



STUDENT GRIEVANCE
REDRESSAL POLICY

WITH EFFECT FROM
1ST SEPTEMBER, 2021

Woxsen University has created a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague students or teachers etc.

Objectives of Grievance Redressal Committee

The purpose of the grievance redressal committees is to ensure a speedy response to and accountability of all concerned to the students of Woxsen University.

The objectives of the Grievance Redressal Committee are as under:-

- Maintaining harmonious student – Student and faculty –Student relationship
- Creating an environment in which students can freely express their grievances without fear of discrimination or victimization
- Counselling students to refrain provoking of their fellow students against faculty and staff of the University.
- Although the anti-ragging committees are in place, the student may if he/she so wishes brings to the notice any incident of ragging through this committee, shall ensure speedy action and protection of the student.

Ragging in any form is strictly prohibited in and outside the University and should be brought to the notice of the management immediately.

Definitions:

“Aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.

“Grievance” shall have the same meaning as referred in University Grants Commission (Grievance Redressal) Regulations, 2019.

“Ombudsperson” means the Ombudsperson appointed by the State or Central Government accordingly;

“Student” includes any person who is enrolled for any course, whether full time or part time with the University. This also includes research associates/scholars or a visitors, and/ or repeaters.

“University” means the Woxsen University, Hyderabad and all its Schools.

Jurisdiction of the Committee

The committee shall deal grievances received in writing about any of the following

- Academic Matters – Issues related to admissions, marks, grade cards and other examination related matter, Transfer Certificate etc.
- Financial Matter – relating to dues and payments
- Administration Matters – Infrastructure related, food, sanitation, transport or victimization
- Harassment and Ragging

Grievance Redressal Committee

The Vice Chancellor of the university shall constitute two Grievance Redressal Committees:-

i) School Level/Department Level Grievance Redressal Committees

The composition of the School Level/Department Level Grievance Redressal Committee is as under:

- Program chair of the Concerned school/Department – Chairperson
- Two senior faculty members including one lady faculty member (nominated by the Vice Chancellor) – Members
- Faculty member, well versed with Grievance mechanism, nominated by the Chairperson - Member
- A student representing the concerned school where the grievance has occurred to be nominated, based on academic merit, by the concerned school – special invitee

The quorum for the meeting shall be three, including Chairperson and excluding Special invitee.

ii) The University Level Grievance Redressal Committee (Apex Committee)

The composition of the University level Grievance Redressal committee is as under:

- Vice Chancellor – Chairman
- Dean of the concerned school – Member
- One senior academic, other than the Chairperson – Member
- Registrar – Member Secretary

The Grievance Redressal Committee shall have a term of two years.

Both these committees will deal with all grievances related to academics and administration. In addition, the University level committee will also entertain the appeal filed against the decision of the student against the School/department Level Grievance Redressal Committee. If the student appeals, a copy of complaint and a copy of the orders shall be shared with the Apex Committee, by the School/Department level Grievance Redressal Committee.

No appeal under these Regulations shall be entertained unless it is submitted within a period of 30 days from the date on which the appellant received a copy of the order appealed against:

Provided that the Apex Committee may entertain the appeal after the expiry of the said period if it is satisfied that the appellant had sufficient cause for not submitting the appeal in time.

Procedure for Redressal of Grievance

- (i) The University shares the UGC grievance cell link, where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the University shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.