



Redressal of Student Grievances

S. N.	Details	Document
1	Organization-wide awareness and undertaking on policies with zero tolerance	Report of Organisation wide awareness and undertakings on policies with zero tolerance
2	Mechanisms for submission of online/offline students' grievances	Proof related to Mechanisms for submission of online/offline students' grievances
3	Implementation of guidelines of statutory/regulatory bodies	Implementation Policy

Registrar
Atmiya University
Rajkot





Report on Awareness and Undertaking on Policies with zero tolerance

The environment of **Yogidham educational campus** housing Sarvodaya Kelavani Samaj managed Atmiya Group of Institutions – Atmiya University provides spiritual nourishment that reinforces the rich cultural and spiritual traditions of Indian culture. The focus is to inculcate the fundamental values of morality and ethics along with the basic aim of imparting quality education; thereby we seek to build characters that will be recognized for their positive attitude, discipline, determination and integrity of character. These individuals will be the pride of their families, society and nation.

We at Atmiya University are committed to provide the students with a conducive and productive learning experience. We also ensure that students complete their studies with substantially enhanced skills and abilities. Our students are well equipped to accomplish their career and contribute to our society in many worthwhile ways.

The proactive approach and strong commitment of Atmiya University resulted in achieving and maintaining a safe and respectful educational environment within the campus. The University as a part of Atmiya Group of Institutions is dedicated to fostering a culture of discipline, ethical behaviour, and respect among the students and other stakeholders.

The following are key points that stand out in the institution's approach because of which not a single case of indiscipline, ragging, sexual harassment or any such activities has been reported in the institutions:

Roots in Spirituality and Values: The foundation of managing trust – Sarvodaya Kelavani Samaj as a religious organization, emphasizing spirituality and values, sets a strong moral and ethical framework for the institution. This has contributed significantly to creating a harmonious and disciplined environment.

Proactive Measures: The managing trust of the University has also framed policies and committees to address issues of discipline, ragging, and sexual harassment which demonstrate a proactive stance in preventing such problems from arising in the first place.

Affidavit and Undertaking: The University has the policy and requirement from students and their parents to sign an affidavit and to give an undertaking against activities like ragging, misconduct and harassment during the admission process which is an effective way to establish a clear understanding of expectations from the very beginning.

Orientation and Awareness: The University has also taken crucial step of conducting student orientation/ induction programs to spread awareness about policies, committees, and the rules and regulations regarding these issues. This helps students become aware of the institution's stance on these matters and the consequences of engaging in such activities.

Reinforcement throughout the Academic Journey: The University continuously educates and reminds students about these points throughout their studies and participation in extracurricular activities which reinforces the importance of maintaining a respectful and disciplined atmosphere. This approach helped instil these values over time.





ATMIYA UNIVERSITY

(Established under the Gujarat Private University Act 11, 2018)

Yogidham Gurukul, Kalawad Road, Rajkot - 360005, Gujarat (INDIA)

Cultural and Regional Sensitivity: Moreover the regional characteristics of the Saurashtra region that is placing a high importance on spirituality and non-violence aligns with the policies which in turn helps in resonating well with the local community.

Holistic education: Human values, life skills, and domain specific skills is at the core of University's educational philosophy. The application of 'Universal Human Values Education for Holistic Development and Conscious Transformation' based on Madhyastha Darshan, Co-existential Philosophy by Late Shri A. Nagraj, Amarkantak, MP supports achieve the mission of the University.

Harmonious Human Living: The University ensures and instils in Harmonious Human Living Values in each stakeholder through its Central Forum of Universal Human Values. Human living can be seen as encompassing the 4 levels viz. Self, Family, Society and Nature / Existence.


On self-investigation one wants to be in **Harmony** at all 4 levels of living.

