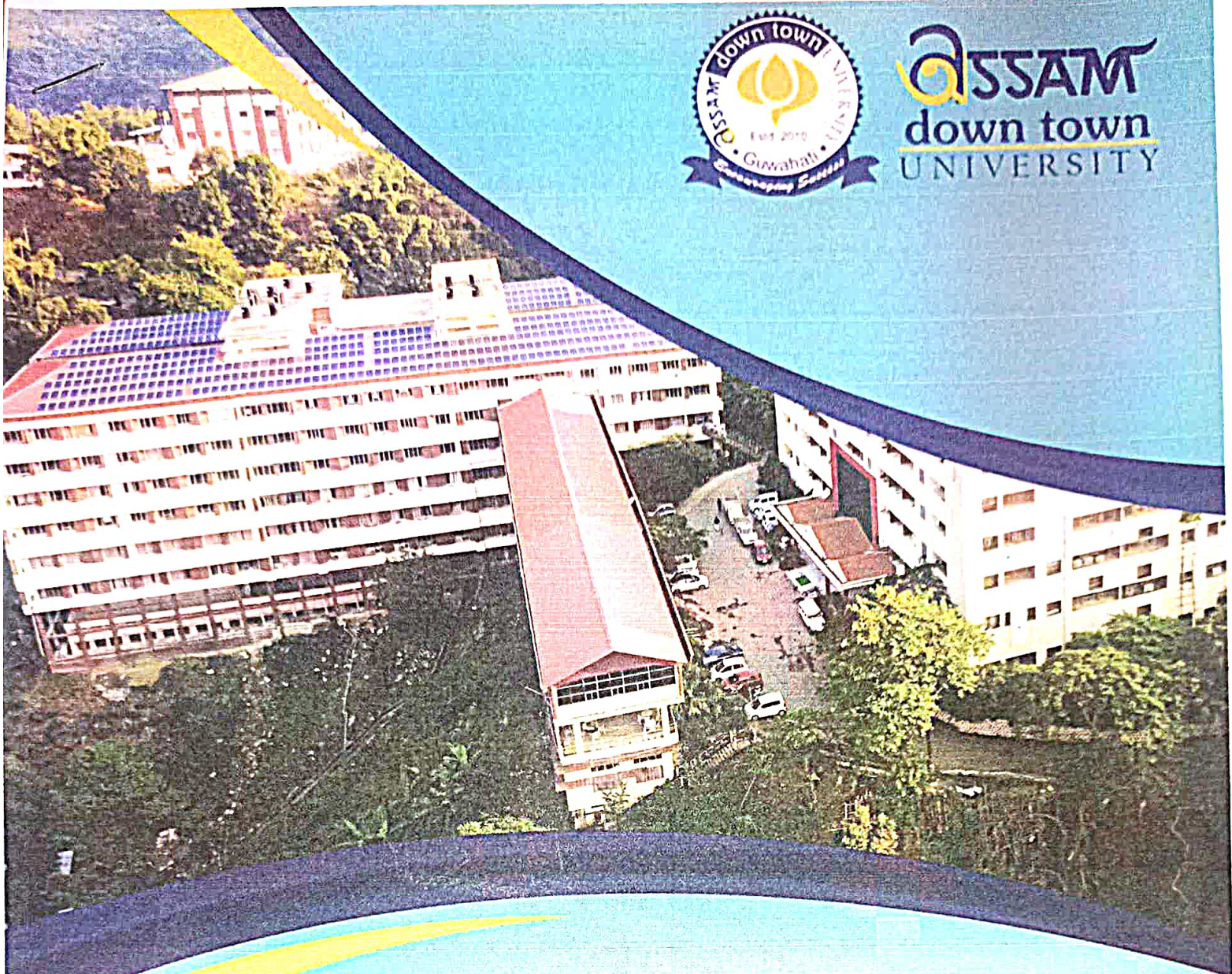




ASSAM
down town
UNIVERSITY



Policy for Grievance Redressal System

Version: 1.0

w.e.f: 08-08-2023

**Assam down town University
Sankar Madhab Path, Gandhi Nagar,
Panikhaiti, Guwahati-26, Assam**




ASSAM
down town
UNIVERSITY

Internal Quality Assurance Cell (IQAC)

