, Hostel, Council of Wardens, Transport, Exam Committee, Women Cell/ICC, etc.), students often face confusion about where to raise their concerns. This policy provides a centralized and structured platform through which students can file their grievances or queries, and these will then be forwarded to the appropriate committee or authority for resolution.

3. Aim:

The aim of these rules is-

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents;
- b) To set in place a grievance handling system that is student focused;
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and;
- e) To ensure that there is a consistent response to grievances.

4. Objective:

- a) To provide opportunities for redressal of certain grievances of students already enrolled in RGIPT.
- b) To maintain harmonious Student-Student and Faculty-Student relationships.
- c) Creating an environment in which students can freely express their grievances without fear of discrimination or victimization.

5. Scope and Applicability:

- a) These Regulations shall cover any kind of grievance that students at the Institute may face during their stint at the Institute.
- b) A 'Student' for the purpose of these regulations shall mean a student enrolled for a full-time programme of the Institute

6. Definitions:

- a) **Grievance:** means a formal complaint that includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the Institute that a student thinks, believes, or even feels, is unfair, unjust or inequitable.
- b) **Grievant:** means a student or group of students submitting the grievance.
- c) **Days:** means working days exclusive of Sundays, holidays or vacations as set forth in the academic calendar. In counting, the first day shall be the first full working day following the receipt of the grievance.

7. Types of grievance:

- a) **Academic Related:** Admissions, Conduct of classes, Examination Assessments, Evaluation, Library Facilities, Issuance of Certificates, Add-on courses, Research Related issues, Stipend and other remunerations etc.
- b) **Extension and Extra-Curricular:** Alumni Registration, Award of non-academic credits, Physical Education, Cultural Activities, Sports, etc.
- c) **Amenities & Maintenances:** Wi-Fi/Internet Connectivity, Utility stores, Computer facilities, Drinking Water, Sanitation & Hygiene, Maintenance . Medical Facilities etc.
- d) **Placement & Internships:** On-campus or off-campus interviews, soft skills training, Internships, etc.
- e) **General Administration:** Collection of fees, ID cards, Scholarships Disbursement, Transportation, etc.

- f) Hostel Facilities:** Complaints regarding provisions/ food services, Safety and security of one's belongings, Bullying/harassment of any form.
- g) Mental Health and Wellbeing:** Stress and emotional health related issues.
- h) Discrimination:** Harassment or perceived discrimination based on caste, religion, gender, region, disability, or any other identity.
- i) Digital/Online Abuse:** Cyberbullying, hacking, social media related or online exam-related issues.
- j) Other Related Issues:** Safety and Security Discipline, Misbehaviours, Emergency Services etc.

Exclusions:

The following complaints/grievances shall not be construed by the Grievance Redressal Committee for consideration and disposal:

- a) Decisions of the BOG/Senate of the RGIPT
- b) Complaints involving policy matters in which the grievant has not been affected directly/ indirectly.
- c) Decisions pertaining to matters in violation of the ordinances of RGIPT.
- d) Anonymous and frivolous complaints will not be entertained/processed.
- e) Any complaint which has already been shared via e-mail, on social media platforms or other external channels, before being brought to the Grievance Committee.

8. Grievance Submission Process

Students can submit their grievances through:

- Providing a written (hard copy) application, clearly stating their concerns, and depositing it in the official grievance box located at the hostel office.
- Email (chair_sgrc@rgipt.ac.in) communication to designated grievance officers.

9. Required Information:

- Full name and roll number.
- Detailed description of the grievance.
- Any supporting documents or evidence.

10. Procedure and Stages in Grievance Handling:

The following procedure can be followed by the students to seek redressal of grievance of any kind whether academic or non-academic in nature, as specified under clause 7.1 above:

- i. Formal complaint by the aggrieved person shall be submitted by hard copy or on provided email id with relevant documents.
- ii. For minor issues, the SGRC members may attempt to resolve the matter directly by coordinating with the concerned authority or committee. Upon resolution, the SGRC shall update the status to the grievant.
- iii. If deemed necessary, the Student Grievance Redressal Chairman/members shall categorize the grievance and forward it to the appropriate committee convener/co-convener by email.
- iv. If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to face interview with the complainant.
- v. Wherever required, the Institute will take preventive or corrective action in a reasonable time and advise the complainant of the same.

11. Confidentiality:

- a) During all stages of the Grievance Handling and Resolution Procedure, the Institute will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against.
- b) Implementation of the procedure will be done without prejudice to either party.
- c) At all stages of this procedure, a full explanation (in writing for decisions and) of the actions taken as part of the process will be provided if so, requested by the complainant or the respondent.
- d) While dealing with the issue, all possible confidentiality and privacy will be maintained and all records relating to such complaints will be treated as confidential.
- e) Records concerning grievances handled under this procedure and their outcomes shall be maintained for a period of one year.
- f) There will be no cost to the complainant for utilizing this grievance and appeal process.

12. Composition of Students Grievance Redressal Committee (SGRC):

- i. A separate 'Students Grievance Redressal Committee' (SGRC) shall be constituted at RGIPT, AEI and EIB to consider grievances of the students, with the following composition, namely:
 - a) A Professor- Chairperson
 - b) Two Professors of the Institution as Members.
 - c) Five (3 B.Tech + 1 Ph.D. + 1 MTech/MBA.) representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- ii. At least one member or the Chairperson shall be a woman.
- 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 two.
- vi. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- vii. The SGRC shall send its report with recommendations, if any, to the Competent Authority of the institution concerned and a copy thereof to the aggrieved student.
- viii. Any student aggrieved by the decision of the Students Grievance Redressal Committee may prefer an appeal to Higher authority of RGIPT within a period of fifteen days from the date of receipt of such decision.

13. Timeline for Grievance Redressal:

The grievance shall be addressed within 10 working days; however, the time required for resolution may vary depending on the complexity of the complaint.

14. Amendments:

This policy will be reviewed periodically to rectify anomalies, if any, and to incorporate feedback received from the stakeholders through impact analysis and deliberations of the Focus Group.