1. Harmony in **Myself** resulting in **HAPPINESS** and a feeling of **PROSPERITY**
2. Harmony in **Family** resulting in **MUTUAL FULFILMENT** in **RELATIONSHIP** and **PROSPERITY** in the **FAMILY**
3. Harmony in **Society** resulting in a **TRUSTFUL, UNDIVIDED** and **UNIVERSAL** Society
4. Harmony in **Nature / Existence** resulting in **UNDERSTANDING** the inherent **CO-EXISTENCE**

This leads enhancement of our students with the abilities to meaningfully participate in society, giving them leadership roles and a deep feeling of cohabitation.

Overall, Atmiya University have a robust framework in place to foster discipline, respect, and ethical behaviour among students. This approach has not only contributed to the safety and well-being of students but also aligned with the broader mission of the institution.




Registrar
Atmiya University
Rajkot

GUIDELINES FOR GRIEVANCES



Nature of Grievances

Student Grievances can be:

- Academic
- Against peers/senior students
- Against faculty (for academic matters) or staff (for facilities & services)
- Against senior management (Dean, Associate Dean, Program Chair/Major etc.)

Employee Grievances can be about:

- Policy matters
- Individuals or group of individuals (seniors, colleagues, admin staff)

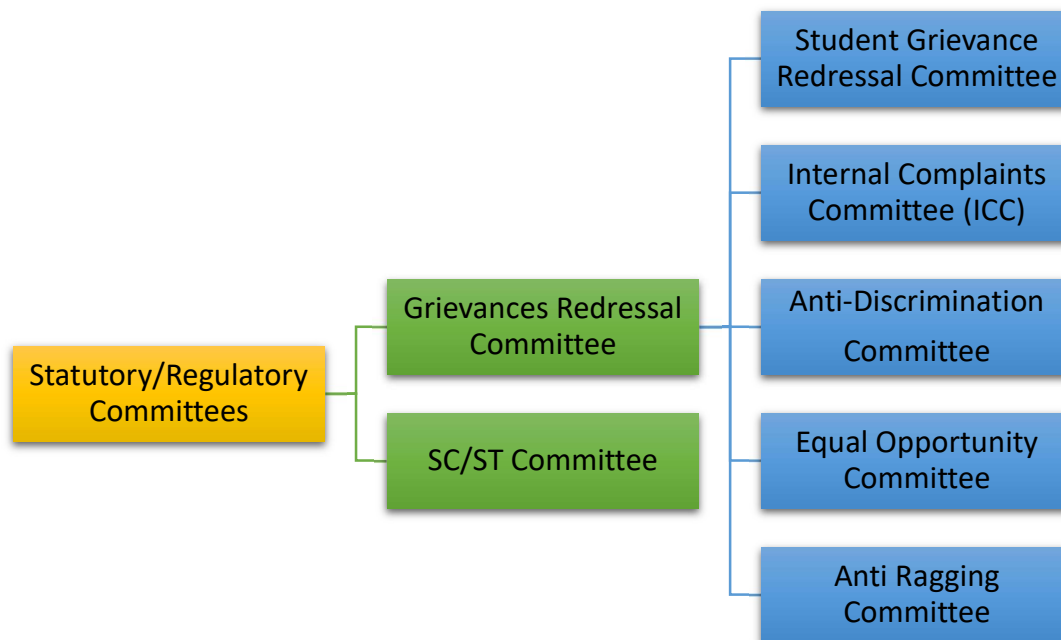
Grievance Reporting:

- **Direct:** Grievances can be directly approachable by the authorities

Category	Authority	Availability	
Staff	<ul style="list-style-type: none">• Vice Chancellor• Pro Vice Chancellor	Tuesday	Between 10:00 AM to 11:00 AM
	<ul style="list-style-type: none">• Registrar	Saturday	Between 02:00 PM to 03:00 PM
Student	<ul style="list-style-type: none">• Vice Chancellor	Monday	Between 09:30 AM to 09:50 AM
	<ul style="list-style-type: none">• Pro Vice Chancellor	Wednesday	Between 09:30 AM to 09:50 AM
	<ul style="list-style-type: none">• Registrar	Thursday	Between 09:30 AM to 09:50 AM

- **Written Complaint in Boxes:** Drop the grievances in the Grievance and Redressal Committee boxes in the departments.
- **Email:** Grievances can be sent to the email id asst.registrar@atmiyauni.ac.in of the Grievance and Redressal committee.
- **Portal:** Grievances can also be submitted online through the portal <https://atmiyauni.ac.in/onlinegrievance>

Structure of Grievances Redressal Committee (GRC)



Various committees

1. Anti-Ragging Committee

At Atmiya University, we are dedicated to creating a safe and respectful environment for all students. The **Anti-Ragging Committee** works to prevent and handle any incidents of ragging, ensuring the well-being of everyone on campus.

