



Reference no. JRU / 17-18 / REG / ...41.....

Date: 27.10.2018.

Notification

This is hereby notified that in exercise of power conferred under section 38 (chapter 6) of Jharkhand Rai University Act 2011 (Jharkhand act 03 of 2012) and in the light of provisos contained in University Grant Commission (GRIEVANCE REDRESSAL) REGULATIONS 2012, The Hon'ble Vice Chancellor has been pleased to constitute "**Student Grievance and Redressal Cell**". Under this Cell the following Students Grievance Redressal committee and sub-committee are being constituted at the University and department level to deal with the grievances of the students. Terms of members of these committees and sub-committee shall be two years (on rotational basis) from the date of notification. Any regular students of Jharkhand Rai University, Ranchi shall lodged or present their grievances before concern department level committee:

- A) Department level sub-committee shall consist of the following:
1. Head of the Department (H.o.D.) – Chairman
 2. Up to three faculties members of the concern department shall be nominated by H.o.D on rotation basis.
 3. Concern student mentor – Member

This sub-committee will deal with the Grievance related to Academic and Administrative matters of the Department/Area concerned. This committee shall communicate its decision within seven days of receipt of complaint before the University level constituted Students Grievance and redressal Committee for final review and judgment

- B) University level committee shall consist of the following:
1. A senior Teacher / Professor - Chairman
 2. Three senior teachers on rotation basis to be nominated by the Vice-Chancellor.
 3. A regular student of University (based on academic merit) to be nominated by the Vice-Chancellor as a Special invitee member.

This committee will deal with all the Grievances directly which is related to the common problems at University level both Academic and Administrative. In addition, this committee will also entertain the appeal filed by student against the decision of the Department level sub-committee.

Procedure for Redressal of Grievances:

- a. An aggrieved student who has the Grievance or Grievances at the Department shall make an application first to the H.o.D. The Head of Department, after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the H.o.D, then the same should be placed before the Department level sub-committee.
- b. If the student is not satisfied with the redressal offered by the Department level sub-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.
- c. The University level committee should consider the appeal of the student and make appropriate recommendations to the Vice- Chancellor within a reasonable time, preferably within 15 days. On approval by the Vice-Chancellor, the final decision is to be communicated to the student through the respective Head of Department.
- d. The University level committee, if needed, may recommend to the Vice-Chancellor, necessary corrective action as it may deem fit, to endure avoidance of recurrence of similar grievance at any Department under the University.
- e. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.

- f. While passing an order on any Grievance at any level the relevant provisions of Act / Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- g. The student will submit the application of Grievance or appeal to the University level committee, as the case may be, through the Head of Department concerned.

This supersedes all previous notifications in this regard.

By order of the Vice Chancellor
sd./-
Registrar
Jharkhand Rai University, Ranchi

Copy to the following for kind information and needful:-

- 1). PA to Vice-Chancellor/PVC Office/ Registrar Office/All officers of Jharkhand Rai University.


Registrar
Jharkhand Rai University, Ranchi