



Guru Gobind Singh Indraprastha University
Sector 16-C, Dwarka, New Delhi 110 078
University Students Grievances Redressal Committee (USGRC)

F-20/GGSIPU/USGRC/Policy/2022-23/539

Dated: 21/04/2022

CIRCULAR

Subject: University Students Grievances Redressal Committee (USGRC) – Scope of Grievances include complaints by aggrieved students- reg.

1. GGSIP University, in compliance of the University Grant Commission (Redressal of Grievances of Students) regulation 2019 has Constituted a University Students Grievances Redressal Committee (USGRC) vide order F No GGSIPU/Co-ord. / Misc./2020 /118 dated 23rd June 2021 as per the details given below:

- | | | |
|---------|--|---|
| (i). | Prof. Vaishali Singh
USB&AS, GGSIP University | Chairperson |
| (ii). | Prof. Manpreet Kaur Kang
Director, Students Welfare & Dean, USHSS,
GGSIP University | Member |
| (iii). | Prof. Ravi K. Dhar
Director, Jagannath International Management
School, Vasant Kunj, New Delhi – 110 070 | Member |
| (iv). | Prof. Neeraj Priya
Director, Guru Ram Dass College of Education
Shahdara, Delhi – 110 094 | Member |
| (v). | Prof. Kanwal D.P. Singh
USLLS, GGSIP University | Member |
| (vi). | Ms. Anushka Gupta, (Enr no. 00716503518)
4 th year USLLS, GGSIPU | Special Invitee
(Student Representative) |
| (vii). | Mr. Saurabh Maiti, Research Scholar,
USBS, GGSIPU | Special Invitee
(Student Representative) |
| (viii). | Ms. Sunita Shiva, Jt. Registrar, GGSIP University | Member |
| (ix). | Dr. Vijay Kumar, Dy. Registrar, GGSIP
University | Member |

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2. As per para 3 (h) of the University Grant Commission (Redressal of Grievances of Students) regulation 2019 an aggrieved student can represent his / her Grievances includes complaints w.r.t 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 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. nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
 - 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 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;

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- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided; and
 - 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.
3. As per para 5(d) (i) of the University Grant Commission (Redressal of Grievances of Students) regulation 2019 University Students Grievances Redressal Committee (USGRC) is required to consider Grievances **unresolved** by one or more Collegiate Students Grievances Redressal Committee (CSGRC) or Departmental / Students / Grievance Redressal Committee (DSGRC) or Institutional Students Redressal Grievances Committee (ISGRC) and may take up grievance arising from college / department / institutions.

Thus, all the concerned aggrieved students are advised to first approach / make representations to CSGRC constituted under these regulations at the level of the Institution, being a college and to DSGRC constituted at the level of University Schools/ Department/ Centre. The aggrieved students are also advised to first approach the concerned branches e.g. Admissions branch in case of issues pertaining to the Admissions and to the Examination branch related to the matter pertaining to the exam for expeditious resolution / solution of their grievances, since, a branch with available relevant record is in a better position to resolve the representation / issue without wasting time and to the satisfaction of the students. However, a student's **not satisfied** with the referred redressal Committee / branches may make representation to the Chairperson, University Students Grievances Redressal Committee (USGRC), office of the Proctor / ICC / USGRC, Library block, Guru Gobind Singh Indraprastha University, Sector 16/C, Dwarka, New Delhi – 110 078 or through email i.e. usgrc@ipu.ac.in. The students are also advised to enclose the disposal / decision of the CSGRC, ISGRC, DSGRC alongwith their representation.

4. In order to ensure that a complete information / facts of the case is included in the representations for expeditious resolution of issues the aggrieved students may make their representation as per prescribed format attached with this Circular as Annexure 'A' or else as feasible at their level.

This issues with the approval of the Competent Authority, GGSIP University.

Vaishali
29.04.2022

(Prof. Vaishali Singh)

Professor, USBAS & Chairperson of (USGRC)

Copy forwarded to the following for information and n/a:

1. All Deans/Directors/Branch Heads/Centre.
2. Controller of Examination
3. Controller of Finance
4. Joint Registrar Admission branch
5. Joint Registrar, Affiliation
6. AR to the VC Secretariat
7. AR to the Registrar
8. Incharge, UITs (with request to upload the circular on the University website)
9. Office copy
10. Guard file

Vaishali
29.04.2022

(Prof. Vaishali Singh)
Professor, USBAS & Chairperson of (USGRC)

Received on 25/4/22, ASH/15/20

(Suggested format for submitting Grievances including complaints by the aggrieved students to University Students Grievances Redressal Committee (USGRC))

To

The Chairperson,
University Students Grievances Redressal Committee (USGRC),
Office of the Proctor / ICC / USGRC, Library block,
Guru Gobind Singh Indraprastha University,
Sector 16/C, Dwarka,
New Delhi – 110 078

Subject: _____

1. Details of the aggrieved students:
 - (i) Name of the Students:
 - (ii) Enrollment no.: (if allotted / Registration no.:
 - (iii) Program / Branch Studying / Applied for alongwith academic session:
 - (iv) Name of the University Schools / Affiliated Institutes:
 - (v) Complete Address alongwith Mobile number & email Address:
2. Fact of the case alongwith relevant document:
3. Whether the student has represented his / her grievance at the appropriate level i.e. Collegiate Students Grievances Redressal Committee (CSGRC) at the College level or Departmental Students Grievance Redressal Committee (DSGRC) at the University School Level or to the concern branch Heads e.g. Incharge, Admission, GGSIPU / Controller of Examination, etc. (as the case may be) GGSIP University to resolve his grievance. **If yes**, please attach the disposal / decision of the same.
4. Specific request of the Student as part of Redressal of Grievance.
5. Any other information:

Yours faithfully

Name of the Student:

Signature:

Dated:

Note-1: The students may forward hard copy or send his/her representation through Email ID i.e. usgrc@ipu.ac.in

Note-2: The above format is suggestive to gather maximum information however a student is free to make a representation as deemed fit