



## Koneru Lakshmaiah Education Foundation

(Category -1, Deemed to be University estd. u/s. 3 of the UGC Act, 1956)

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### GRIEVANCE REDRESSAL POLICY

#### 1. Preamble:

KONERU LAKSHMAIAH EDUCATION FUNDATIN (KLEF) is committed to providing a safe, fair and harmonious learning and work environment. In view of this, the University has a robust mechanism for redressal of students' grievances in a timely manner.

ii. The Grievances that need immediate redressal are related to academic and nonacademic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, ragging, unfair, discrimination harassment by fellow students or teachers etc. In this regard, a formal Grievance Redressal Cell (GRC) is constituted in accordance with the UGC Regulation to deal with day-to-day grievances of its stakeholders, including the students.

iii. Any student who is aware of any violations must report the same to the GRC. The GRC shall consist of members as appointed by the Vice Chancellor. Said grievance must be submitted in online or in offline mode and should be made within (07) days from the day of the alleged violation. The GRC shall take note of the grievance and conduct enquiry and impose appropriate retribution. There shall be Internal Grievances Committee (ICC) in place, in cases of any sexual harassment Grievances. Grievances can be submitted either in online or offline.

#### 2. Purpose & Scope:

The purpose of the Grievance Redressal Committee (GRC) is to ensure a speedy response to and accountability of all concerned to the students of KLEF. In order to maintain harmonious Student – Student and Faculty –Student relationships as well as creating an environment in which students can freely express their grievances without fear of discrimination or victimization. Further, counseling students to refrain from provoking others against faculty and staff of the University.

ii. The GRC shall deal with grievances received in writing about academic and non-academic matter.

#### 3. Extent & Applicability:

All students, parents, staff members, and other stakeholders during their tenure at the University.

#### 4. Definitions:

- i. **Grievance:** means a formal Grievance that includes any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with the University that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.
- ii. **Grievant:** means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

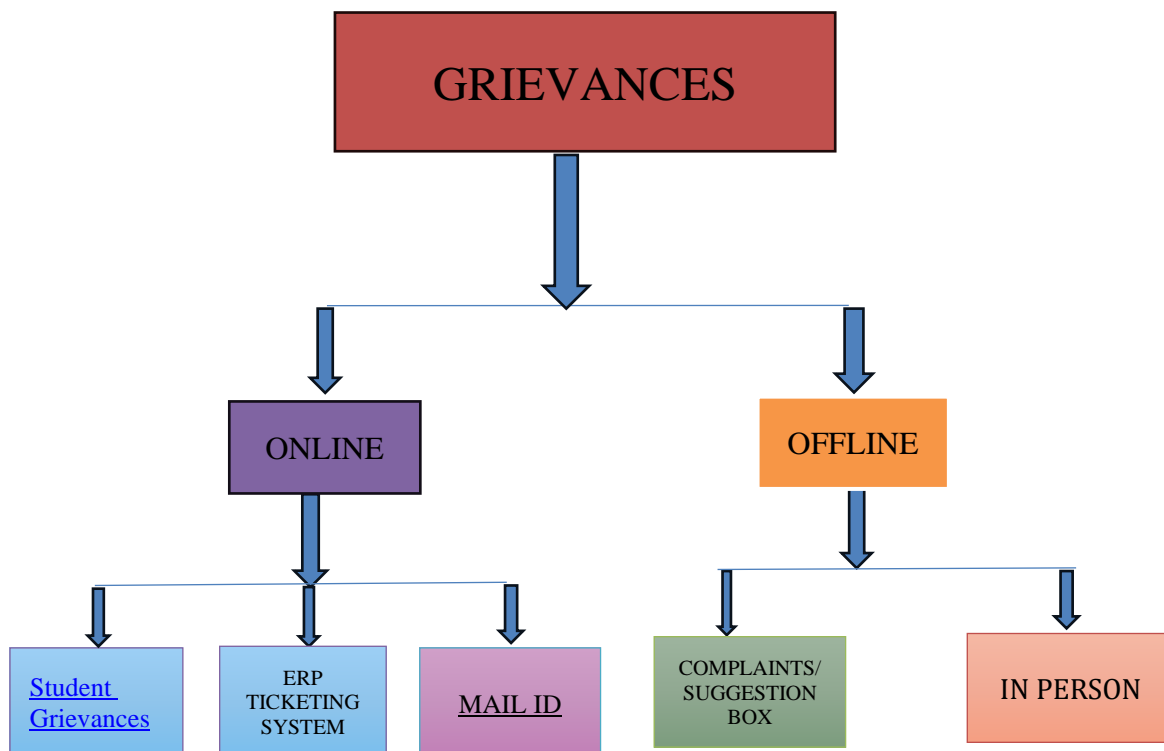
- iii. **Days:** means working days exclusive of Sundays, holidays or vacations as set forth in the academic calendar. In counting, the first day shall be the first full working day following the receipt of the grievance.

