



University of Kashmir

Srinagar-J&K

(NAAC Accredited "A" Grade University)

University Campus Hazratbal Srinagar, Kashmir, J&K- 190006

MECHANISM FOR GRIEVANCES REDRESSAL & RAGGING POLICY

The modern system of education revolves round the students. The students are the fundamental/main stakeholders in any educational institution. Taking this spirit in consideration, the University of Kashmir has created various mechanisms for timely redressal of student grievances including sexual harassment and ragging cases. The Grievances may broadly include the following complaints of the aggrieved students

1. Academic

- a. Grievance related to Attendance
- b. Grievance related to charging of fees
- c. Grievance regarding Examinations
- d. Grievance related to Assessment, etc.

2. Non-Academic

- a. Grievance related to Victimization & ragging
- b. Harassment by colleague students or the teachers etc.

A) Departmental Level Committee:

The Departmental Committee deals with the Grievance related to Academic and Administrative matters of the concerned Department. The Departmental Committee consists of all the permanent faculty members of the concerned department as:

- | | |
|---------------------------|---------------------------------------|
| i. Head of the Department | Chairperson/Chairman of the Committee |
| ii. Other Faculty members | Members of the Committee |

B) Faculty Level Committee

The Faculty Level Committee deals with the Grievance related to Academic and Administrative matters of the concerned Faculty. The Faculty Level Committee consists of the nominated senior faculty members (preferably Professors) of the concerned faculty headed by the Dean of the faculty.

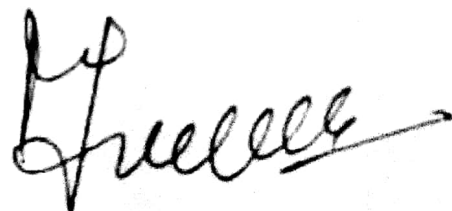
C) University Level Committee:

The University Level Committee deals with all the Grievances directly which is related to the common problems at Institute level both Academic and Administrative. In addition, this committee also entertains the appeal filed by the student against the decision of the Department level committee and Faculty Level committee. The University Level Committee consists of the senior most faculty members (preferably 3-5) of the University headed by the Vice Chancellor or he can nominate the Dean Academic Affairs to head the committee.

Besides, these committees, the university has many other GRIEVANCE REDRESSAL & Ragging Committees headed by Dean Students Welfare, Chief Proctor, Provost, etc.

Procedure for Redressal of Grievances (RoG)

- An aggrieved student who has the Grievance or Grievances at the Department/Area level shall make an application first to the Head of Department (HoD). The Head of Department, after verifying the facts will try to redress the grievance within a shortest possible time, preferably within a week of the receipt of application of the student.
- If the student is not satisfied with the decision of Departmental level committee, he/she can submit an appeal to the Faculty level committee within a week from the date of the receipt of the reply from the Department level committee.
- The Dean of Faculty, after verifying the facts and the papers concerned and having discussion within the Chairman of the Departmental level committee will place the matter before the Faculty level committee which shall either endorse the decision of the Departmental level committee or shall pass appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.
- If the student is not satisfied with the redressal offered by the Faculty level committee and feel that his/her Grievance is not redressed, he/she can submit an appeal to the University level committee within a week from the date of receipt of decision with the relevant details.



Signature of Chief Proctor

