



COTTON UNIVERSITY

Panbazar, Guwahati-781001, Assam, India

www.cottonuniversity.ac.in :: 0361-2733530 :: registrar@cottonuniversity.ac.in

No.: CU/REGOFF/2017/017/ 7529 A

Date: 3rd July, 2023

NOTIFICATION

In pursuant to the Res. No. EC/2023/29/2 of the Executive Council in its 29th meeting held on 22 June, 2023 the following policy documents are notified and implemented in Cotton University with immediate effect.

Sl. No.	Policy Name
1	Cotton University Research Policy
2	Policy for the Students' Grievance Redressal Mechanism, 2023
3	Policy for Students' Fellowship, 2023
4	Policy for Slow and Advanced Learners
5	Policy document on Intellectual Property Rights, 2023
6	Policy document for granting financial support to university teachers for attending national and international conferences/ seminars/ workshops/ symposia under faculty development programme (FDP)
7	Policy Documents on In-House Research Project & Guidelines
8	Guidelines for In-House Departmental Projects

This has been issued with approval of the Hon'ble Vice Chancellor, Cotton University subject to the post facto approval of the Executive Council.

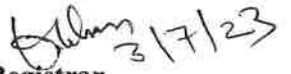

Registrar

Memo No.: CU/REGOFF/2017/017/ 7529 (A) (H)

Date: 3rd July, 2023

Copy for information to:

1. Pro-Vice Chancellor, CU for kind information.
2. PS to Vice Chancellor for kind appraisal of the Hon'ble Vice Chancellor, CU
3. All Deans of CU for kind information.
4. All Officers/ HoDs of CU for kind information.
- ✓ 5. Coordinator, IQAC for kind information.
6. CSM to upload the notice in CU website with the Policy documents.
7. Notice Board
8. Office File


Registrar 3/7/23



अप्रमत्तेन वेद्ध्यम्

**POLICY FOR THE
STUDENT GRIEVANCES REDRESSAL
MECHANISM, 2023**

**Cotton University
Panbazar, Guwahati-781001, India**

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Introduction

Pursuant to 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 Cotton University, Guwahati hereby notifies its policy with guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of Cotton University, Guwahati. Central to this set of guidelines is the continued working, under the purview of the aforesaid UGC regulations, of the Student Grievances Redressal Cell of Cotton University that was constituted first in May, 2020.

This policy document with guidelines shall completely supersede and replace the existing guidelines of Cotton University on Students Grievance Redressal.

This policy document shall be in force with immediate effect.

1. Definitions:

Within this CU Students Grievance Redressal policy, unless the context otherwise requires:

- 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 Cotton University;
- b) "institution" means Cotton University, Guwahati.
- c) "Declared admission policy" means the policy for admission to a course or program of study as offered by Cotton University, Guwahati published in the prospectus.
- d) "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - I. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - II. Irregularity in the process under the declared admission policy of the institution;
 - III. Refusal to admit in accordance with the declared admission policy of the institution;
 - IV. Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
 - V. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - VI. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited 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;

- VII. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- VIII. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- IX. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution;
- X. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the University Grants Commission;
- XI. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- XII. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- XIII. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the University Grants Commission, from time to time;
- XIV. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- XV. denial of quality education as promised at the time of admission or required to be provided;
- XVI. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- XVII. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- XVIII. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the University Grants Commission.

- e) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- f) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, 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) "Student" means a person enrolled, or seeking admission to be enrolled, in the institution, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- h) "Students' Grievance Redressal Cell (SGRC)" means a cell constituted under these regulations, at the level of the institution.

2. Constitution and Working of the Student 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 Institution shall keep operative a Student Grievance Redressal Cell (SGRC), to judge the grievances of the students, with the following composition, namely:
 - a. A Professor or a Senior Faculty Member - Chairperson
 - b. Four Professors/Senior Faculty Members of the Institution as Members.
 - c. A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- III. At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- IV. The term of the chairperson and members shall be for a period of two years.
- V. The term of the special invitee shall be one year.
- VI. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- 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.

3. 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. The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- IV. The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.

