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UNIVERSITY

Grievance Redressal Policy

Approved by :-Governing Body of the University



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Table of Contents

GRIEVANCE REDRESSAL POLICY.....	3
Preamble.....	3
Definition	3
Objectives	3
Timeline flowchart for the Redressal of the Grievance Redressal.....	5
Maintenance of records of grievance and reporting.....	6




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1	Name of Policy	Grievance Redressal Policy
2	Brief Description of the Policy	This policy provides a structured framework for addressing and resolving concerns raised by students. The policy ensures that grievances are handled in a fair, transparent, and timely manner. The Grievance Redressal Policy fosters a supportive and responsive environment by giving all stakeholders a clear avenue to voice their concerns and seek fair resolutions.
3	Approved by	Governing Body of the University
4	References for the policy	<ol style="list-style-type: none"> 1. University Grants Commission (Grievance Redressal of Students) Regulations, 2018 2. First Academic Regulations of the University



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GRIEVANCE REDRESSAL POLICY

Preamble

The University has a Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, faculties and non-teaching staff. The Grievance Redressal Committee is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person

Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action. The grievances may lodge by the students, faculties and non-teaching staff.

Objectives

The purpose of this policy is to set forth the procedures to be followed in receiving, handling and responding to any grievance against individual/department/University in respect of the services offered by it. To address the complaint/grievance the committee shall inculcate the law of natural justice at all levels and hear the complaint and concerned the person as well. The students and staff (Teaching/Non-Teaching) are the main stakeholders in any situation imparting education thus it's our best endeavour to make all efforts to ensure transparency in all the activities at different stages. Considering this motivation, the institute has decided to provide mechanism for redressal of grievances.

The following are broad objectives for handling the grievances:

- a) To provide fair and equal treatment to all grievances without bias at all times
- b) To ensure that all issues raised by any stake holder are dealt with courtesy and resolved in stipulated timelines
- c) To develop an adequate and timely organizational framework, to promptly address and resolve grievances fairly and equitably
- d) To provide enhanced level of stake holder's satisfaction
- e) To provide easy accessibility to all the grievances for an immediate grievance redressal
- f) To put in place a monitoring mechanism to oversee the functioning of the grievance handling policy

1. **Grievances shall include** the following complaints of the aggrieved student

- a) Making admissions contrary to merit determined in accordance with the declared admission policy of the University
- b) Irregularity in the admission process adopted by the University




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- c) Refusing admission in accordance with the declared admission policy of the University
- d) Non publication of the prospectus (either hard copy / online) as specified in these regulations
- e) Publishing any information in the prospectus, which is false or misleading and not based on facts
- f) Withhold or refuse to hold any document in the form of certificate of Degree, Diploma or any other award or other document deposited with it by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue
- g) Demand of money in excess of that specified in the declared admission policy to be charged by the University
- h) Breach in reservation policy in admission as may be applicable
- i) Non-payment or delay in payment of scholarships to any other student that such University is committed under the conditions imposed by University Grants commission or by any other authority
- j) Delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar
- k) On provision of student amenities as may have been promised or required to be provided by the institution
- l) Non transparent or unfair evaluation practices
- m) Refund of fees in case a student withdraws the admission within the stipulated time as mentioned in prospectus as notified by the Commission from time to time

The grievances received other than the categories mentioned above shall be directed and through the appropriate departments or authorities.

2. How to raise the grievance?

The complainant can raise grievances through both offline and online mode. The grievances can be submitted through the online grievance form which shall be made available on the website.

3. Constitution and formation of the Grievance Redressal Committee

As per the UGC Grievance Redressal regulations 2018, the Grievance Redressal Committee shall be constituted under the Chairmanship of the Dean / Senior Academician. The members of the committee shall be as follows:

Members: Dean of Students/ Dean, Student Welfare
Two senior Academicians other than Chairperson
Proctor/ Senior Academician

The term of the Grievance Redressal Committee shall be two years.