- 1. Monitoring and Prevention:**
 - Identify and stop any verbal, written, or physical actions that harm, humiliate, or distress students, particularly first-year or junior students.
 - Prevent any activities causing embarrassment, psychological harm, or fear.
- 2. Promoting Respect and Non-Violence:**
 - Ensure all interactions between students are respectful and non-violent.
- 3. Strict Enforcement:**
 - Enforce anti-ragging regulations as per government guidelines, taking action against individuals found guilty of ragging.
- 4. Awareness:**
 - Conduct orientation programs and assemblies to educate students, especially newcomers, about the Anti-Ragging Committee's role and the consequences of ragging.

Punishments for Ragging

If found guilty of ragging, students may face one or more of the following penalties:

1. Suspension from attending classes.
2. Loss of scholarships and benefits.
3. Ban from exams, tests, or other academic activities.
4. Results may be withheld.
5. Expulsion from the university & hostel.
6. Admission may be canceled.
7. Suspension or rustication for all semesters.
8. Group punishment if those responsible cannot be identified.

Steps to Prevent Ragging

The university takes the following measures to ensure a ragging-free campus:

- **Complaint Box:** A ragging complaint box is available for students to report any issues.
- **Orientation Programs:** First-year students are guided about anti-ragging rules.
- **Regular Checks:**
 - Heads of Departments (HoDs) and tutors regularly check in with students.
 - Hostel wardens ensure hostels are safe and free of ragging.
- **Class Discussions:** Anti-ragging is discussed during class meetings held twice each semester.

At Atmiya University, we aim to provide a friendly and safe learning space where students can grow without fear of harassment or intimidation.

2. Discipline Committee

The **Discipline Committee** at Atmiya University is dedicated to ensuring a safe, positive, and disciplined environment for students, faculty, and staff. It focuses on preventing negative behaviors, supporting students in need, and maintaining campus security through proactive measures.

Objectives of the Discipline Committee

1. **Prevention of Misbehavior:** Identify and guide students through education of Jivan Vidya and platforms like samvad to avoid engaging in antisocial or harmful activities on or off-campus.
2. **Early Support:** Understand the causes of such behaviors and provide timely help through campus activities and partnerships with external organizations.
3. **Academic Support for Affected Students:** Help students involved in misbehavior return to their studies and support their educational journey.
4. **Positive Environment:** Promote values and activities that discourage negative behaviors.

5. **Reducing Repeat Offenses:** Develop programs to ensure students do not repeat mistakes or offenses.
6. **Family Awareness:** Provide families with guidance to help students stay on the right track.
7. **Faculty Awareness:** Conduct training for teaching and non-teaching staff to create a supportive and safe campus environment.
8. **Peer Mentorship:** Train students to act as peer mentors, helping their fellow students with advice and guidance.

Basic Security Measures

1. **ID Cards:** All students, faculty, and staff must wear their ID cards while on campus.
2. **Attendance Tracking:** Maintain attendance records for students, teachers, and staff, and use movement registers for tracking entry and exit during college hours.
3. **Anti-Misbehavior Undertaking:** Require students and parents to sign undertaking to avoid ragging, misbehavior, and other harmful activities.
4. **Vehicle Checks:** Inspect and document all vehicles entering the campus.
5. **Bag Inspections:** Check bags and belongings for security purposes.
6. **CCTV Surveillance:** Install and maintain CCTV cameras to monitor the campus for safety.
7. **Internal Monitoring Committee:** Form a committee to regularly check and improve the effectiveness of safety and security measures.

