

GRIEVANCE REDRESSAL POLICY, SGRC Regulations

Objective:

To provide opportunities for redress of certain grievances of students already enrolled in P P Savani University, as well as those seeking admission in P P Savani University.

Rules and regulations:

The students can apply for Grievance Redressal in following conditions:

- 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



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;
- 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.

Process of applying for Grievance Redressal:

- i. Any student of P P Savani University may file a grievance with the SGRC. The grievance may be filed in person, by mail, or by email.
- ii. The grievance must be in writing and must include the following information:
 - a. The name and contact information of the student filing the grievance
 - b. The name of the person or entity against whom the grievance is being filed
 - c. A description of the grievance
 - d. The desired outcome of the grievance
- iii. The SGRC will review the grievance and may conduct an investigation. The SGRC will then issue a decision on the grievance.
- iv. The decision of the SGRC will be considered as final.



Steps for Grievance procedure:

- i. Within the period of three months from date of issue any aggrieved; student seeking redressal of grievance may submit the application to student Grievance reporting cell.
- ii. The Student Grievance Redressal Committee of university, shall fix the hearing of issue within 15 days of registration of compliant.
- iii. An aggrieved student can appear either in person or authorize a representative to present the case.
- iv. If Grievances does not resolve by the University Student Grievance Redressal Committee; that will be referred to the higher authority, within the time period provided as per the regulation provided by UGC.



**Registrar,
P P Savani University**

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