Gandhinagar, Panikhaiti, Guwahati-26

(Permission Granted via The ASSAM ACT, NO. VIII OF 2010, Gazette (No. L.O. 8/2010/11) An
ISO 9001:2015 certified & NAAC accredited University

S.No.	POLICY PARTICULARS:	
1.	Name of the Policy	Policy for Grievance Redressal System
2.	Policy Issue/Notification Number/Memo Number	AdtU/IQAC/Pol-2023/18
3.	Date of Release	07-08-2023
4.	Effective From	08-08-2023
5.	Approval Date	08-08-2023
6.	Version	1.0
7.	Policy Title (Required)	Policy for Grievance Redressal System
8.	Superseded by	N.A
	Approved by	

Policy for Grievance Redressal System of AdtU

Policy Statement:

Assam down town University is committed to fostering a fair and harmonious environment for its students. To address and resolve specific grievances promptly and efficiently, the institution has established a dedicated Grievance Cell. This cell handles day-to-day student complaints with utmost care and confidentiality, ensuring that the concerns are resolved in a fair and impartial manner.

Objectives:

1. To ensure fair & confidential solution to the grievances registered by the student.
2. To provide quick & efficient resolution of the students' problem.
3. To create fair & harmonious environment among the students of the Institution.
4. To resolve the students' problem in impartial manner.
5. To coordinate among various departments and the students for making arrangement of solution of the students' problem.

Definitions:

Informal Complaint: This may be an issue defined as an academic or non-academic issue that a student has with a Faculty/Instructor, Staff Member, Administrator, Mentor or Program Coordinators etc. of the University.

Non-Academic Grievance: The type of issue raised, when a student believes that he/she has been dealt in unfair manner, which also violate established rules, policies or procedures of the University as a whole or any unit or agency or function thereof and in a manner that has caused actual harm to the student.

Academic Grievance: An issue when raised by a student believing that he/she has been harmed by being treating in an unfair manner within the context of the course/program. In order to file an academic grievance, the student must demonstrate actual harm. However, for rude treatment classroom style or general grading policies liking & disliking an instructor, the student may use the informal complaint process and discuss with the Dean of Faculty/ Dean of student affairs.

Complainant/Grievant: A complainant/grievant is an individual who raise an issue or believes his/her rights have been violated.

Respondent: A respondent is an authority/Committee/Officer/Dean/Teachers/Office Staff who receives, discuss and solve the matter.

Appellant: An individual who is filing an appeal.

Appeal: The solution against an issue or academic and/or non-academic grievance may be appealed. Appeals must be based on the issue of substantive or procedural errors which are prejudicial to impartial consideration of the case.

Confidentiality: It is understood that committee members, faculty, staff and administrators involved in the discussion of complaints or grievances will maintain professional standards of confidentiality.

A Grievance Petition must be in writing and contain:

1. The grievant(s)'s name, student identification number (if applicable), and contact information, including email address
2. The name(s) of the respondent(s)
3. A detailed description of the nature of the grievance and the actual harm suffered by the student.
4. A detailed description of attempts at informal resolution
5. A detailed description of the relief sought
6. Signature of complainant (s)
7. Date of grievance submission

General instructions:

1. No appeal shall be allowed unless the appellant cites specifically to the grievance record and states with specificity the grounds under which the appeal shall be allowed.
2. Any appeal submitted that does not include the required information will be dismissed without review.
3. The University Grievance Committee shall be responsible for reviewing substantive or procedural appeals from the decision of a dean or university administrator.

4. Decisions of the University Grievance Committee/Vice Chancellor are final.
There is no further appeal within the student Grievance procedures policy.
5. This policy is not entitled for sexual abuse harassment, assault, misconduct a
discrimination. Such complaints or grievance shall be handed by Special
Committee for the purpose.

SOP for Student's Grievance Redressal System

Procedure for filling the formal complaint/grievance:

1. Any student of the Assam down town University may register a valid complaint.
2. Complaint should be made to Student Grievance Cell, AdtU.
3. Complaint may be registered either through student ERP portal or verbally (by submitting written application) or by sending email (at student.grievance@adtU.in).
4. Student has to follow the step by step procedure after entering the ERP portal for registering a complaint.
5. In case of verbal complaint, the detail complaint would be recorded in grievance register by the Grievance Cell Executive (GCE), including the Email ID, Enrollment No. and Mobile No. of the student. Signatures of both complainant and the GCE should be recorded with date and time.
6. Upon receipt of a complaint through email, the GCE would record the details as per the point no. 5 above.
7. Upon receipt of any complaint, the GCE should immediately forward it to student.grievance@adtU.in.

