



STUDENT GRIEVANCE REDRESSAL POLICY & MECHANISM

Vikrant University

1. INTRODUCTION

- i. Vikrant University is committed towards creating a student-centric academic environment where concerns and grievances are addressed in a fair, transparent, and time-bound manner.
- ii. The University believes that an effective grievance redressal system strengthens student confidence, improves institutional accountability, and promotes a healthy academic atmosphere across the campus.
- iii. Students may face issues related to academics, examinations, facilities, administration, hostel services, transportation, placements, student welfare, or interpersonal conduct during their association with the University. For this purpose, the University has established a structured Student Grievance Redressal Mechanism.
- iv. The mechanism ensures that grievances are handled sensitively, objectively, and confidentially while maintaining dignity and fairness for all concerned parties.
- v. Students are encouraged to raise concerns through official channels so that issues may be resolved systematically and constructively.
- vi. Complaints related to sexual harassment shall be dealt with by the Internal Complaints Committee (ICC). In contrast, matters related to ragging shall be handled in accordance with the Anti-Ragging regulations and committee procedures.

2. OBJECTIVES OF THE POLICY

- i. To provide students with an accessible and reliable platform for raising grievances.
- ii. To ensure prompt, transparent, and unbiased resolution of student concerns.
- iii. To create a supportive and respectful environment between students, faculty members, administrative staff, and University authorities.
- iv. To establish accountability and responsiveness among departments and administrative units.
- v. To encourage students to resolve concerns through institutional mechanisms in a disciplined and professional manner.
- vi. To maintain confidentiality and protect students from discrimination, victimisation, or retaliation arising from grievance submission.
- vii. To continuously improve student support systems and campus services through feedback and grievance analysis.





3. APPLICABILITY

This policy shall apply to:

- All students enrolled in Diploma, Undergraduate, Postgraduate, Doctoral, and other academic programmes of the University;
- Research scholars, interns, and trainees;
- Hostel residents and students participating in university-sponsored activities;
- Students involved in internships, industrial visits, exchange programmes, training programmes, placements, sports, and cultural activities.

4. DEFINITIONS

i. Grievance

Any genuine concern, dissatisfaction, complaint, hardship, or issue experienced by a student regarding academic processes, administration, campus facilities, examinations, hostel services, behaviour of individuals, student welfare, or any University-related activity.

ii. Grievant

A student or group of students formally submitting a grievance before the concerned authority or committee.

iii. Respondent

The individual, office, department, faculty member, staff member, or stakeholder against whom the grievance has been raised.

iv. Working Days

Official working days of the University excluding Sundays, public holidays, and officially declared vacations.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

To ensure effective handling of grievances, the University shall constitute the following committees:

i. Department/School Level Grievance Redressal Committee

Composition:

- Head of Department/School – Chairperson
- Two Faculty Members – Members
- One Female Faculty Member – Member
- Mentor/Class Coordinator – Invitee (wherever required)





Responsibilities:

- To address grievances related to academics and departmental functioning.
- To handle concerns regarding attendance, internal assessments, classroom management, faculty interaction, laboratory access, assignments, and mentoring support.
- To attempt early resolution of issues at departmental level before escalation.

ii. University Level Student Grievance Redressal Committee

Composition:

- 1 Senior Faculty Member
- 2 Faculty Representative
- 3 Administrative Representative /Administrative Officer/Staff Member
- 4 One Female Representative Female Representative
- 5 Student Welfare Officer / Representative Student Welfare Officer
- 6 Student Representative (based on merit/co-curricular participation)

Responsibilities:

