



# SANT BABA BHAG SINGH UNIVERSITY

## Grievance Redressal Cell

Grievance Redressal Cell was set up at Sant Baba Bhag Singh University in accordance with the University Grants Commission regulations 2012, for handling day-to-day grievances related to students, parents and staff members.

The goal of this cell is to ensure that non-discrimination is a reality at SBBSU University and that no person in the University community is subjected to any form of unlawful discrimination. The students are the main stakeholders in any institution imparting education and it is our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration, the University has decided to provide mechanism to students for redressal of their grievances as under:

Any employee, student, or applicant for employment or admission who believes that he or she has been subjected to any form of unlawful discrimination may make a complaint. Unlawful discrimination includes harassment based on an individual's membership in any legally protected category. SBBS University will conduct a fair and impartial investigation of all such complaints, with due regard for the rights of all parties.

Any stakeholder with a genuine grievance may approach website of Sant Baba Bhag Singh University and click on Grievance Redressal link.

### **1. NATURE OF COMPLAINT-**

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner, maintaining necessary confidentiality, as the case may be.

- The Grievances may include the following complaints of the aggrieved students.
  1. Department level- Academics, Evaluation, Student and Faculty Harassment
  2. University Level-
    - i. Anti-Ragging
    - ii. SC/St, Scholarships
    - iii. Student Harassment
    - iv. Transportation
    - v. Examination & Evaluation



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- vi. Hostel
- vii. Accounts
- viii. Training & Placement
- ix. Canteen & Mess
- x. Others

## 1. Complaints Against Students

The person who receives a complaint against a student will generally refer the matter for investigation to the Investigating team comprising of Members of Grievance and Redressal Committee including Deans and HOD/Cod's of concerned colleges/departments. The team will take any action that might be appropriate based on the results of the investigation, consistent with the applicable provisions in the Code of Student Responsibilities.

## 2. OBJECTIVES

- To ensure a fair mechanism for redressal of issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- 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;
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

## 3. DEFINITIONS

3.1. Grievance: Grievance means a formal complaint—includes any kind of discontent or dissatisfaction or negative perception,





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3.2. Grievant: Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

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

## 4. GRIEVANCES REDRESSAL COMMITTEE

A high-power committee handles the function of remedying of grievances. It is guided by the principles of natural justice while redressing the grievances.

### 4.1. The Grievance Redressal Committee consists of the following members:

1. Mrs. Jagdeep Kaur (UIET)- Nodal Coordinator - *TJ*
2. Dr. R.S. Pathania (UIE)
3. Dr. Mithu Maiti Jana (UISH) *g*
4. Deans & CoDs of Concerned Deptt. (Co-Convener) *For Nishesh*

#### Contact Details

Name : Mrs. Jagdeep Kaur  
Designation : Associate Professor  
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Telephone No. : +9501030920

### 4.2. Steps involved in forwarding complaint:

- Any complaint of discrimination should be forwarded to **Anti-Discrimination & SC/ST Committee through the link available on the website of SBBSU**. Any employee who receives a complaint, either verbal or written, but who is not specifically designated to formally handle such a complaint, is responsible for directing the complainant or otherwise referring the complaint to the appropriate committee.
- The University has designated specific offices and individuals to receive investigate complaints of unlawful discrimination. A confidential record of all complaints, including their disposition, will be maintained by the investigating unit. Depending upon whether



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the individual accused of engaging in discrimination is a student, a faculty member, or a staff member, the investigation will be conducted by the designated office or individual with the appropriate expertise and jurisdiction to do so. The offices and individuals responsible for investigating complaints of discrimination are set forth below. In any particular case, the University Vice Chancellor may designate the office or individual to investigate a complaint. The University will ensure that no person who is the subject of a complaint will be assigned to investigate that complaint. The HOD(Law), if he/she is not conducting the investigation, will provide advice or assistance to the investigation process.

- The investigation may involve meeting with the parties, interviewing witnesses, requesting written statements from the parties, informing the person whose actions are the subject of the complaint of the allegations and/or providing to that person a copy of the complainants statement, and/or making any other appropriate inquiries. Before any adverse determination is made, the individual whose actions are the subject of the complaint will be informed as to the nature of the complaint, and will have an opportunity to respond.
- The investigation should be completed promptly so that a decision can be rendered within 30 calendar days of receipt of the complaint. If the investigation cannot be completed within 30 days, the complainant will be informed of the status of the investigation.

## 5. Appointment of Ombudsman for Grievance Redressal

(To be appointed by the university)

1. If the aggrieved student/ staff is not satisfied with the decision of the Grievance Redressal committee of the institute, he/she may appeal to the ombudsman by registering grievance with Deputy Registrar of the university.
2. The ombudsman will follow the same procedure at outline above for the grievance redressal committee to hear and dispose the complaint.
3. In case of any false or frivolous complaint the redressal committee/ the ombudsman may





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order appropriate action against the complaint.

4. All grievance issue related to student staff should be forward to Registrar, Sant Baba Bhag Singh University. The Committee shall meet quarterly in a year but the chairperson may direct additional meetings to be held as and when required.

The Minutes of Meeting shall be submitted in the Registrar Office on regular basis.

**Dr. Vijay Dhir**  
Director of R & D  
SBBSU

**Dr. Indu Sharma**  
Dean Academic  
SBBSU