

# **IIS (Deemed to be University)**



## **Mechanism & Procedure for Grievance Redressal of Students**

IISU Campus, Gurukul Marg, SFS, Mansarovar, Jaipur- 302020



## Student Grievance-Redressal Mechanism

The Student Grievance Redressal Committee at IIS (Deemed to be University), Jaipur, looks into complaints lodged by students and judges each case on its merit. The Committee is empowered to look into both academic and non-academic matters. It has been constituted to maintain a responsive, disciplined, accountable and harmonious atmosphere among all the members of the University. The Committee meets once in three months, or as and when required, at the instance of the Nodal Officer.

### Constitution:

Members
Vice Chancellor Chairperson (Ex-Officio)
Registrar
Advisor
Nodal Officer
Faculty Members (3)
Current Students (2)
Alumnae (2)
Administrative Assistant
Office Assistant
Member Secretary

### Scope:

The scope of the Committee includes:

- Facilitating a fair and just evaluation of student-complaints
- Developing a student support system based on feedback/grievance/complaints
- Encouraging a student-friendly, learner-centric system

### Functions:

- Each case is attended to promptly on the receipt of written grievances from the students.
- The Committee then gives a report to the higher authorities about the cases attended to and the number of pending cases, if any, which require direction and guidance from them.
- The Committee thus ensures a fair, unbiased and transparent resolution of student grievances



### **Process for lodging a complaint:**

- The students may feel free to submit a grievance in the Format available on the University website (<https://iisuniv.ac.in/student-welfare/students-grievance>) and mail it on [grievance@iisuniv.ac.in](mailto:grievance@iisuniv.ac.in) or drop it in a **Complaint Box outside Block D**, on campus.
- The Committee will then act upon those cases which have been forwarded, along with the duly filled-in Form.
- The Committee will ensure that the grievances are redressed within the stipulated time period.

### **Grievance-Handling Mechanism**

The following mechanisms are in place for timely action towards grievance-handling:

- **Mentor-Mentee System** – For the benefit and guidance of the students, this feature exists in most institutions. Regular meetings between the Mentor and the Mentee are held wherein students are free to discuss any personal or academic problem being faced by them.
- **Counselling Cell** – This Cell is functional to counsel and guide the students for their overall development, including appropriate intervention needed to redress any grievance at the initial stage.
- **Complaint Box** – A Complaint Box has been placed at **outside Block D** for students to access it conveniently and drop the duly filled-in Grievance Form.
- **Open Door Policy** – All students are free to personally contact the Vice Chancellor, or the Registrar, during the University working-hours for any escalation of the complaint made earlier.
- **Confidentiality** - The University will maintain the confidentiality of information.
- **Withdrawal**: Student is free to withdraw her grievance, without prejudice, at any given point of time.

Besides the above mentioned, students may also get in touch with the **Nodal Officer** - appointed for the same - by using the following contact details:

#### **Dr. Sreemoyee Chatterjee**

Associate Professor

Department of Biotechnology

Mobile – 9783307311

Email – [grievance@iisuniv.ac.in](mailto:grievance@iisuniv.ac.in)

The IIS University thus has a robust student grievance redressal mechanism in place, for ensuring publicity/ awareness of such measures available to them.

For any other matter not covered above, the *UGC Redress of Grievances of Students Regulations, 2019* are followed in the right earnest. Student-grievances regarding examination Question Papers are taken up by another Committee constituted for that purpose. Such grievances pertain mainly to Question Papers if found to be based on items from outside the



syllabus and/or with mistakes therein. Students are required to submit such a grievance to the Student Grievance Redressal Committee (Examinations) within seven days of that examination, for redressal of the same.



**REGISTRAR**

**Registrar**  
IIS (deemed to be University)  
Mansarovar, Jaipur-302020



## Student Grievance-Redressal Procedure, at a Glance

Students can access the Suggestion/ Complaint-box, placed outside the D-Block on campus, to reach out to the authorities for grievance-redressal. They may even mail the same to [grievance@iisuniv.ac.in](mailto:grievance@iisuniv.ac.in)



While the Box is accessed weekly, the website is looked up on a daily basis. Upon receiving the complaint(s), the Committee fixes a date for a meeting to take up as item(s) on its agenda.



The members discuss the grievance(s) among themselves and arrive at the best solution(s) to be proposed as necessary action.



The Committee then forwards the grievance(s) alongwith the proposed solution(s) to the respective Dean/ the Registrar/ the Vice Chancellor, and follows up the matter so as to ensure redressal within the stipulated time-period.



Upon completion of the proceedings, the Committee communicates the final decision on the Notice Board put up near the Suggestion/ Complaint Box for the information of all the students, especially the complainant(s).



The complaint(s) is/ are, thereafter, considered as disposed off and closed.