The **Discipline Committee** at Atmiya University works to ensure a secure, disciplined, and supportive campus environment, where students can focus on their growth and success without any disruptions.

3. Internal Complaints Committee

At Atmiya University, the **Internal Complaints Committee (ICC)** and **Gender Sensitization Committee Against Sexual Harassment** have been established following the guidelines of the **Supreme Court of India** (Vishaka vs. State of Rajasthan, 1997) and recommendations by the **UGC**. This committee aims to prevent and address incidents of sexual harassment and create a safe, respectful, and inclusive environment for everyone on campus.

Gender Sensitization: Organize workshops and orientation programs to raise awareness about gender equality and educate the university community about laws protecting against harassment.

Formal Complaint Mechanisms: Establish a transparent process for lodging complaints, conducting inquiries, and resolving issues related to sexual harassment.

Enforcement of Conduct: Take necessary action against those violating the university's code of conduct, including addressing breaches of confidentiality regarding complaints or investigations.

Scope of the Committee

The rules and procedures of this committee apply to:

- Students
- Teaching and Non-Teaching Staff
- Visitors and Service Providers
- Anyone presents on campus at the time of a reported incident

Emergency Support

To ensure the safety and well-being of all members of the university, essential emergency contact numbers and resources will be shared and prominently displayed across campus.

The **Internal Complaints Committee** at Atmiya University is committed to fostering a safe and supportive environment where individuals feel secure and respected at all times.

4.SC/ST Committee

The **SC/ST Cell** at Atmiya University is dedicated to supporting students and staff from Scheduled Castes (SC), Scheduled Tribes (ST), and other underprivileged communities. Its goal is to provide guidance, resources, and opportunities to help them excel in their academic and professional lives. The cell works in line with guidelines from the **UGC** and the **State Government**, focusing on promoting equality and addressing challenges faced by these groups.

1. **Support and Guidance:** Help students overcome academic, social, and personal challenges through dedicated support.
2. **Regular Interaction:** Organize meetings and discussions to address concerns and foster a sense of inclusion.
3. **Skill Development:** Provide training in life skills and personality development to enhance job readiness.
4. **Policy Implementation:** Ensure that government and UGC policies for SC/ST welfare are effectively implemented and monitored.
5. **Scholarship Assistance:** Share information about scholarships and help students apply for financial aid from the State Government and UGC.
6. **Career Motivation:** Encourage students to set and pursue career goals confidently.
7. **Extra Coaching:** Offer remedial classes to help SC/ST students improve their academic performance.
8. **Prevention of Discrimination:** Set up a **Caste-Based Discrimination Monitoring Committee** to ensure a safe and inclusive campus environment.
9. **Equal Opportunities at workplace** in all administrative aspects for staff members falling under SC/ST category

Activities and Initiatives

- **Scholarship Awareness:** Conduct sessions to inform students about available government schemes and scholarships.
- **Skill Workshops:** Organize training sessions to build employability and career-oriented skills.
- **Inclusive Environment:** Promote equality and discourage any form of caste-based

discrimination through strict monitoring and awareness programs.

The **SC/ST Committee** at Atmiya University strives to create a supportive and empowering environment where students and staff from reserved categories can thrive academically, socially, and professionally.

5. 'Samvad' – Counselling Cell

At Atmiya University, we understand that students often face various challenges in today's fast-changing world. To support them, we have set up the **Samvad Counselling Cell**. This cell provides guidance and support to help students deal with emotional, psychological, and academic issues.

Led by a team of experienced professionals, including the Principal and a Student Counsellor, the cell's goal is to help students discover their strengths, overcome difficulties, and grow into well-rounded individuals. We ensure complete privacy so students can freely share their thoughts and feelings.

