

POLICY FOR
STUDENTS' GRIEVANCE HANDLING AND
GENDER SENSITIZATION
SIDDHARTH UNIVERSITY, KAPILVASTU



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SIDDHARTH UNIVERSITY, KAPILVASTU,
SIDDHARTHNAGAR, UTTAR PRADESH, 272202

Policy Drafting Committee

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Policy for the Students' Grievance Redressal System

1. **Introduction:-** This policy has been formed in accordance with the provisions of the University Grants Commission Notification, 2023 [UGC (Redressal of Grievances of Students) Regulations, 2023], issued in the Gazette of India, on the 11th of April, 2023. The Siddharth University, Kapilvastu, Siddharth Nagar, notifies student grievances redressal policy with guideline in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of Siddharth University, Kapilvastu(SUK), Siddharth Nagar.

The University has a Student Grievances Redressal Cell that has been operating since July 4, 2022, (Letter no' 2151/R.O./SU-2022) following UGC regulations. This policy, shall supersede the existing guidelines of Siddharth University on Student Grievances Cell and be effective from the date of approval of the competent authority.

2. **Purpose-**Siddharth University, Kapilvastu, Siddharth Nagar is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system for its students, faculty and staff, which is easily accessible and offered to complainant at no charge.

3. **Objectives:-** The objectives of this policy are:-

- a) To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents.
- b) To set in place a grievance handling system that is student focused.
- c) To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- d) To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.
- e) To ensure that there is a consistent response to grievances.

4. **Scope and Applicability**

- a) This Policy shall cover any kind of grievance that students of the University Campus who may face during their stint in the University.
- b) A 'Student' here for the purpose of these regulations shall mean a student enrolled for a full-time degree programme of the University, Campus.

5. Definition:-

- A. "Aggrieved student" means a Student, who has any Complaint in the matters relating to or connected with the grievances defined under these regulations and includes a person seeking admission to any program of Siddharth University.
- B. "Grievance" is defined as an aggrieved student's dissatisfaction with respect to any aspect of the University's activities and services.
- C. "Institution" or "University" means Siddharth University, Kapilvastu (SUK) Siddharth Nagar.
- D. Students' Grievance Redressal Committee (SGRC) means a committee constituted under these regulations at the level of an institution or University
- E. "Ombudsperson" (Lokpal) means the Ombudsperson appointed by the University under these regulation.
- F. "Prospectus" means and includes any publication, issued for providing fair and transparent information, relating to University, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so.
- G. "Declared Admission Policy" means the policy for admission to a course as or program of study offered by Siddharth University, Kapilvastu, Siddharth Nagar, published in the prospectus.

6. Students' Grievance Redressal Committee (SGRC)-

Siddharth University, Kapilvastu Siddharth Nagar has constituted a Committee for handling and solving the grievance to express constructive and genuine concerns/grievances to promote and maintain a sustainable, unbiased and positive educational environment. It involves a process of investigation in which Students Grievance Redressal Committee enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

7. Constitution and Working of the Students' Grievances Redressal Cell (SGRC)

- I. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Cell (SGRC).
- II. The SUK shall keep operative a Students' Grievance Redressal Cell (SGRC), to judge the grievances of the students, with the following composition, namely –
 - a. A Professor/ or an Associate Professor-Chairperson
 - b. Three Professors/or Associate Professor/or Assistant Professor representing of the University Campus as Members, One Faculty member from each faculty

- c. One representative among students, from each faculty to be nominated on academic merit/excellence in sports/performance in co-curricular activities.
- d. Two the representative among students council, of which one male and one female is mandatory
- III. One faculty member shall be a woman and one faculty member shall be from SC/ST and one faculty member shall be from OBC category.
- IV. The term of the chairperson and members shall be for a period of two years.
- V. The team for a Student representative shall be for one year.
- VI. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be fifty percent.
- VII. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- VIII. The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- IX. Any student aggrieved by the decision of the Students' Grievance Redressal Cell may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

8. Office and Financial Requirement:

The Student Grievance Redressal Cell will have Office space in the University campus with the necessary infrastructure. Additionally, the cell requires some financial support to function effectively and carry out its responsibilities. The minimum monthly expenditure for the cell shall be allocated as per university norms.