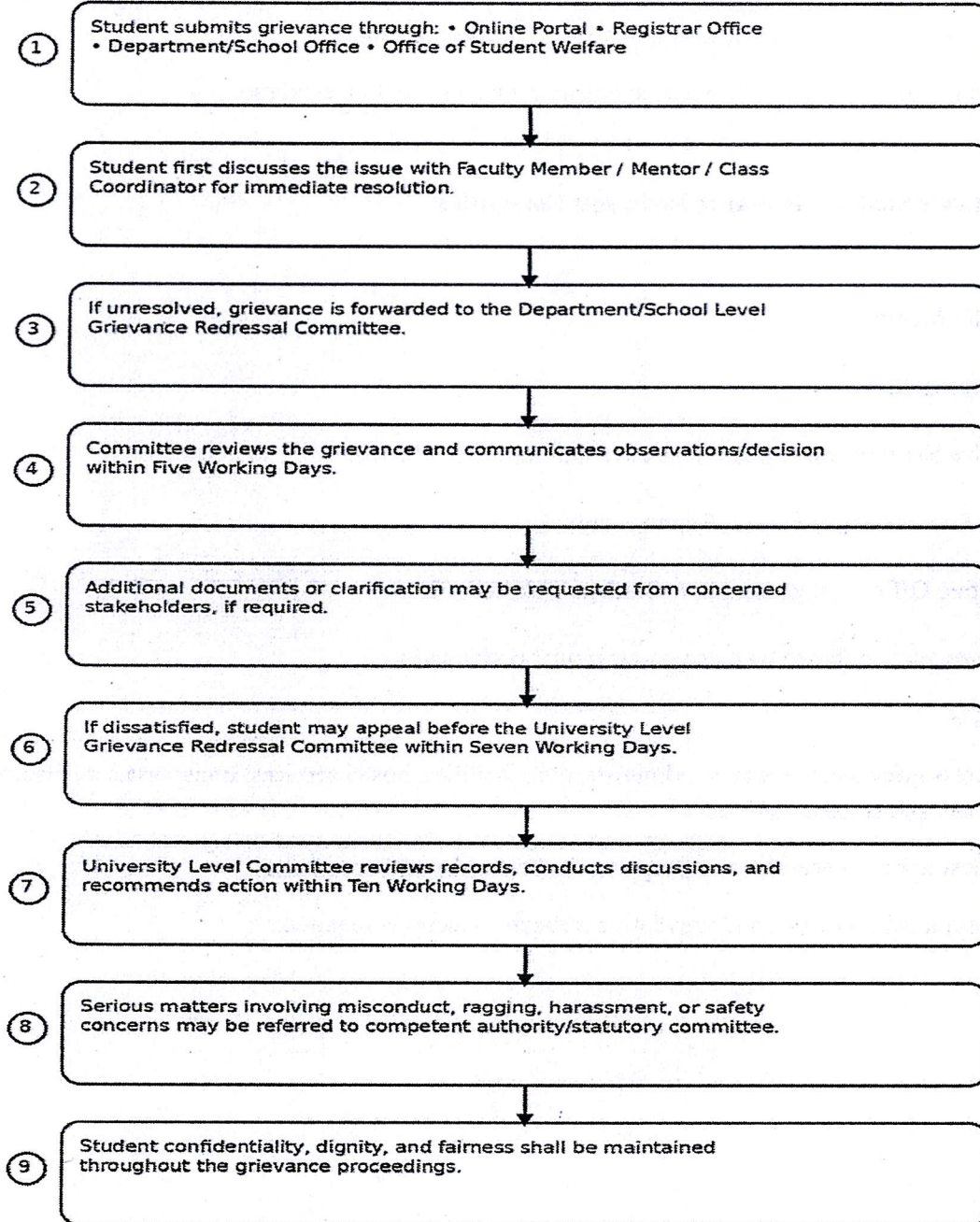
- To address grievances related to administration, facilities, hostel services, transportation, placements, discipline, and student welfare.
- To review appeals received from Department/School Level Committees.
- To recommend corrective and preventive measures wherever required.





6. GRIEVANCE SUBMISSION & REDRESSAL PROCEDURE

STUDENT GRIEVANCE SUBMISSION & REDRESSAL FLOW



CITY OFFICE: Vikrant Group, Plot No. - 2850,
Airport Road, Gwalior - 474005 (M.P.)



CAMPUS: Ratwai,
Chitora Road, Gwalior (M.P.)



+91 93436 43500
+91 77730 04155



info@vikrantuniversity.ac.in



TOLL FREE: 1800-270-5155



7. TYPES OF GRIEVANCES COVERED

i. Academic-Related Issues

- Attendance shortages and discrepancies
- Internal assessment concerns
- Examination scheduling and conduct
- Result-related discrepancies
- Delay in the issue of certificates/documents
- Laboratory and library access issues
- Academic mentoring and guidance concerns
- Research/project-related issues

ii. Administrative & Student Service Issues

- Fee collection/refund matters
- Scholarship processing issues
- ID card/documentation delays
- ERP/student portal-related issues
- Administrative communication delays
- Transportation and bus facility concerns

iii. Hostel & Campus Facility Issues

- Hostel room allocation and maintenance
- Food quality and hygiene concerns
- Drinking water and sanitation issues
- Internet/Wi-Fi connectivity problems
- Housekeeping and cleanliness issues
- Campus lighting, electricity, and safety concerns