Procedure for addressing the Grievance:

1. Upon receipt of a complaint, the GCE will immediately send a response to the complainant acknowledging the receipt of the complaint/grievance.

Acknowledgement should be sent within 02 (two) working days upon receipt of a complaint.

2. At this stage, based on the nature and the matter of the complaint, GCE may follow any of the following options:
 - i. If the matter of the complaint is not clear/not justified/confusing, the GCE revert to the complainant stating the issue. In ERP there should be two buttons “Accept” & “Reject”. On accepting or rejecting the grievance automatic response regarding acceptance or rejection should be generated and email intimation will receive by the student on his / her registered email ID.
 - ii. If the matter of the complaint is distinct/clearly stated and the nature of the problem is not very complex then the GCE should extend the solution (after getting immediate solutions from concerned department). This type of complaints should be addressed within 07 (seven) working days from the date of receipt of complaint.
 - iii. If the matter of the complaint is distinct/clearly stated but the nature of the problem is complex then the GCE should co-ordinate with the concerned department for solution. Concerned department would be responsible for analyzing, identifying and providing solutions to this type of complaints. GCE would continuously be doing the follow up with the concerned department. This type of complaint should be resolved within 15 (fifteen) working days from the date of receipt of complaint.

3. Meanwhile the complaints are processed; complainant should be appraised about various stages of work-in-progress.
4. However, for any complaints of complex nature, maximum duration for resolution may extend for another 10 (ten) working days. Such complaints thus should be resolved within maximum of 25 (twenty five) working days.

Re-appeal:

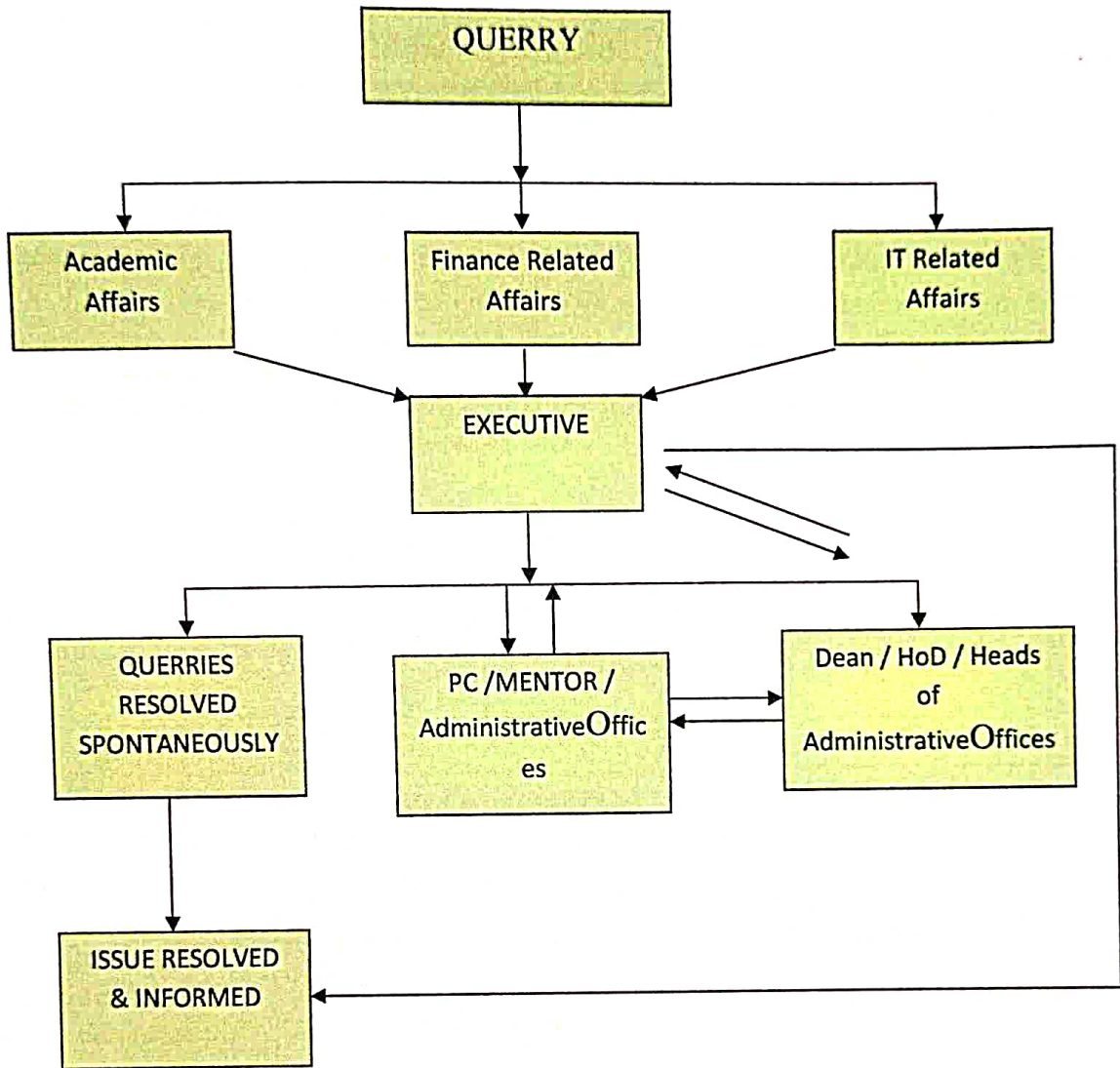
1. If a student is not satisfied with the resolution of his/her complaint, he/she may take the option of “Re-Appeal” by submitting an application to the Registrar office for reconsideration/ review within 15 working days from the date of resolution of his/her complaint. Student needs to mention the details (complaint no., date of complaint, matter of complaint and date of resolution given) of the complaint for which he/she is re-appealing.
2. The Registrar would verify the complaint and the resolution given in consultation with the concerned department. In case there is no change in the decision/resolution, the complaint would be declared permanently closed by the Registrar. If there is any change in the decision/resolution, the Registrar would inform the student and accordingly the grievance record also will be updated. Any case of “Re-Appeal”, should be addressed within 15 (fifteen) working days from the date of receipt of Re-Appeal application.