- V. 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.
- VI. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- VII. The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- VIII. 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.

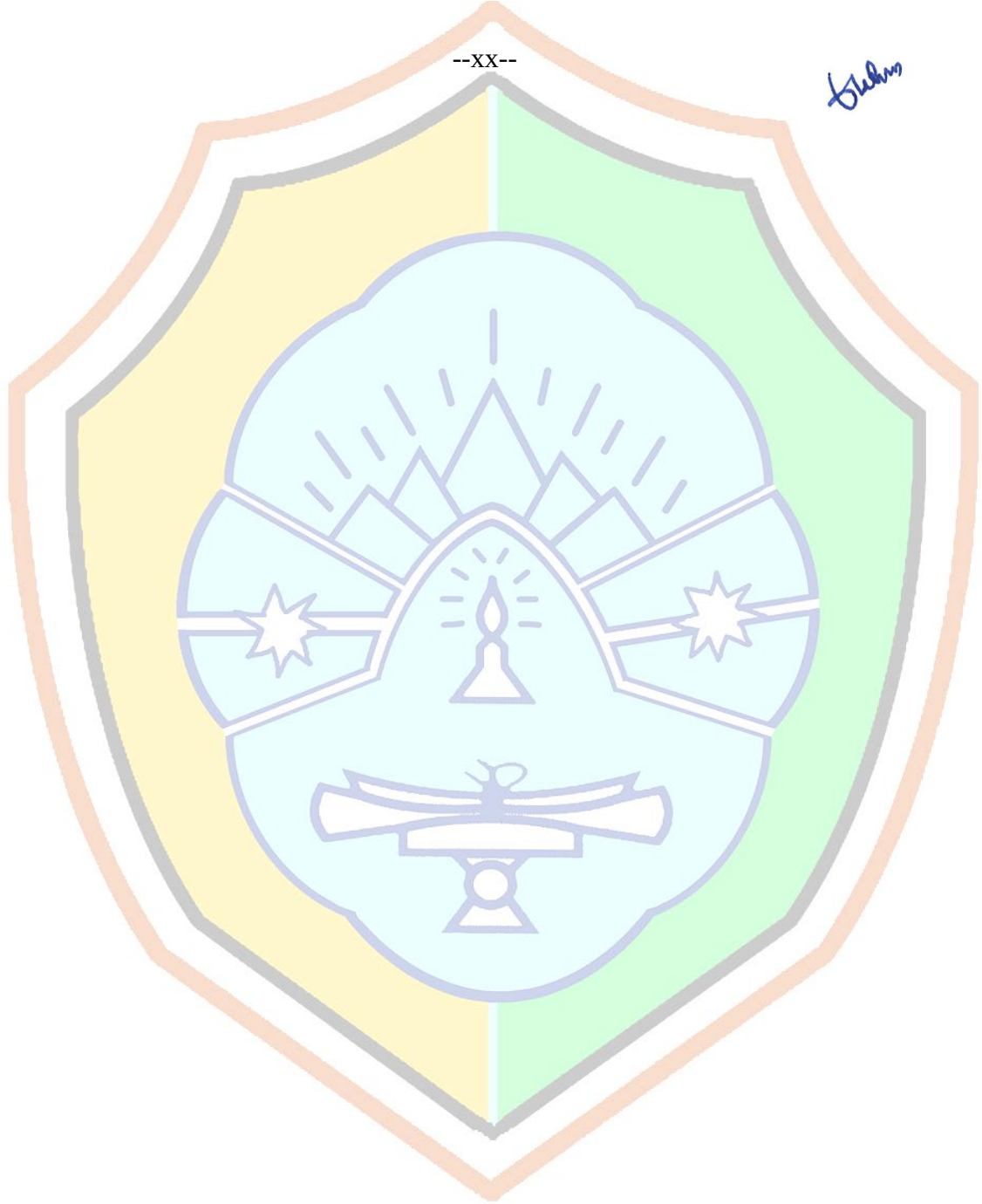
4. Functions of the Ombudsperson:

- 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 amicus curiae, 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).

5. 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 thereof, 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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