Key Functions of 'Samvad' Counseling Cell

1. **One-on-One Counseling:** Personal sessions to help students with their unique concerns.
2. **Boosting Confidence:** Supporting students with different learning styles or physical challenges to build self-esteem.
3. **Stress Management:** Helping students overcome exam stress, anxiety, or fears.
4. **Professional Help:** Referring students to psychologists or psychiatrists for advanced support if needed.
5. **Parental Involvement:** Informing parents about any significant concerns affecting their child.
6. **Problem Solving:** Guiding students to tackle personal, educational, and social challenges.
7. **Career Guidance:** Assisting students in choosing the right academic and career paths based on their interests and abilities.
8. **Self-Awareness:** Helping students understand their strengths, skills, and opportunities.
9. **Inspiring Success:** Encouraging students to aim high and providing strategies to overcome obstacles.
10. **Building Connections:** Strengthening understanding and relationships between students and teachers.
11. **Faculty Training:** Organizing training sessions to improve counseling skills among faculty members.
12. **Workshops:** Conducting sessions on stress management, emotional health, relaxation techniques, and mental first aid.

Objectives of 'Samvad' Counseling Cell

1. **Health and Well-Being:** Supporting the goal of promoting good health and overall well-being.
2. **Psychological Support:** Helping students with ongoing emotional support to maintain their mental health.
3. **Emotional Healing:** Assisting students in overcoming negative thoughts and minor emotional challenges.
4. **Self-Acceptance:** Encouraging students to understand and accept themselves through group or individual counseling.
5. **Empowering Students:** Helping students use their strengths for academic, personal, and career growth.
6. **Improving Relationships:** Developing empathy, listening skills, and better interpersonal connections.
7. **Education on Mental Health:** Teaching students about mental health and encouraging healthy habits through awareness programs.
8. **Confidentiality:** Ensuring that all discussions remain private unless there is a risk of harm.
9. **Collaboration:** Supporting other activities, committees, and clubs when needed.

Execution Plan

To make this initiative effective, Atmiya University has a Chetna Vikas Mulya Siksha - CVMS Cell mentors the smooth functioning of the 'Samvad' Counseling Cell and organizes activities to achieve its aim & objectives on the basis of Madhaystha Darshan – Jeevan Vidya.

Through 'Samvad', we aim to create a supportive environment where students feel confident, healthy, and prepared to face challenges in life.

Ombudsperson

There shall be one or more part-time functionaries designated as Ombudspersons to hear and decide on, appeals preferred against the decisions of the University Grievance Redressal Committee. The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 Years. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s)

Process of Grievances Redressal

For addressing grievances concerning the authorities listed below, students or staff members are advised to approach the immediate higher level of such category.

Sr.	Category	Level	Authority to be Contacted
1	Student	1	Class Counsellor
		2	Departmental Head
		3	Associate Dean / Dean
		4	Chair of Applicable Sub Committee/Cell of GRC
		5	Chair of Grievance Redressal Committee
2	Teaching Staff	1	Departmental Head
		2	Associate Dean / Dean
		3	Chair of Applicable Sub Committee/Cell of GRC
		4	Chair of Grievance Redressal Committee
3	Non-Teaching Staff	1	Reporting Authority
		2	Section Head
		3	Registrar
		4	Chair of Applicable Sub Committee/Cell of GRC
		5	Chair of Grievance Redressal Committee

Grievance Resolution Time

Resolution must be found within 2 to 3 working days at each authority level. Depending upon the severity of the case, the duration may be reduced at some extent.

Grievance Redressal Policy



ATMIYA UNIVERSITY

RAJKOT, GUJARAT (INDIA)





Table of Contents

PREAMBLE	3
INDIAN GOVERNMENT REGULATIONS	3
GUJARAT GOVERNMENT REGULATIONS	3
COMMON PROVISIONS	3
INTRODUCTION	3
OBJECTIVES	4
NATURE OF GRIEVANCES	4
GRIEVANCE REPORTING	4
STRUCTURE OF GRIEVANCE REDRESSAL COMMITTEES (GRC)	5
PROCESS OF GRIEVANCE REDRESSAL	6
GRIEVANCE RESOLUTION TIME	6
KEY RECOMMENDATIONS FOR TRANSPARENCY AND EFFICIENCY	6
CONCLUSION	6