9. Ombudsperson (Appointment, Tenure, Removal and Conditions of Services of the Ombudsperson):

- I. The University shall appoint Ombudsperson for redressal of grievances of students of the university under these regulations.
- II. There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- III. Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a Retired Vice-Chancellor, Retired Professor who has at least ten years' experience as a Professor
- IV. The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman,

be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the university.

- V. The Ombudsman shall be appointed by the university on part-time basis.
- VI. The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- VII. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per day, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- VIII. The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- IX. No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

10. Functions of the Ombudsperson:

- I. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
 - II. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
 - III. The Ombudsperson may avail assistance of any person, as impartial advisor, for hearing complaints of alleged discrimination.
 - IV. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).
- 11. Guidelines for Redressal of Grievances by the Student Grievance Redressal Cell and the Ombudsperson:**
- I. The University shall have an online portal where any aggrieved student may submit an application seeking redressal of grievance.

- II. On receipt of an online complaint, the Students' Grievance Redressal Cell, shall take up the matter, within 15 days of receipt of complaint on the online portal, and in exceptional circumstances, shall fix a date for hearing the complaint, which shall be communicated to the aggrieved student.
 - III. An aggrieved student may appear either in person or authorize a representative to present the case.
 - IV. Grievances not resolved by the Students' Grievance Redressal Cell within the time period provided in these regulations may be referred to the Ombudsperson by the university.
 - V. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons therefore, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
 - VI. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
 - VII. The University shall comply with the recommendations of the Ombudsperson.
 - VIII. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
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Gender Sensitization Policy

1. **Policy Document:-** Gender sensitization is the transformation of behaviours to spread awareness and insight for gender equality. Aligning with our vision to create a sensitive and inclusive space, Siddharth University, Kapilvastu, Siddharth Nagar is committed to guarantee a gender-sensitive campus for students, staffs and faculty. The Siddharth University endeavours to establish an educational space free from harassment or gender-based discrimination. In its approach to promote gender amity and manage issues related to interaction, relationship in professional space, the University follows the UGC guideline on basic facilities and amenities for safe and secure environment for women and Women cell (for Sensitization, Policy Implementation, Monitoring and Grievance Redressal) in higher educational institutions. Along with all above legislations, UGC **SAKSHAM** measures for ensuring the safety of women and programs for Gender Sensitization on University campus.

2. **Objectives of the policy:-**

- A. The main objective of this policy is creating and maintaining a community in which students, staffs and faculty can work together in an atmosphere free from all forms of gender violence, harassment, exploitation, intimidation and discrimination.
- B. As per the recommendations in chapter-6 of the Saksham Book, the University ensures to fulfil the "mandatory requirements to end gender-based violence and harassment" by establishing provisions for safety of women students and employees on the campus.
- C. To ensure equal opportunity to all women students and employees without any discrimination.
- D. Through intersectional approach the students shall be made aware of social inequalities so that they can develop a holistic and socially aware outlook towards gender issues.
- E. To ensure the implementation of this policy in letter and spirit.
- F. The University supports freedom of expression and collaboration but it follows a zero tolerance against discrimination and stereotype thinking.

3. **Women Study Centre:-** As per the recommendation of the U.P. Government, Lucknow (Letter No. 3354/GS), dated May 28, 2021, Siddharth University constituted the Women's Study Centre on June 18, 2021 (Letter No. 1009/G.A./S.U./2021). The Women's Study Centre will continue to operate under

this policy for women's empowerment. It is responsible for ensuring the principles of this policy and developing awareness among students, staffs, employees, and officers for gender sensitization in Siddharth University.

4. Internal Complaints Committee (ICC):- As per the recommendations of the Prevention of a Sexual Harassment at workplace Act 2013 and UGC (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Act 2015, the University will establish an Internal Complaints Committee (ICC) as per statutory rules. As per the guidelines given in 6.4 section of the Saksham Book, the University will avail all possible resources to ensure functioning of the Internal Complaints Committee.

