



# MONAD UNIVERSITY

Established by UP State Govt. Act No. 23 of 2010 & U/S 2(f) of U.G.C. Act. 1956. NH-24, Delhi Hapur Road, P.O. Pilkhuwa, Distt. Hapur – 245304 (U.P.)

Ref No. MU/Reg/Cir/2025-26/08/030

Dated:-18 Aug,2025

## OFFICE ORDER

### SUB: - RE-CONSTITUTION OF STUDENT GRIEVANCE CELL.

In pursuance of University Grants Commission (Redressal of Grievance of Students) Regulations, 2023 F.1-13/2022 (CPP-II) dated 11 Apr, 2023, & University Ref no. (MU/Reg/Cir/2024/09/059 dated 23 Sep, 2024 the University has re- constituted the 'Student Grievance Cell'(Room No. C-16). The composition of the cell is as follows:-

<u>Members</u>	<u>Designation</u>
(a) Mr. Akhilesh Kumar Pandey	Nodal Officer.
(b) Dr.Sourobhi Datta	Member.
(c) Dr. Amit Singh (Pharma)	Member.
(d) Dr. Maheep Mishra	Member.
(e) Dr.Soma Das	Member.
(f) Dr.Amit Choudhary (Law)	Member.
(g) Dr. Amit Kumar (Law)	Member.
(h) Mr. Aamir	Member.
(i) Ms Arzoo Tyagi	Member.
(j) Mr. Rajeev Kumar	Member.

The cell will follow the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 & University regulations. A feedback in writing will be submitted to the undersigned along with the remarks every three months/quarterly. Student Grievance Redressal Policy is attached with this order.

**Encl:-** Student Grievance Redressal Policy.

### Copy to:-

1. Pro-Chancellor for his kind Information.
2. Vice-Chancellor for his kind Information.
3. Pro-Vice-Chancellors (Administration, Admission & Academics) for their kind information.
4. Finance Officer / Account Department.
5. IT department for uploading on "University Website".
6. All other concerned officials departments & cells.
7. All above members.
8. Office Copy.

(Col. D.P. Singh)  
Pro-VC & Registrar

(Col. D.P. Singh)  
Pro-VC & Registrar





# **MONAD UNIVERSITY-HAPUR**

## **STUDENT GRIEVANCE REDRESSAL POLICY**

### **1. Background.**

This policy is framed in accordance with the University Grants Commission (UGC) Grievance Redressal Regulations, 2023. While it captures all essential aspects of the Act, the provisions of the Act shall take precedence in case of any doubt or ambiguity.

These regulations will be known as:

“Monad University, Hapur Regulations Governing Grievance Redressal of Students.”

### **2. Purpose.**

At Monad University, Hapur, we are committed to ensuring that students have access to a fair, transparent, and timely grievance-handling system—free of cost—that protects their rights and dignity.

### **3. Objectives.**

The key aims of this policy are:

- a) Build a culture where grievances are addressed quickly, fairly, and effectively, while also working to prevent such issues from recurring.
- b) Establish a **student-focused** grievance redressal mechanism.
- c) Ensure all grievances are resolved objectively, sensitively, confidentially, and without unnecessary delay.
- d) Protect the rights of all parties involved—ensuring no discrimination or victimization.
- e) Maintain a **consistent and transparent** response to all grievances.

### **4. Scope & Applicability.**

- a) This policy applies to **any type of grievance** a student may face during their time at the University.
- b) For the purpose of this policy, “*student*” refers to any person enrolled in a **full-time programme** at Monad University, Hapur.





5. **Key Definitions.**

- a) **Grievance:** Any dissatisfaction or complaint a student has about any aspect of the University's activities or services.
- b) **Person:** A student currently on the University's rolls.
- c) **University:** Monad University, Hapur.

*Note: Words like "he" or "his" should be read as "he/she" and "his/her."*

6. **Types of Grievances.**

Grievances may relate to, but are not limited to:

- a) Academic issues
- b) Concerns against faculty
- c) Examination-related matters
- d) Summer internships and placements
- e) Amenities and services on campus
- f) Hostel stay and facilities
- g) Financial matters
- h) Conflicts between students
- i) Harassment by students, faculty, or staff

7. **Grievance Redressal Process.**

(a) **Informal Resolution.**

- i) Whenever possible, students are encouraged to first try to resolve issues directly through **personal discussion or counseling** with the person or department involved.
- ii) The first point of contact should be the **Course Coordinator or Mentor**, who may seek help from higher authorities if required.

8. **Formal Resolution – Three Levels.** The grievance redressal system operates at **three levels**, with **Level III** being the Appellate Authority.

(a) **Stage 1 – Level I Authority.**

- i) Submit a written complaint to the **Level I Grievance Handling Authority** (see Clause 10 in the full regulations).
- ii) The authority will acknowledge receipt within **2 working days** and start the process.
- iii) If required, the student may be invited to present their case and documents in person.
- iv) Additional clarifications may be sought in writing, verbally, or via an interview.
- v) The grievance should be resolved within **7 working days**, with a written response to the student.
- vi) If needed, a subcommittee may investigate the matter.





vii) Preventive or corrective action will be taken promptly.

(b) Stage 2 – Level II Authority.

- i) If there is **no response** within 7 working days, or if the student is dissatisfied with the Level I outcome, they may **appeal in writing** to the Level II Authority.
- ii) The Level II Authority will consult with all relevant parties within **10 working days**, preferably in person.
- iii) The decision will be communicated to the student promptly.

(c) Stage 3 – Appellate Authority (Level III).

