



CIRCULAR

GSFC University – Establishment of Grievance Redressal Cell

Preamble

GSFC University is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell is being set up at GSFC University in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23-29, 2013) for handling day-to-day grievances related to students. The UGC Regulations also briefs about the appointment of an OMBUDSMAN who will resolve the alleged grievances faced by the students of the University.

The Grievance Redressal Cell (GRC) shall facilitate to resolve the grievances in a fair and impartial manner, maintaining necessary confidentiality, as the case may be. In case, the complainant student is not satisfied with the decision of the GRC, the complainant can approach the OMBUDSMAN for redressal of the grievance.

Objectives

1. To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the students of University.
2. To uphold the dignity of the University by promoting cordial Student-Student relationship and Student-teacher relationship.
3. To develop a responsive and accountable attitude among the students, thereby maintaining a harmonious atmosphere in the University campus.
4. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
5. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.



6. To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

Definitions of Grievances

Type of Grievance	Specification
Academic Related Issues	Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, University Prospectus, Research related issues, etc.
Extension and Extra-Curricular	Alumni Registration, Award of Non-Academic Credits etc.
Amenities and Maintenance	Hostel facilities –Allocation of rooms, Standard of a meal, Internet Connectivity, Utility-stores, IT facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc.
Placements and Internships	On-campus or off-campus interviews, soft skills training, Internships, etc.
General Administration	Fee collection system, Online Fees Collection, Fee Payment Gateway, ID Cards, Scholarships, Transportation etc.
Other Related Issues	Safety and Security, Discipline, Misbehaviours, Emergency Services etc.

Composition of Grievance Redressal Cell (GRC)

The Grievance Redressal Cell at University level comprises of the following members:

Sr. No.	Name	Designation	Position held in GRC	Contact Details
1	Dr. Nikhil Zaveri	Provost	Chairperson	Email: Provost@gsfcuniversity.ac.in M: 9375012584
2	Shri Atul Dholakia	Dy. Director, Administration	Member	Email: atul.dholakia@gsfcuniversity.ac.in M: 997 985 3555
3	Dr. Nishith Parikh	Associate Dean, SOT	Member	Email: nishith.parikh@gsfcuniversity.ac.in M: 972 566 9149



4	Dr. K. Santhosh	Associate Dean, SOS	Member	Email: santhosh.kumar@gafcuniversity.ac.in M: 982 574 1479
5	Dr. Dinesh Garg	Dean, School of Management	Member	Email: dinesh.garg@gafcuniversity.ac.in M: 990 996 5815
6	Shri Chandravadan Doshi	Dean & Associate Professor, School of Fire & Safety	Member	Email: chandravadan.doshi@gafcuniversity.ac.in M: 9879510060
5	Dr. Ghanshyam Tejani	Senior Academician	Member	Email: ghanshyam.tejani@gafcuniversity.ac.in M: 982 489 9801
6	Student Representative (To be nominated by Provost as and when the complaint is received)		Special Invitee	
7	Shri R. B. Panchal	Registrar	Member and Convener	Email: ramesh.panchal@gafcuniversity.ac.in M: 989 830 0668

Lodge a Complaint:

1. Any student or parents who want to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective school, who will address the issue and try to resolve it within 7 working days of the receipt of the grievance.
2. If there is no response within the stipulated time from the respective school or grievant is dissatisfied with response/resolution to his/her grievance, then the grievant is free to represent his/her grievance to the Grievance Redressal of University.
3. Any aggrieved student with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, through any of the following modes:
 - Sending via Online Complaint Mechanism Portal of University
 - Submitting a signed hard copy of the grievance complaint in person to the Member/Officer-in-Charge (appointed by the GRC) of Grievance Redressal Cell of University.



Roles and Responsibilities of Grievance Redressal Cell:

1. To provide proper advocacy to the grieved student to express their grievances freely and frankly without any fear of being victimized;
2. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.
3. To protect the privacy and confidentiality of all parties during the investigation
4. To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance application.
5. To ensure speedy disposal of every grievance application - within a maximum period of one month of the receipt of application.
6. The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant within a week time.
7. Upon receipt of grievance the Grievance Redressal Cell shall categorise, analyse the merits of the grievance, and enquire into the grievance and redress within such period as may be specified, not exceeding 15 days from the receipt of grievance complaint.
8. The committee shall fix a date for hearing, and intimate the same to the grievant.
9. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including all concerned to the matter.
10. After the hearing or investigation, the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit.
11. Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties, which shall be binding on both the parties.
12. If, the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to the Ombudsman within seven days of the receipt of the committee's decision. The Ombudsman shall provide final decision as speedily as possible as but not later than a month of receipt of the grievance.



Action by Ombudsman:

1. The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Cell, to hear and dispose of the complaint.
2. In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.


Closure of Complaint:

The Complaint shall be considered as disposed off and closed when:

- a. The Grievant has indicated acceptance of the resolution.
- b. The Grievant has not responded within four weeks from the date of receipt of the information on resolution.

Record:

The information relating to the proceedings of grievances shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Grievance Redressal Cell shall maintain a grievance register under the supervision of a Member/ Officer-in-Charge of Grievance Redressal Cell. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee


R.B. Panchal
Registrar

To,
All Concern

Through E-mail to-

- Provost
- Director (Administration)
- Deputy Director (Administration)
- Finance Department
- Dean / Associate Deans
- Admission section
- IT Department... For uploading on the website
- Facility Department... For display on All Notice Boards

President – For information please