



MANIPAL UNIVERSITY JAIPUR

Directorate of Students' Welfare (DSW)

STUDENT GRIEVANCE REDRESSAL

STANDARD OPERATING PROCEDURE (SOP)

Any registered student wants to initiate a grievance may directly submit his/her grievance through online Grievance Portal available on the MUJ website or in person to the office of the University Grievance Redressal Committee(GRC);

The Grievance Redressal Committee(GRC) office shall acknowledge the receipt of each grievance complainant immediately;

Upon receipt of grievance the Grievance Redressal Committee(GRC) office, shall categorise, analyse the merits of the grievance, and forward the grievance to the respective school/department/office/individual (dealing with the substantive function linked with the grievance) requesting them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint;

Grievance Redressal Committee(GRC) office shall coordinate, monitor and ensure redressal within the stipulated time. Depending up on the seriousness of grievance the Grievance Redressal Committee(GRC) will follow them up regularly till their final disposal by way of reminders;

Grievance Redressal Committee(GRC) office will make a thorough review of the redressal process. In case the cell feels satisfied with the resolution provided by the respective school/department/office/individual, then it will intimate the same to the grievant via e-mail. Once the grievant indicates acceptance of the resolution at this level, then the matter is deemed closed;

If the Grievance Redressal Committee office is not satisfied with the resolution provided by the respective department/office/individual or upon the grievant's written request, the cell shall fix a date for hearing, and intimate the same to the respective school/department/office/individual as well as the grievant via e-mail. If, at the conclusion of the hearing, the committee feels that additional information, testimony is necessary to make a decision, it may request that the parties submit such additional information. In this event, the hearing will remain open until receipt of the requested documents(s);



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If a resolution is not achieved through hearing, then committee will take necessary steps to conduct an investigation (fair and impartial investigation) of the facts giving rise to the grievance as it determines necessary to reach a conclusion on the merits of the grievance application. Grievance Redressal Committee will have the right to interview witnesses, if, it determines necessary and/or helpful to the investigation including those recommended by a party to the grievance;

After the hearing or investigation the Grievance Redressal Committee shall use its best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit;

Upon completion of proceedings, the Grievance Redressal Committee shall communicate the final decision to both parties via email, which shall be binding on both the parties; and

The complaint shall be considered as disposed off and closed when the grievant has indicated acceptance of the resolution or the grievant has not responded within four weeks from the date of receipt of information on resolution. The proceeding concerning each grievance will be recorded/filed in hard in a systematic manner. The information relating to the proceedings shall be treated as confidential and can be viewed only by the members of Grievance Redressal Committee, for the purpose of investigation.