**5. Objectives:**

- i. To ensure a fair, impartial and consistent measures for redressal of varied issues faced by the stakeholders.
- ii. To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-Teacher relationship and Staff-Staff relationships.
- iii. To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus.
- iv. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- v. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- vi. To advise stakeholders to respect the rights and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

**6. Grievance Redressal Committee:**

Grievant can submit grievances either through online or offline as shown below:



The University is obligated to adhere to the following directives from the UGC:

a) The University, including all its components such as departments, constituent units, study centers, and premises, whether academic or residential, including playgrounds and canteens, both within and outside the campus, as well as in all modes of transportation used by students for their studies at the University, whether public or private, must not tolerate or overlook any reported incident of ragging in any form. It is required to implement all necessary measures, including the provisions outlined in these regulations, to eradicate ragging within and outside the University.

b) The University is mandated to take appropriate action in accordance with the UGC regulations against individuals found to be involved in ragging or aiding and abetting ragging, whether actively or passively, or participating in a conspiracy to promote ragging.

c) The Vice Chancellor of the University shall constitute two GRC committees:

i) Departmental Student Grievance Redressal Committee (DGRC)

ii) Central Grievance Redressal Committee (CGRC).

d) Convener for Departmental Student Grievance Redressal Committee (DGRC) will be concerned Head of the Department Faculty and Students of that respective department will be the members of Departmental Level Grievance Redressal Committee. Students of DGRC) will be appointed by Concerned HOD based on Academic merits and Code of Conduct.

d) Dean Student Affairs will be the chairperson/convener for the committee of University Level Grievance Redressal Committee.

e) Associate Dean Student Affairs/ Any other Member appointed by Dean Student Affairs may be appointed as Co-Convener University Level Grievance Redressal Committee.

f) Other Members of GRC will be nominated by the Dean Student Affairs from various departments.

g) Depending on the nature of grievance received the committee must resolve the grievance within 7 days to one month.

h) Students are selected to serve on the Central Student Grievance Redressal Committee (CGRC). committee according to their academic excellence and adherence to ethical standards. The names of students are recommended by the respective Heads of Departments, and the composition of the committee is ultimately determined by the Dean of Student Affairs, subject to approval by the Vice Chancellor.

i) The Committee should meet monthly to review the position and to resolve the problems or the committee meets immediately on the day of grievance received or within next two days of grievance received depending on the nature of grievance. The work relating to the implementation of the reservation policy may be monitored by the above stated Committee. The validity of the committee is 2 years.

j) Any grievance submitted by OBC students must be resolved within 15 days upon receipt of the grievance.

k) One or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the GRC. Appointment of ombudsman &

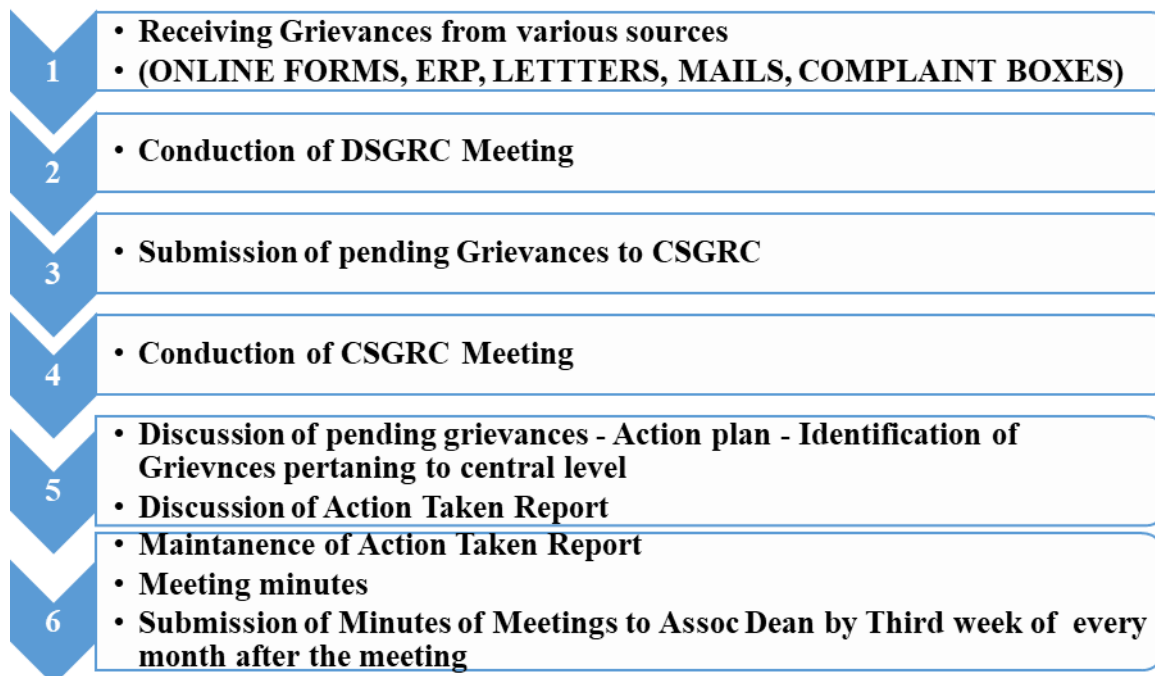
grievance redressal committee (UGC Regulations 2012) to get timely redressal and Zero tolerance.