Preamble

Grievance redressal mechanisms in India and Gujarat are guided by robust legal frameworks to ensure fairness, accountability, and transparency; Key statutes include:

Indian Government Regulations

1. **UGC Regulations on Grievance Redressal, 2012:** Establishes Grievance Redressal Committees (GRCs) to address grievances related to admissions, fees, assessments, harassment, and other issues.
2. **UGC Regulations, 2015:** Focuses on preventing sexual harassment through Internal Complaints Committees (ICC).
3. **Sexual Harassment Act, 2013:** Lays down procedures for addressing workplace harassment complaints.
4. **RTI Act, 2005:** Enhances transparency in administrative processes.
5. **NCDRC Guidelines:** Provides mechanisms for consumer-related grievances, applicable to education services.

Gujarat Government Regulations

1. **Gujarat Public Safety Act, 2022:** Ensures institutions maintain safety measures like CCTV surveillance.
2. **Private Universities Act, 2009:** Requires an Ombudsperson for grievance redressal.
3. **Gujarat Education Rules, 1988:** Covers fee disputes, disciplinary matters, and administrative grievances.

Common Provisions

1. **Appointment of Ombudsperson:** Resolves appeals post-GRC review.
2. **Anti-Ragging Compliance:** Mandates anti-ragging committees and helplines. Students Undertaking on UGC's anti-ragging portal- National Anti-Ragging Monitoring Agency-Centre for Youth (C4Y), and redressal on e- SMADHAN portal
3. **Data Privacy:** Adherence to IT Act for secure handling of grievance records.

Introduction

The Grievance Redressal Committee (GRC) at Atmiya University is committed to creating a transparent, supportive, and inclusive environment. It addresses academic, administrative, and behavioural grievances of students, staff, and stakeholders, ensuring fairness in resolution.



“Smavad”:The counselling cell based on Universal Human Values (UHV) Education-Jeevan Vidya program aim to transform mindsets and behavioural patterns by fostering a deeper understanding of self, relationships, and societal harmony. Rooted in principles of coexistence, mutual respect, and ethical living, the program helps individuals align their thoughts, emotions, and actions with universal values. By addressing existential questions and promoting self-reflection, it nurtures empathy, responsibility, and sustainable living. Its implementation in educational settings creates an environment of inclusivity, cooperation, and moral clarity, ultimately shaping individuals into compassionate and mindful contributors to society.

Sarvodaya Kelavani Samaj Trust & the university, led by P.P. Tyagvallabh Swamiji exemplifies the benevolence of saintly guidance and spirituality in grievance redressal. Rooted in universal brother-hood and spiritual oneness i.e. concept of **“ATMIYATA”**, the trust approaches grievances with empathy, fairness, and a commitment to justice.

Swamiji's spiritual leadership fosters harmony and ethical conduct, promoting dialogue and resolution through compassion and inclusivity. By instilling principles of unity and mutual respect, the trust creates a supportive environment where concerns are addressed holistically, ensuring personal growth, trust, and a community united by the ethos of universal brotherhood-**ATMIYATA**.

Objectives

1. Provide an efficient grievance redressal system for students and staff.
2. Promote fairness and transparency in University operations.
3. Educate stakeholders on their rights and responsibilities.
4. Ensure timely grievance resolution for a positive campus experience.
5. Continuously improve grievance handling through regular monitoring and feedback.

Nature of Grievances

1. **Student Grievances**: Academic issues, harassment, discrimination, or administrative concerns.
2. **Employee Grievances**: Policy disputes, workplace conflicts, inefficiency, or process-related issues.

