



Ref. No. :R.U./Reg./2025/1039

Dated 09.12.2025

Office-Order

(GRIEVANCES REDRESSAL CELL)

The University has been re-constituted Grievances Redressal Cell for Students, Teaching and Non-Teaching staff with the following members.

Grievances Redressal Cell for Students, Teaching & Non-Teaching Staff

S. No.	Name	Designation	Position
1	Dr. Ajay Kumar	Dean, FET	Chairperson & Convener
2	Dr. Brijendra Nigam	Principal Paramedical	
3	Mrs. Jasmi Johnson	Principal/Dean, RCN	Member
4	Dr. Rahul Srivastava	Professor, RDC	Member
5	Dr. Indu Shukla	Assoc. Prof. & HOD, FCM	Member
	Dr. Sadhna Trivedi	Assoc. Professor, FJS	Member
8	Dr. Aneeta Yadav	Dean, FASAI	Member
9	Dr. Manu Kaushik	Asst. Prof. FPS	Member
10	Dr. Janadhana Amaranath B. J.	Vice Chancellor	Adjudicating Authority - Teaching Staff
11	Mr. Rajan Kumar	Asst. Administrative Head	Member
12	Mr. Akhilesh Kumar	Deputy Registrar	Member
13	Mr. Vineet Sachan	Head Library, Employees Welfare Association	Member
14	Mr. Prabhat Ranjan	Registrar	Adjudicating Authority - Non-Teaching Staff
15	Ms. Vanshika Saxena	Student - MBA	Member
16	Ms. Aditi Bhardwaj	Student- MBBS	Member
17	Ms. Mansi	Student- BDS	Member
18	Ms. Ankita Patel	Student- BSc. (N)	Member
19	Mr. Nishchal	Student- BAMS	Member
20	Mr. Padam Kumar Dwivedi	Student- BBA LLB	Member
21	Ms. Anu Yadav	Student- BPT	Member
22	Mr. Alok Kumar	Student - B. Sc. AG	Member
23	Mr. Ankush Mishra	Student - B. Pharma	Member
24	Mr. Vikas Pathak	Student- B. Tech CS	Member
25	Ms. Saniya	Student- BCA, Lady representative of Students' Union	
26	Dr. Samir Mishra	Dean Student Welfare	Adjudicating Authority - Student

This Grievances Redressal Cell (GRC) deals with all the Grievances directly which is related to the common problems at institute level both Academic and Administrative. It will be responsible to settle any type of grievances raised by the students, teachers and non-teaching staff of the college. The Cell is also authorized to initiate *suo moto* proceedings. It sometimes functions in tandem with the Discipline Committee and the Internal Complaints Cell, depending on the nature of the complaint, and membership of these three might overlap. An Institutional Grievances Redressal Cell shall also be formed at the Institute Level as the first interface for addressing Grievances.

Scope and Limitations:

The Cell will deal with Grievances received in writing from the students about any of the following matters:-

- a) Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificate, Conduct Certificates or other examination related matters.
- b) Financial matters: Related to dues and payments for various items from library, hostels etc.
- c) Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.
- d) After receiving any application the Committee will decide on the merit of case regarding scope of further discussion.
- e) The Grievances Redressal Cell shall consider only individual grievances of specific nature of staff and students of the Institute raised individually by the concerned aggrieved employee/ student of the Institute.
- f) The Grievances Redressal Cell shall not entertain the following issues:
 - Any grievance of general applicability or of collective nature of raised collectively by more than one employee/ student.
 - Decisions of the Executive Council, Academic Council, Board of Studies and other Administrative or academic committees constituted by the Institute.
 - Decisions with regards to award of scholarship, fee concessions, medals etc;
 - Decisions made by the Institute with regard to disciplinary matters and misconduct.
 - Decisions by Competent Authority on assessment and examination result.

Procedure, periodicity and attendance at meetings:

- The Grievances Redressal Cell will meet as and when required. However, if necessary, it may meet more frequently at the instance of the Convenor or at the request of the other members to discuss the various issues received.
- All the members of the Grievances Redressal Cell shall be present in a meeting.
- If a member of the Grievances Redressal Cell is connected with the grievance of the aggrieved individual, the concerned member of the Grievances Redressal Cell shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievances Redressal Cell, then he/she shall not participate in the deliberations as a member of the Redressal Cell when his/her representation is being considered.
- The Grievances Redressal Cell shall consider all grievances submitted in writing by an individual member of the Institute regarding employment/ association, working conditions and any other alleged injustice done to an employee/ student while discharging his/her duties at the Institute.

Procedure of submitting grievance:

- The aggrieved member shall submit his/her petition to the Convenor, Grievances Redressal Cell in a sealed envelope marked "confidential", along with supporting documents.
- The same can be submitted online through the Grievances Redressal link given on the Institute's website.



- The Grievances Redressal Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievances Redressal Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the Cell.

Procedure for Redressal of Grievances:

- An aggrieved person who has the Grievance or Grievances at the Institute level shall make an application first to the Faculty Incharge of Institutional GRC. Faculty Incharge of Institutional GRC, after verifying the facts, will try to redress the grievance within a reasonable time.
- If the aggrieved person is not satisfied with the verdict or solution of the Institutional GRC, then the same should be placed before the University level GRC. He / she may submit an appeal to the University level GRC within a week from the date of the receipt of the reply from the Institutional level Cell.
- The aggrieved person will submit the application of Grievance or appeal to the University level GRC, as the case may be, through the Head of Institute concerned.
- While dealing with the complaint, the GRC at all levels will observe law of natural justice and hear the complainant and concerned people.
- The cases will be attended promptly on receipt of written grievances from the students.
- The GRC will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Powers of the Cell

In case of any grievance, the members of the Cell are empowered to sort out the problems at their level through discussion with students. In case the members fail to find out any solution then the matter is referred to the Adjudicating Authority for final commitment on the matter. Considering the nature and depth of the grievances, due inquire is made by the members of the Cell and through personal discussion and the matter is solved. If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the Adjudicating Authority. The nature of punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the Institute.

Copy to: -

- 1- Secretary to Hon'ble Chancellor.
- 2- Hon'ble Vice-Chancellor.
- 3- All Member
- 4- All Dean/Principal
- 5- Dy. Registrar /AR
- 6- All Hostel Wardens
- 7- Guard File


 (Registrar-OSD)
Registrar
Rama University
Kanpur (U.P.)