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5.6.8 Does your university as a body have a policy that protects those reporting discrimination from educational or employment disadvantage?

Student Grievance Redressal Committee

<https://sawebiteupesprod01.blob.core.windows.net/drupal-data/pdfs/about-us-mandatory-disclosure/student-grievance-redressal-committee.pdf>



OFFICE COMMUNICATION

Ref: UPES/VC/SGRC/2021-23
Date:01-07-2022



Subject: Addendum to Student Grievance Redressal Committee

With reference to, UPES/VC/ Student Grievance Redressal Committee-2021-23 dated 01 January 2021, in accordance with the **UGC Grievance Redressal Regulation notified in May 2019**, the existing committee formed effective for the duration **1st January 2021 to 31st December 2023** Student Grievance Redressal Committee was constituted.

Further to above constitution the Committee is being reconstituted on 01st July 2022.

Collegiate (School) Student Grievance Redressal Committee (CSGRC)

- A complaint from an aggrieved student relating to a School shall be addressed to this Committee.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- This Committee shall send its report with recommendations, if any, to the Vice-Chancellor and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint

Departmental Student Grievance Redressal Committee (DSGRC)

Whenever, there is a **complaint pertaining to the Department, the Dean of the School will constitute the Grievance Redressal Departmental Committee** as follow:

- Head of Department – Chair person
- Three Senior Faculty nominated by HoD
- A student representing the Department where the Grievance has occurred to be nominated, based on academic merit

The **Departmental Committee will submit its report with recommendation to the Dean** within 15 days from the date of receipt of the complaint

Institutional/University Level Student Grievance Redressal Committee (ISGRC)

- ✓ Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to this Committee.
- ✓ The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- ✓ This Committee shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

Other functions of the Committee shall be as under:

1. Any aggrieved student may make an application seeking redressal of grievance to the Registry **Mr. Ashutosh Dora (Dean of Student Welfare Office) @ 9997842369 or email : grievanceredressal@ddn.upes.ac.in**
2. While dealing with the grievance received from any aggrieved person the Committee shall follow the procedure as prescribed under Regulation of UGC


Dr. Sunil Rai
Vice Chancellor



Student Grievance Redressal Mechanism

<https://www.upes.ac.in/about-us/mandatory-disclosure>

UPES has a student grievance redressal mechanism in accordance with the UGC (Grievance Redressal) Regulations 2018 and ensures the closure of all the complaints received within the time frame as per

the regulations in exercise of the provision under Article 3.3.7(xvi) of the First Statutes of the University "Grievance Redressal Mechanism".

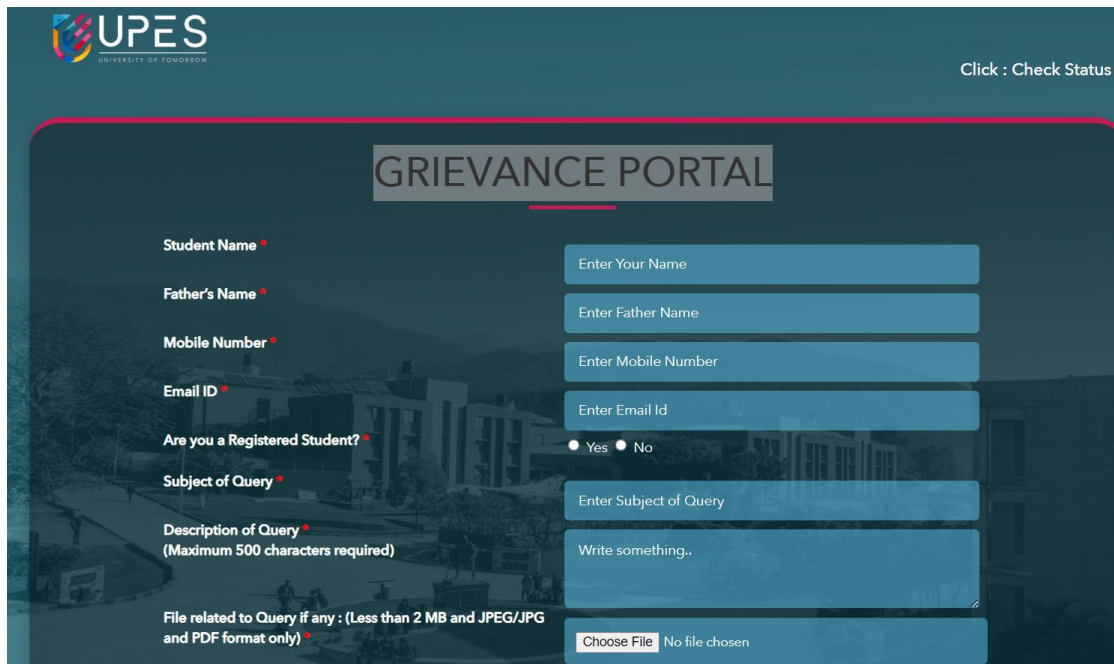
Student Grievance Redressal Mechanism

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Mr. Ashutosh Dora - Sr. Student Affairs Officer - [7906572813](tel:7906572813)
Email ID - dsw.helpdesk@ddn.upes.ac.in

GRIEVANCE PORTAL

<https://grievanceredressalportal.upes.ac.in/> [3]



The screenshot shows the UPES Grievance Portal registration form. The form is titled "GRIEVANCE PORTAL" and includes the UPES logo and the tagline "UNIVERSITY OF TOMORROW". A "Click : Check Status" link is visible in the top right corner. The form fields are as follows:

- Student Name * (Text input: Enter Your Name)
- Father's Name * (Text input: Enter Father Name)
- Mobile Number * (Text input: Enter Mobile Number)
- Email ID * (Text input: Enter Email Id)
- Are you a Registered Student? * (Radio buttons: Yes, No)
- Subject of Query * (Text input: Enter Subject of Query)
- Description of Query * (Maximum 500 characters required) (Text area: Write something..)
- File related to Query if any : (Less than 2 MB and JPEG/JPG and PDF format only) * (File upload button: Choose File, No file chosen)

GRIEVANCE REDRESSAL

https://upes-production-cvb3e7frghdda0a4.z01.azurefd.net/drupal-data/2023-09/annual-report-upes-2021-22-compressed_1.pdf [4]

The University is very meticulous when it comes to redressing the student grievances related to academic and non-academic matters. There is robust and transparent Grievance Redressal mechanism which is in practice to ensure that the grievances are resolved promptly, neutrally and in complete confidentiality. The primary objective is to introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/parents in accordance with UGC

guidelines. While this platform allows all students to voice their concerns, it is imperative that the concern must qualify as a grievance that is serious enough to deserve the attention of the committee. A Grievance Redressal Committee is constituted in order to address the grievance and ensures speedy resolution of the problems / complaints / grievances including sexual harassment and ragging cases.

Action Points	Total No. of cases Reported	Total no. of Cases Addressed
Grievances	NIL	NIL
Ragging cases	NIL	NIL
Harassment	NIL	NIL