Grievance category and requirements

Examination				Academic				Administration						
Sub Category1	Sub Category2	Details to be provided by the student	Mandatory Attachment to be given by the student	Category	Sub Category1	Sub Category2	Details to be provided by the student	Mandatory Attachment to be given by the student	Category	Sub Category1	Sub Category2	Details to be provided by the student	Mandatory Attachment to be given by the student	
a) Marks Sheet Correction	Type of exam.	Regular or Compartmental	Wrong Marksheets received	Departmental Issues	No Practical Class Conducted (Regular Basis)	Course / Semester / Subject	(i) Date & Time of Class. (ii) Name of Faculty member.		Finance Deptt.	a) Hostel Security Deposit Refund	Hostel Security Deposit Refund Application Date	Hostel Security Deposit Refund Application ID	NA	
	Semester	In which Exam appeared	Copy of Result Sheet		No Theory Class Conducted (Regular Basis)	Course / Semester / Subject				b) Scholarship related issue	Type of Scholarship	Scholarship related Semester	Scholarship related Semester	NA
	Subject code	As per Exam. Appeared		Others	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.		c) Semester Fee updation	Type of deposit	Bank/Cash/Google Pay/UPI/ Portal/DD	Payment reference document		
	Month & year of exam.	In which Exam conducted			Student have to clearly mention the issue.					Date of deposit	Amount deposited			
b) Result Sheet Updation	Type of exam.	Regular or Compartmental	Copy of current Result	Admission Deptt.					Hostel Related Issues	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.		
	Semester	In which Exam appeared									Hostel Maintenance	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
c) Pass Certificate Correction	Subject code	As per Exam. Appeared		Transportation Issues					Sexual Harassment	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.		
	Exam. Roll No.	Exam. Roll No.									Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
d) Provisional Pass Certificate Requirement	Month & year of exam.	In which Exam conducted		Ragging					Repairing & Maintenance	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.		
	Exam. Roll No.	Exam. Roll No.									Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
e) Provisional Marks Sheet Requirement	Exam. Roll No.	Exam. Roll No.	Wrong Pass Certificate received	House keeping & Cleaning					Other	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.		
	Exam. Roll No.	Exam. Roll No.	Copy of all Marksheets								Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
	Type of exam.	Regular or Compartmental	Copy of all Marksheets								Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
	Semester	In which Exam appeared									Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.	Student have to clearly mention the issue.
Others	Subject code	As per Exam. Appeared												
	Month & year of exam.	In which Exam conducted												
	Exam. Roll No.	Exam. Roll No.												
		Student have to clearly mention the issue.												

