

## Students' Grievance cell mechanism

### *Students' Grievance Procedure*

The grievance procedure is a machinery to sort out the issues between student and University. It is a means by which a student who believe that, he / she has been treated unfairly with respect to his / her academic / administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the University. It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

### *Procedure to lodge a grievance*

- The students are ought to lodge their grievances in the prescribed form available with their Dean (s) of the respective department.
- The form, duly filled, is required to be submitted in the drop box placed outside the Dean Student Welfare office.
- The secretary in turn intimates the matter to the committee for necessary action.
- Final report based on grievance received and resolved will be submitted to the DSW and further course of action will be decided and the same shall be intimated to the students.

### *Exclusions*

SGC shall not entertain following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by the University.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by University under the Discipline Rules and Misconduct.
4. Decisions of the University in admissions of my courses.
5. Decisions of the competent authority on assessment and examination result.

During the Year no Such Major Grievances Were Received. Grievances otherwise Received were forwarded to the DSW for Immediate Redressal. In all such cases prompt action were taken and the matter sorted out. In all cases the aggrieved was informed of the measures taken and checks in the system were introduced to ensure there was no repetition of the same.

  
Registrar  
Invertis Univers.,  
Bareilly

  
Chief Proctor  
(Prof. Jitendra N. Shrivastava)