**Guidelines to appoint Ombudsperson:**

1. The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
2. The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier.

**7. Procedure for Redressal of Grievance:**

Grievant can submit his/her grievance to the Departmental Student Grievance Redressal Committee (DGRC) and if it is not resolved within 3 to 5 days, the grievance will be escalated to the Central Settlement Grievance Redressal Committee (CGRC). The grievant can also directly submit his/her grievance to CGRC. CGRC also looks into grievances that are not yet resolved in ERP Ticket system during that month. The CGRC is responsible for addressing all the above said grievances within a timeframe ranging from 3 to 5 days, depending on the complexity of the grievance. A grievance must be resolved within 3 to 14 days depending on the nature of the grievance. The CGRC conducts meetings involving relevant committee members based on the nature of the grievance received (for example, if it involves sexual harassment, the ICC committee members will participate in the meeting). If the grievant remains unsatisfied with the solution given by CGRC, they can approach Vice Chancellor, Ombudsperson, or an external member in the CGRC committee as shown below:



## **8. TYPES OF GREIVANCES**

### **i. Academic Related**

- a. Admissions
- b. Examination
- c. Assessments
- d. Evaluation
- e. Library Facilities
- f. Issuance of Certificates
- g. Add-on courses
- h. Research Related issues, etc.

### **ii. Extension and Extra-Curricular**

- a. Alumni Registration
- b. Award of non-academic credits
- c. Physical Education, Cultural Activities, Sports, etc.

### **iii. Amenities & Maintenances**

- a. Wi-Fi/Internet Connectivity
- b. Utility stores
- c. Computer facilities
- d. Drinking Water
- e. Sanitation & Hygiene
- f. Maintenance
- g. Medical Facilities etc.

### **iv. Placement & Internships**

- a. On-campus or off-campus interviews
- b. Soft skills training
- c. Internships, etc.

### **v. General Administration**

- a. Collection of fees
- b. ID cards
- c. Scholarships Disbursement
- d. HR related Issues
- e. Transportation, etc.

### **vi. Hostel Facilities**

- a. Complaints regarding provisions/ food services
- b. Safety and security of one's belongings
- c. Bullying/harassment of any form

### **vii. Unfair Treatment**

### **viii. Ragging**

### **ix. Sexual Harassment**

### **x. Discrimination**

### **xi. Other Related Issues**

- a. Safety and Security
- b. Discipline
- c. Misbehaviors
- d. Emergency Services etc.

## **9. Exclusions**

- i. The following complaints/grievances shall not be construed by the Grievance Redressal Committee for consideration and disposal:
- a. Decisions of the Academic Council/Academic Committees constituted by KLEF
  - b. Complaints involving policy matters in which the grievant has not been affected directly/ indirectly
  - c. Decisions with regard to the award of Fellowships, fee concessions, medals, etc.
  - d. Decisions with regard to disciplinary matters and misconduct.
  - e. Decisions with regard to recruitment and selection
  - f. Decisions by competent authority on assessment and examination result/ revaluation/remarking of answer sheets.
  - g. Anonymous and frivolous complaints will not be entertained/processed

## **10. Review & Evaluation:**

The BOM shall review and evaluate OBC policy to ensure that it is meeting its intended goals & objectives.

This policy is approved in BOM No. 35 conducted on 29-06-2020.

  
**REGISTRAR**  
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