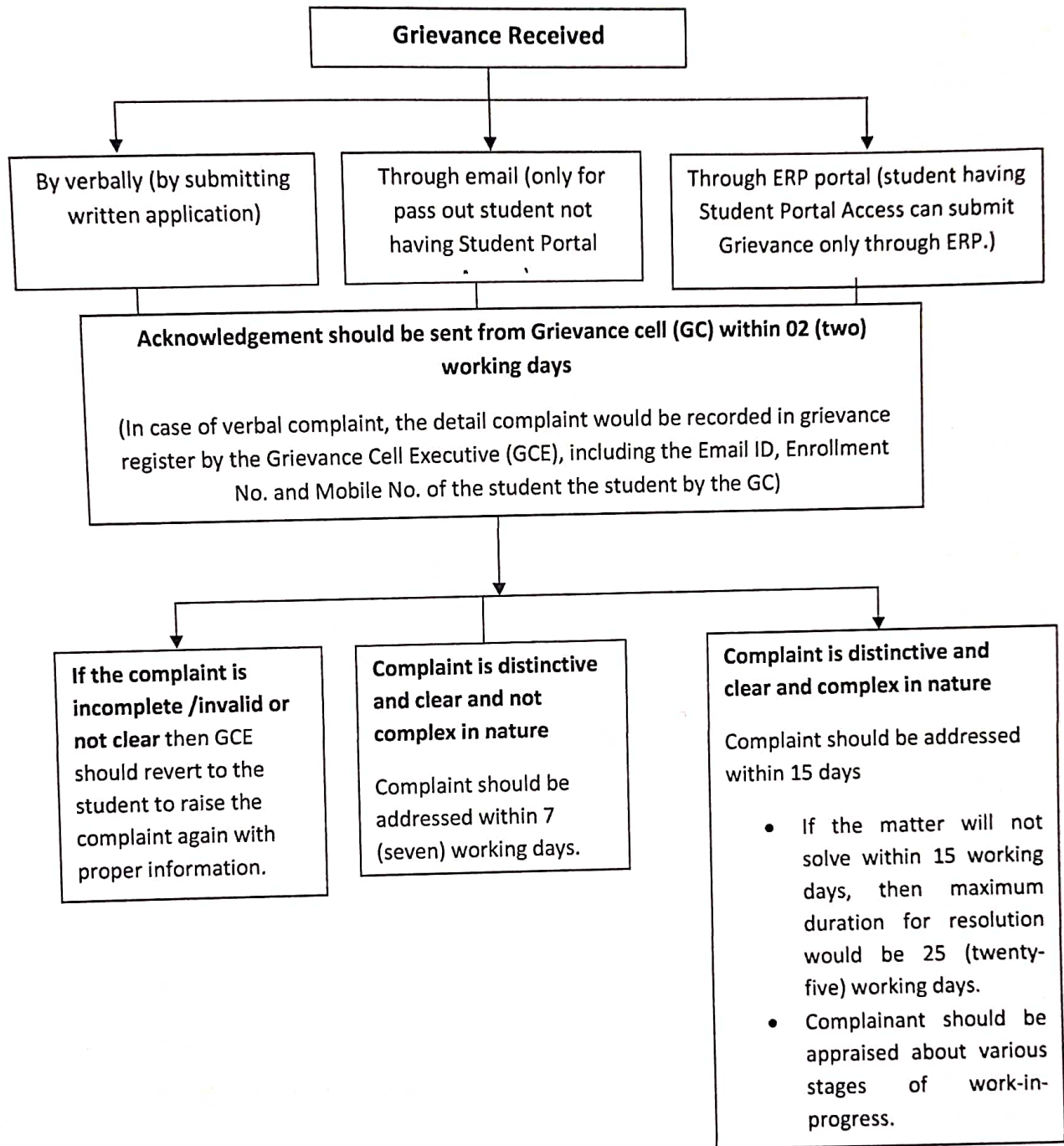
ANNEXURE – II

FLOWCHART OF GRIEVANCE REDRESSAL PROCESS OF ADTU



ANNEXURE – III

PROCESS MAP OF GRIEVANCE REDRESSAL SYSTEM OF ADTU



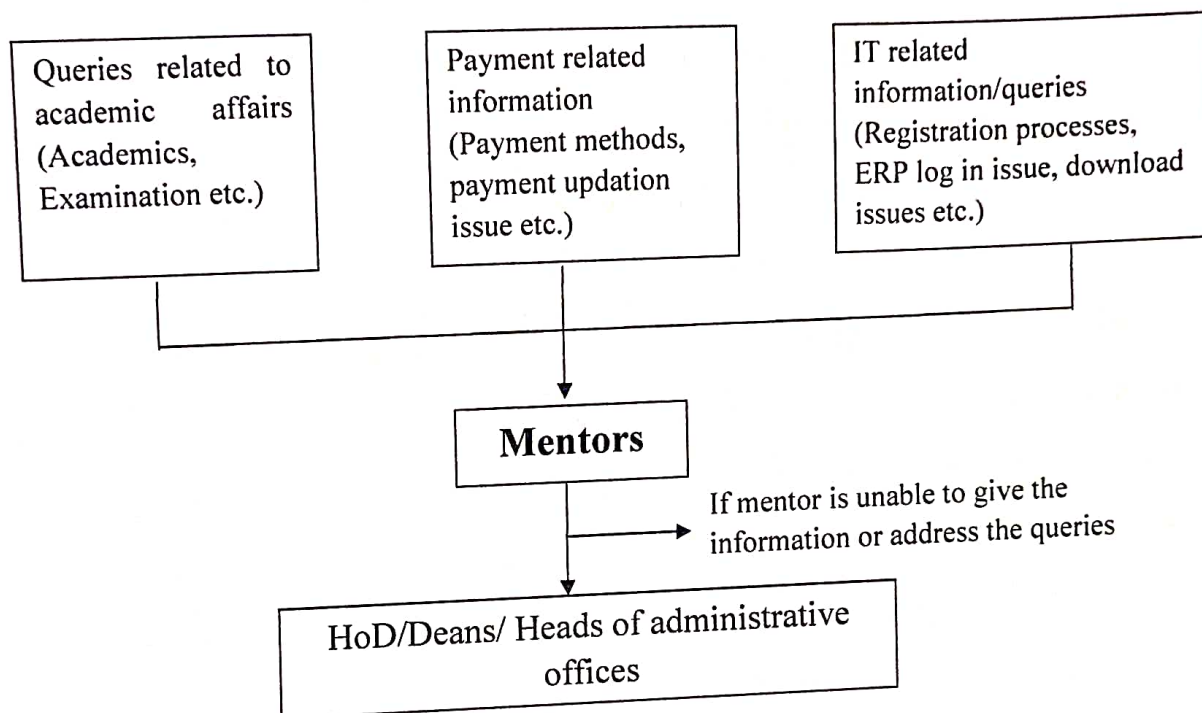
SOP for Online Student Helpdesk Service

This service aims to provide and ensure:

1. Effective and efficient communication with the students
2. Prompt and clear solutions to the student's issues.
3. Propagation of general and specific information to the students
4. Deal pseudo-grievances
5. Student's compliance

Student helpdesk would be equipped with general information in the form of FAQ. Student's queries which are not addressed by the FAQs, would be taken up by the official/executive who would be assigned to handle the student helpdesk. The executive would thereby be liable to collect the required information/resolution from concerned department/section and pass on to the respective student within a stipulated duration. Program Co-ordinators /Mentors /Executive /Officers are the primary contact point and the Deans/HODs/Heads of Administrative Offices are the secondary contact points. Student helpdesk executive is desired to contact any or both the point of contact to collect the required information/solution. Mostly, all the mentors are expected to deal with student's queries offline. In case of online queries, student may also be guided to the mentors by the executive depending on the type of queries like inter-departmental aspects. Information/resolution to such queries/issues raised by the students should be given within 02 (two) working days by the executive.