Grievance Reporting

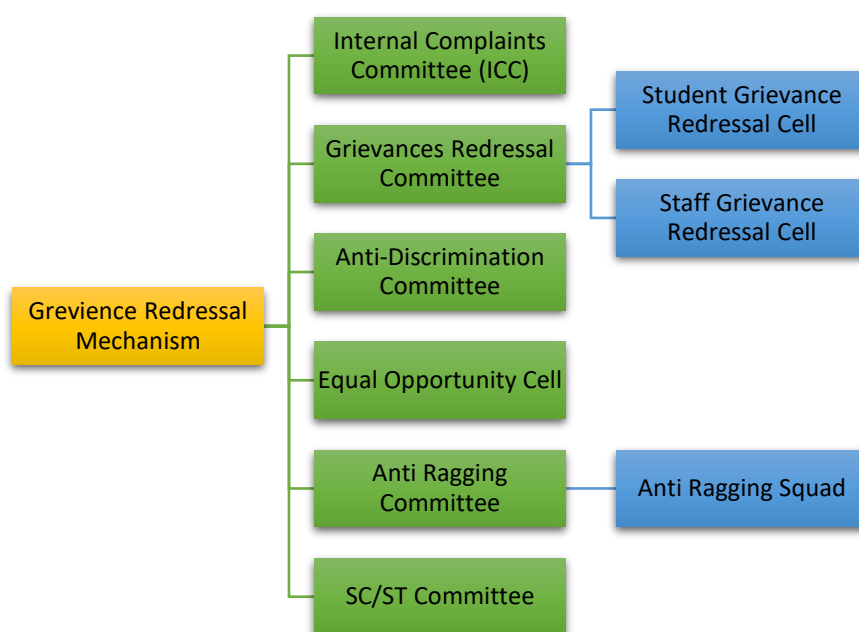
1. **Direct Reporting to Authorities**:



- **Students:**
 - Vice Chancellor: Monday & Wednesday (9:30–9:50 AM)
 - Registrar: Thursday (9:30–9:50 AM)
 - **Staff:**
 - Vice Chancellor: Tuesday (10:00–11:00 AM)
 - Registrar: Saturday (2:00–3:00 PM)
2. **Written Complaints:** Use grievance boxes placed across departments.
 3. **Email Submissions:** Send to asst.registrar@atmiyauni.ac.in.
 4. **Online Portal:** Submit grievances via [Grievance Portal](#).

Structure of Grievance Redressal Committees (GRC)

Atmiya University’s **Grievance Redressal Mechanism** ensures fair and transparent resolution of grievances through dedicated committees. The **Internal Complaints Committee (ICC)** manages student and staff grievances via the **Student** and **Staff Grievance Redressal Cells**, while the **Grievances Redressal Committee** handles broader issues. The **Anti-Discrimination Committee** promotes fairness, and the **Equal Opportunity Cell** ensures inclusivity. The **Anti-Ragging Committee** and its **Squad** work to prevent ragging, and the **SC/ST Committee** addresses grievances of marginalized groups. This framework fosters a safe, inclusive, and supportive campus environment for all stakeholders.



Ombudsperson: Addresses appeals against GRC decisions.



Process of Grievance Redressal

1. **Initial Reporting:** Grievances are reported via available channels.
2. **First-Level Resolution:** Immediate resolution by department-level authorities.
3. **Committee Review:** Escalated grievances are reviewed and investigated by the GRC.
4. **Ombudsperson Review:** Complainants dissatisfied with GRC decisions can appeal to the Ombudsperson.
5. **Final Resolution:** Outcomes are communicated to complainants, and feedback is gathered.

Grievance Resolution Time

- **General Cases:** Resolved within 2–3 working days per level.
- **Complex Cases:** Maximum of 10 working days, with exceptions for thorough investigation.

Key Recommendations for Transparency and Efficiency

1. **Clear Documentation:** Maintenance of comprehensive records of grievances.
2. **Regular Audits:** Periodically review of the grievance processes to identify gaps.
3. **Data Privacy:** Security of sensitive information under IT Act and privacy laws.
4. **Awareness Programs:** Education- literacy programs for stakeholders on grievance redressal procedures and legal frameworks.

Conclusion

Atmiya University's Grievance Redressal Policy fosters a transparent, fair, and inclusive environment. By adopting a structured framework aligned with legal standards, the University ensures timely and impartial grievance handling. Continuous improvement through stakeholder feedback and audits reinforces the University's commitment to excellence and accountability.