- i) If still dissatisfied, the student may escalate the matter to the **Appellate Authority**.
- ii) The final decision will be provided within **5 working days**.
- iii) This decision is **final**—no further appeal will be entertained.

9. Confidentiality & Fairness.

- (a) Both complainant and respondent will be protected from discrimination or victimisation.
- (b) Decisions will be documented and shared (in writing) if requested.
- (c) All grievance records will be treated confidentially and stored for **one year**.
- (d) The grievance process is free of cost to students.

10. Ombudsman Appointment.

- (a) Must be either: “A retired professor with at least 10 years of experience.”
- (b) Must have **no conflict of interest** with the University.
- (c) Appointed part-time for **3 years** or until the age of **70** (whichever is earlier).

11. Powers & Responsibilities.

- (a) Can hear grievances from:
  - i) Students (after they have used the University’s grievance channels).
  - ii) Applicants for admission.
- (b) Cannot handle revaluation or re-marking requests unless **specific irregularity or discrimination** is proven.
- (c) May take assistance from experts (e.g., from SC, ST, OBC, minority, or disabled communities) in cases involving alleged discrimination.

12. Procedure.

- (a) The Ombudsman will follow the **procedures outlined in Clause 7 of the UGC Act**.
- (b) Matrix of grievance handling authorities.





S. No	Nature of Grievances	Level-1 Grievance Handling	Level-2 Grievance Handling	Appellate Authority
1	Grievances that are academic in nature	Department Coordinator	Dean of Respective School	Vice Chancellor
2	Against Faculty	Department Coordinator	Dean of Respective School	Vice Chancellor
3	Grievance related examination	Department Coordinator	Controller of Examination	Vice Chancellor
4	Grievance related to summer internship & placements	Training & Placement Officer (TPO)		Vice Chancellor
5	Grievance related to amenities & services	Member of Proctorial Board	Dean Student Welfare	Vice Chancellor
6	Grievance related to stay at hostels	Hostel Warden	Director - Student Affairs	Vice Chancellor
7	Grievance related to finance	Senior Manager - Finance	Chief Finance and Accounts Officer	Vice Chancellor
8	Grievance related to student conflicts	Member of Proctorial Board	Chief Proctor	Vice Chancellor
9	Harassment by fellow students or the faculty/ staff etc.*	Warden / Department Coordinator	Dean of Respective School / Dean Student Welfare	Vice Chancellor

*\*Any cases involving sexual harassment will be addressed under the University's Policy on Prevention of Sexual Harassment at the Workplace, following the procedures and protections outlined in that policy."*

**13. Appendix 1 – List of Student Grievances.** The following is a detailed list of the types of concerns or complaints that students may raise under the University's Grievance Redressal Policy.

This list is **illustrative and not exhaustive**—students are encouraged to report any matter that affects their academic progress, wellbeing, or campus experience.

**14. Academic-Related Grievances.**

- (a) Concerns about the **quality of academic teaching or learning**.
- (b) Suspension of a student from the University.
- (c) Disputes over **academic integrity** (e.g., plagiarism, malpractice allegations).
- (d) Issues with the **relevance, quality, or accessibility of course material**.
- (e) Problems with **class schedules or timetables**.
- (f) Inadequate learning resources (e.g., IT facilities, library access, laboratories, or equipment).
- (g) Disputes over **attendance requirements or directed reading**.
- (h) Issues relating to **internal assessment methods or marks**.
- (i) Concerns about **co-curricular activities** linked to academics.





- (j) **Grade disputes** in any subject or course.

15. **Grievances Against Faculty.**

- (a) Quality or effectiveness of teaching delivery.
- (b) Classroom conduct, including behaviour and communication.
- (c) Regularity and punctuality of the faculty member.
- (d) Any **discrimination or victimisation** of students.

16. **Examination-Related Grievances.**

- (a) Errors in **registration, re-registration, or student records.**
- (b) Problems with the **scheduling** of mid-semester, end-semester, or supplementary exams.
- (c) Concerns about **evaluation, grading, or publication of results.**
- (d) Requests for **re-checking or re-evaluation** of answer scripts.
- (e) Disputes over **debarment** or being placed in a **year-back** category.
- (f) Errors or discrepancies in **diplomas or degrees** issued.

17. **Summer Internship & Placement Grievances.**

- (a) Discrimination in the **selection process for summer internships.**
- (b) Discrimination or non-adherence to **placement rules and procedures.**

18. **Amenities & Services-Related Grievances.**

- (a) Issues with **common services** such as transportation, canteen, or medical facilities.
- (b) Concerns about **extra-curricular facilities** on campus.
- (c) Problems with **student financial aid** processing or eligibility.
- (d) Issues in availing **travel concessions.**
- (e) Problems in obtaining or correcting **identity cards.**

19. **Hostel-Related Grievances.**

- (a) **Quality of food and hygiene** in the hostel.
- (b) Condition and adequacy of **hostel amenities.**

20. **Finance-Related Grievances.**

- (a) Disputes over **fees and dues.**
- (b) Issues with **fee concessions.**
- (c) Problems related to **scholarships.**
- (d) Delays or disputes in **refunds.**





21. Student Conflict-Related Grievances.

- (a) Conflicts between students in the **same programme**.
- (b) **Intra-school** conflicts (within the same school/department).
- (c) **Inter-school** conflicts (between different schools/departments).

22. Harassment-Related Grievances.

- (a) **Bullying** in any form—verbal, physical, or online.
- (b) Harassment by fellow students, faculty, or staff.