It is highly desired that maximum student's queries are addressed quickly through student helpdesk thereby improving student's compliance and avoiding the cases of pseudo-grievances.



ANNEXURE – IV

FAQs

1. How to apply online for admission in Assam down town University (AdtU)?

Answer- Student can apply online through university website.

(<http://www.adtu.in/apply>)

2. What system of education is followed at AdtU?

Answer- AdtU follows semester system. Students are required to maintain minimum SGPA (Semester Grade Point Average) & CGPA (Cumulative Grade Point average) to get promoted to the next semester and qualify for Degree/Diploma.

3. Is hostel facility available in the University campus?

Answer- Yes, hostel facility is available for both boys and girls separately inside the campus but as seats are limited so AdtU follows first in first serve basis. Each hosteller gets a good steady bed, a sturdy table & chair, a wooden clothes stand, and a cupboard for storage. To ease the pressure on students in their daily activities, washing machines are installed to save time and effort. The campus also provides free usage of WiFi to ensure that all students can effortlessly stay in touch with their social media handles and equip themselves with the latest news and updates in all fields.

4. Is transport facility available in the University?

Answer- Yes. Transport facility is available.

5. How to apply for University transport facility?

Answer- Student can apply for University transport facility through the student portal.

6. What is student portal?

Answer- A student portal is an online platform where a student can log in to gain access to all important institutional links and other learning materials and information. Once the students' ID is generated on this platform, they will be able to change their password, view their Time-Table, stay updated with University Circulars and Notices, get access to Classroom Notes and get status updates on Library usage. Students can also get the Assignments of their respective Program via this online platform. Students can stay tuned to Placement Notice Alerts. All payments can be made through this platform.

7. Where to get the link of student portal?

Answer- The link for student portal is available in University website under the **My AdtU Login** section. (<https://adtU.in/student/login.php>)

8. How to login the student portal for the first time.

Answer- A student can login to the student portal by using their username and password. User Name will be the University Enrolment No eg: ADTU/2012-15/BPT/001 and password will be the date of birth in YYYYMMDD format eg: 19990101.

9. What to do if password is forgotten?

Answer-A student can reset his / her password by clicking the "Forgot Password" bottom available in the Student Portal.

10. Whom to contact for Alumni portal login problem?

Answer- A student needs to submit this issue to the grievance cell of the university through student portal.

11. How to upload documents for registration through the student portal?

Answer- Login to the student portal and go to the application section then click Upload Documents. Upload the specific document type and finally click save uploaded attachment.

12. How to view class notes in the student portal?

Answer- - Login to the student portal and go to the application section then click Class notes. Select the required paper and click Get report.

13. How to apply for student ID card?

Answer- Login to the student portal and go to the application section then click ID-Card. Fill in the form and upload the necessary documents then click Generate.

14. What is the procedure of applying for correction of details in ID card?

Answer- A student needs to submit this issue to the grievance cell of the university through student portal.

15. What is the procedure of applying for change of registered Phone No/Email ID?

Answer- A student can change his/her registered Phone No/Email ID in My Profile of the student portal. However, this facility is limited to only for one time.

16. How to download Admit card?

Answer. Admit card needs to be downloaded through the student portal. Login to the student portal and go to the application section then click Download Admit Card.

17. If unable to download admit card, whom to contact?

Answers-Students need to contact Mentor/Programme Coordinator and inform the issue.

18. How can a student make online payment of fees?

Answer- A student can make online payment through student portal. Login to the student portal and go to the Pay Online section.

19. How to apply for Hostel Security refund?

Answer- A Student can apply for Hostel Security refund through student portal. Login to the student portal and go to the application section then click Apply Hostel Security Refund.

20. How to apply for Course Security refund?

Answer- A Student can apply for Security refund through alumni student portal. Login to the alumni student portal and go to the application section then click Apply Course Security Refund.

21. What is the minimum requirement of attendance to be eligible for appearing End semester Examination?

Answer- A minimum of 75% attendance is required to appear in the examinations. Attendance of a student is calculated from the date of commencement of classes.