The Quorum for the meeting of the Grievance Redressal Committee shall be two.




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The committee shall meet at least twice in a year and further as and when required.

The committee shall prepare and follow the mechanism for the Grievance Redressal.

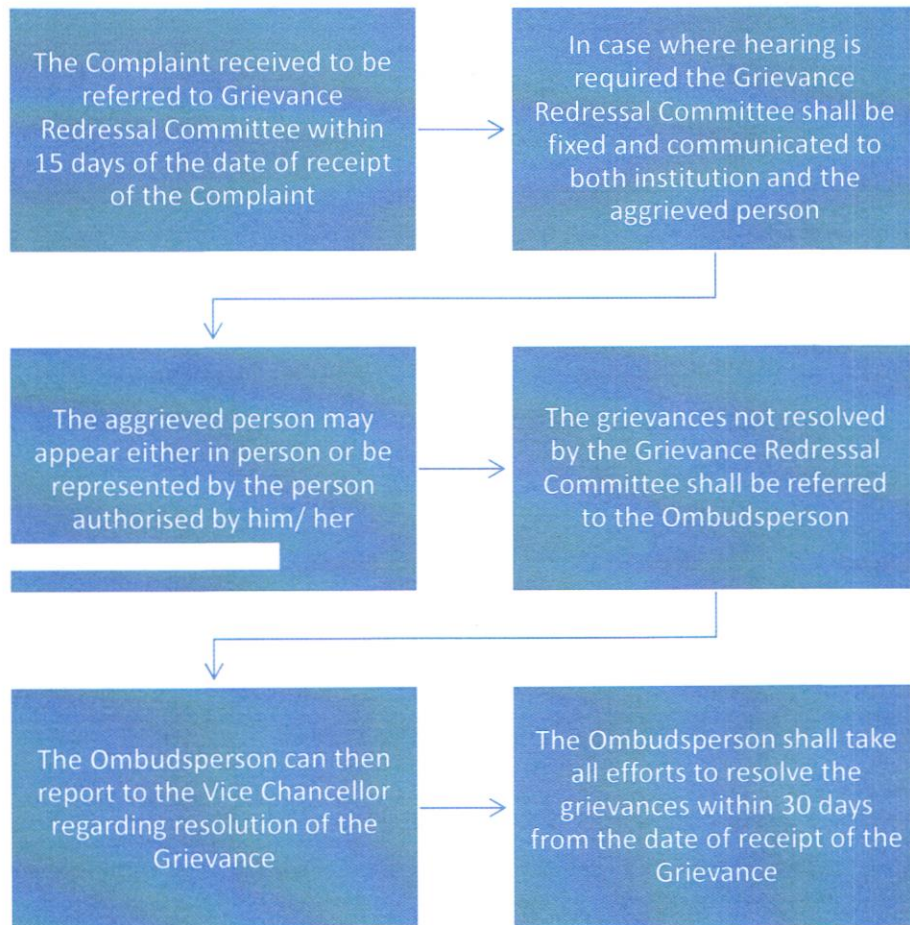
The committee shall keep record of the grievances resolved through the appropriate department or authority which are not categorised as grievances as per the UGC Grievance Redressal regulations 2018 and this policy.

Further the guidelines issued by the University Grants Commission from time to time shall be followed for change of constitution pertaining to the committee and its term of reference.

4. Appointment, tenure, functions, removal and conditions of Service of Ombudsperson

The appointment, tenure, functions, removal and conditions of the Service of Ombudsperson shall be as per the UGC Grievance Redressal regulations 2018.

Timeline flowchart for the Redressal of the Grievance Redressal




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Maintenance of records of grievance and reporting

The Grievance Redressal Committee shall maintain all records pertaining to grievance/complaint received and closure of the grievance. The notice, minutes and attendance sheets shall also be maintained and made available as and when required.




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