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iv. Placement, Training & Internship Issues

- Placement drive communication issues
- Internship allocation/support concerns
- Skill development and training sessions
- Industry interaction and certification support

v. Discipline & Student Welfare Issues

- Bullying, intimidation, or misconduct
- Student safety and security concerns
- Ragging-related complaints
- Behavioural issues within campus
- Emergency assistance and welfare support

8. MATTERS NOT COVERED UNDER THIS POLICY

The following matters shall ordinarily not be considered under the Student Grievance Redressal Mechanism:

- i. Anonymous or unverifiable complaints.
- ii. Matters already decided by statutory authorities or disciplinary committees.
- iii. Recruitment, appointment, promotion, or service matters related to employees.
- iv. Complaints filed with malicious intent or based on false information.
- v. Cases pending before courts, tribunals, or legal authorities.
- vi. Requests for re-evaluation/rechecking of answer sheets unless procedural irregularity or unfair practice is specifically reported.

9. APPEAL MECHANISM

- i. A student who is not satisfied with the decision of the University Level Committee may submit an appeal before the competent authority/Ombudsperson as per applicable norms.
- ii. The appeal should clearly mention:
 - Details of the grievance
 - Action already taken
 - Grounds for dissatisfaction





- Relevant supporting documents

iii. The decision communicated by the competent authority/Ombudsperson shall be treated as final and binding, subject to applicable regulations.

10. CONFIDENTIALITY & FAIR PRACTICES

- All grievances shall be handled confidentially and with due sensitivity.
- No student shall face discrimination, retaliation, intimidation, or academic disadvantage for submitting a genuine grievance.
- Every concerned party shall be given a reasonable opportunity to present their side before any decision is made.
- Filing of false, misleading, or intentionally defamatory complaints may invite disciplinary action as per university rules.

11. REVIEW & AMENDMENTS

The University reserves the right to review, amend, modify, or update this policy periodically in accordance with institutional requirements, student welfare considerations, statutory guidelines, or decisions of competent authorities.

12. CONTACT & GRIEVANCE SUBMISSION DETAILS

Student Grievance Redressal Portal

<https://vikrantuniversity.ac.in/admin/>

(attached annexure-1)

Declaration:

All relevant guidelines and grievance redressal mechanisms issued by UGC, AICTE, statutory/regulatory bodies, E-Samadhan, and other Higher Education authorities are made available on the Vikrant University portal for the information and facilitation of students.


(Dr. Richa Verma)
Registrar
Vikrant University



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ANNEXURE-1

Sn.	Name	Designation	Designation	Mobile
1	Dr. Vir Narayan	Dean, School of Legal Studies	Chairperson	9343643511
2	Ms. Richa Verma (Female Representative)	Registrar	Member	9343643500
3	Dr. Rahul Kushwah	Head of Department, School of Management and Commerce	Member	9617641222
4	Dr. Chandan Singh	Associate Professor, School of Agriculture Science	Member	7773004156
5	Mr. Anand Kumar Singh	Head of the Institution, School of Engineering and Technology	Member	7773004155
6	Dr. Naveen Kumar Singh	Professor and Head of the Institution, School of Natural and Applied Science	Member	9993751077
7	Dr. Brijendra Mishra	Associate Professor, Department of EC & EE	Coordinator	7773001457
8	Mr. Jitendra Singh Yadav (Representative from OBC category)	Estate Officer	Member	8889693954
9	Mr. Shlok (Student Representative)	BCA (2nd Semester, 2024-25 Session admitted)	Member	-



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Grievance Committee:
A Grievance Redressal Committee acts as a beacon of justice, offering a platform for individuals to voice their concerns and seek resolution. It serves as a neutral entity, diligently investigating grievances and providing a fair and transparent process. With its purposeful actions, it strives to restore harmony and promote a sense of trust and accountability within an organization or community.

Submit Your Grievance

Student Name Email ID

Mobile No. Father's Name

Address (Optional) Please fill this field

Subject

Details of Grievance / Complaint

Remark

Lecturers