22. How to apply for End semester/Compartmental examination?

Answer- Regular students having minimum 75% of attendance are automatically eligible for appearing end semester examination. For compartmental, Login to the

student portal and go to the application section then click Compartmental. Add the backlog paper; make the payment and click apply.

23. How to apply for provisional Pass Certificate?

Answer- A student can write an application along with the copy of all Marksheet from 1st Semester to the Final Semester to the Grievance Cell for provisional Pass Certificate.

24. How to apply for original Marksheet/Certificate?

Answer- A Student can apply for original Marksheet and Certificate by means of the convocation application form available in the application section of the student portal.

25. What is the procedure of applying for Re-evaluation of Answer Script?

Answer- For re-evaluation of Answer Script a student can write an application after one week from the date of declaration of the result. For this student has to pay the prescribed fee. For online mode of examination re-evaluation is not possible.

26. What is the procedure of applying for correction in Result sheet?

Answer- For correction of result sheet, a student can write an application along with details of examination, copy of the issued result sheet to the Grievance Cell.

27. What is the procedure of applying for correction of course code in exam form?

Answer- Students need to contact Mentor/Programme Coordinator and inform the issue.

28. What is the procedure of applying for correction of Grades in Grade Card?

Answer- For correction of Grades in Grade Card, a student can write an application along with the details of examination, copy of the issued Grade Card, copy of all Marksheet from 1st Semester to the Final Semester to the Grievance Cell.

29. How to submit a Grievance?

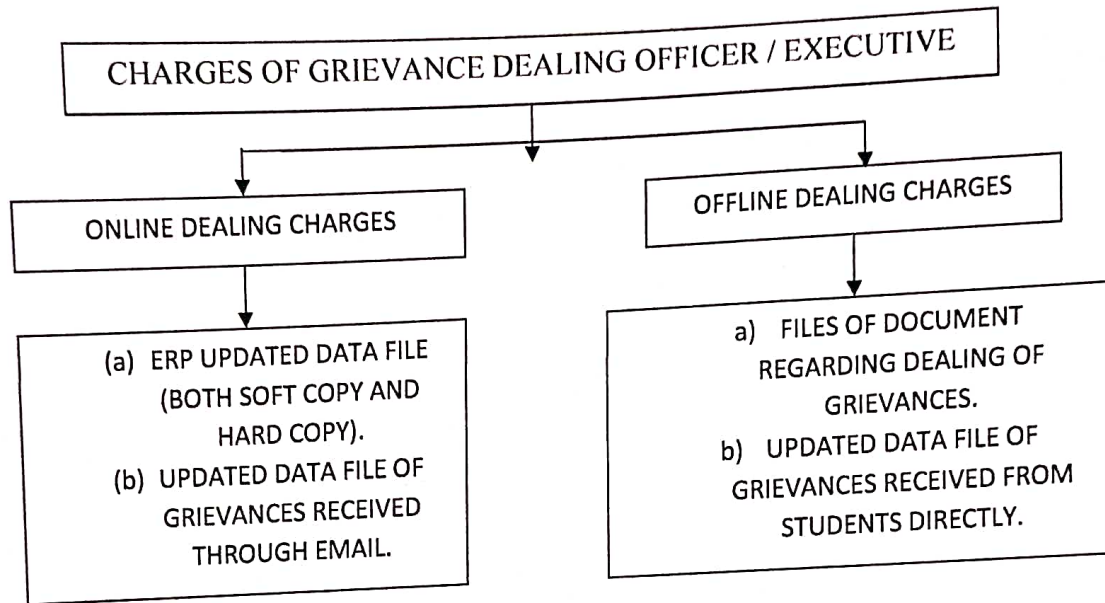
Answer- A student needs to login to the student portal, go to the application section and click Grievance Redressal.

30. Which language should use for official communication?

Answer- For any official communication a student needs to communicate via English language.

ANNEXURE – V

CHARGE HANDOVER MECHANISM OF GRIEVANCE DEALING OFFICER / EXECUTIVE OF ADTU



NOTE

The new person who will take charges of Grievance Officer / Executive need to undergo for on the job training for a minimum period of 7 (seven) working days from the existing Grievance Officer / Executive.

The on the job training should include:

- (a) The Grievance handling process.
- (b) The way of interaction with the student.
- (c) The process of interaction with the Departments / Dean / HoDs and the matter therein.