5. Gender Sensitization Committee And Sexual Harassment - The University has a committee entitled "Siddharth University Kapilvastu Gender Sensitization Committee Against Sexual Harassment (SUKGSCASH). The SUKGSCASH works in tandem with the ICC to ensure healthy methods of preventing, sensitising and gender discrimination at workplace. SUKGSCASH will be set up to ensure implementation, evaluating of this policy by all related grievances.

This committee constituted with Five faculty members, One staff and Three Student.

- Chairperson will be senior faculty member (Female).
- One Co-Chairperson (Male/Female) from any faculty of at least Associate Professor rank.
- Three faculty members will be part of this GSCASH, out of which at least one faculty should be female.
- One female office staff should be included in the committee.
- Two female students and one male student should be included in the committee.

The policy prepared by this (SUKGSCASH) committee shall be applicable to all stakeholders such as faculty, students, staffs, officers and visitors of the University. Moreover, all the stakeholders of the University have responsibility to ensure the principles of this policy in letter and spirit.

The committee (ICC & SUKGSCASH) shall follow all the provisions of the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions), Regulation, 2015, issued in the Gazette of India of the 2nd may, 2016.(Annexure-1).

6. Office and Financial Requirement:

Women Study Centre and SUKGSCASH will have Office space in the University campus with the necessary infrastructure. Additionally, the committee requires

some financial support to function effectively and carry out its responsibilities. The minimum monthly expenditure for the Women Study Centre and SUKGSCASH shall be allocated as per university norms.

7. **Jurisdiction of the Policy:** - The policy includes any act of violence, insensitivity, discrimination and injustice to any female student, faculty or employee in Siddharth University, Kapilvastu Siddharth Nagar. Activities and functions guided by this policy are as follows:- (not limited to)
 - I. Admission process and Enrolment
 - II. Staff development opportunities
 - III. Recruitment process
 - IV. Promotions and leadership
 - V. Leave
 - VI. Evaluation
 - VII. Teacher-student relationship
 - VIII. Facilities and Resources
 - IX. Participation of women any other case
8. **Implementing Guidelines-** Siddharth University Kapilvastu Gender Sensitization Committee Against Sexual Harrasment shall ensure to implement and achieve the goals of the policy. University shall be implementing following guidelines:
 - I. Biasness and discrimination in any form will not be tolerated.
 - II. In recruitment of staffs (teaching or non-teaching) shall be equal representation of men and women is necessary to uphold the nature of the policy.
 - III. Special attention will be given to encourage women's participation in all the areas of studies in Siddharth University.
 - IV. Women specific leave will be granted such as maternity leaves, child care leaves and abortion leaves in every month, if they need.
 - V. The equal representation of men and women is needed in formation of any committee and to take up leadership positions in both Academic and Administrative areas.
 - VI. A fair and equal treatment of male and female students will be employed as far as evaluation is concerned.
 - VII. In organizing any program like conferences, workshops and meetings, women students and staffs will be given due respect as well as representation.
 - VIII. All stakeholders of the University shall undergo sensitivity training and gender awareness workshops.

- IX. In teaching and learning processes, gender sensitive approaches will be practiced.
- X. International Women's day, 8th March, shall be celebrated by each stakeholder of the University.
- XI. Renovation or in creation of new infrastructure, women specific needs will be taken care of.
- XII. UGC's '**Saksham**' measures will be followed to ensure the safety of women and to organize some programs for gender sensitization.
- XIII. Teacher-student sexual relationships shall be considered as an abuse of power by the teacher particularly when the teacher concerned a mentor, adviser, evaluator and supervisor of that student.
- XIV. Women Study Centre and Women Health Centre shall be constituted in the University Campus.
- XV. Promoting gender balanced in various decisions- making capacities.
- XVI. Maintaining a favourable and dignified atmosphere for women staffs and girl students in the University Campus.

9. Accountability and Transparency:-

Following measures shall be followed to ensure accountability and transparency:

- I. Constituting SUKGSCASH is mandatory under this policy.
- II. Details of SUKGSCASH members shall be displayed in prominent places on the campus as well as university website.
- III. Annual report of this committee and other policy information's shall be displayed on the University website.
- IV. Meetings, workshops and other research activities should be ensured by SUKGSCASH to spread the awareness of gender sensitization among all stakeholders.

The policy shall be amended as per the guidelines of the State government and University Grants Commission, from time to time.

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