

RABINDRANATH TAGORE UNIVERSITY(RTU): HOJAI: ASSAM
(A State Govt University of assam & recognized under 2(f) of the UGC Act 1956)



University Grants Commission (Redressal of Grievance of Students) Regulations, 2023

(POLICY ADOPTED AND IMPLEMENTATION OF THE UGC REGULATION BY RTU, HOJAI, ASSAM)

Definition: -

“University” means a University so defined in 2(f) of UGC Act 1956.

“Student” Means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, “Act” means the University Grants Commission Act, 1956.

“Aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievance defined under these regulations.

- a) “College” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act
- b) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956
- c) “Declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution
- d) “Grievance” means and includes complaint(s) made by an aggrieved student in respect of the following

“Students” Grievance Redressal Committee (SGRC) of RTU” means a committee constituted under these regulations at the level of this university.

Student Grievance Redressal Committee (SGRC) of RTU : HOJAI

RTU has constituted a Committee for handling and solving the grievance to express constructive & genuine concerns/grievances. To promote and maintain a sustainable, unbiased & healthy Educational Environment. It involves a process of investigation in which ‘Students Grievance Redressal Committee’ enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.


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Team of SGRC at RTU, Hojai: -

The team of SGRC of Rabindranath Tagore University will work for redressing of the problems/issues/grievances for the students and others having locus to RTU or this university and also for the colleges affiliated by this university.

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 USGRCS. 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).

Ombudsperson person with contact details: -

Prof. Abani Bhagabati
(Retd. Prof. Dept. of Geography, Gauhati University)
Email: abhagabati01@gmail.com
Mobile No. 60012 90393.

List of Student Grievances: -

a) Grievance related to Admission

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance
- iv. Demand of money in excess
- v. Violation of any law in regard to reservation of seats
- vi. Delay in payment of scholarships

b) Grievances that are Academic in nature

- i. Academic Quality
- ii. Academic Integrity dispute
- iii. Course material
- iv. Class time table
- v. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vi. Attendance/directed reading
- vii. Internal Assessment
- viii. Co-curricular activities
- ix. Grade Dispute
- x. Non-publication of a prospectus
- xi. Publishing false or misleading information and not based on facts
- xii. Withholding of or refusal to return any of the documents
- xiii. Non-transparent or unfair practices adopted
- xiv. Denial of quality of education


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c) Against Faculty and staff

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

d) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees
- vii. Delay in conducting examinations
- viii. Delay in the declaration of results

e) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
- ii. Discrimination or non-adherence of placement procedures /rules

f) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

g) Grievance related to stay at hostel

- i. Quality of Food and Hygiene
- ii. Hostel amenities

h) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions

I) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

J) Harassment by fellow students or faculty/ staff etc.

- i. Bullying


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K) Grievances of alleged discrimination

- i. SC/ST/OBC
- ii. Minorities
- iii. Persons with disabilities

L) Others

- i. Any action initiated/taken contrary to the
 - a. Statutes
 - b. Ordinances
 - c. Rules
 - d. Regulations
 - e. Guidelines of the institution



Internal Complaints Committee: -

An ICC, as the name suggest, is an internal complaints committee of a work place to receive and redress complaints of sexual harassments. A committee constituted for redressal of Complaints by the Aggrieved person and making recommendations for resolution to the management team.

Discrimination Committee: -


RTU established a Discrimination committee to avoid the discrimination among the students such as treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their race, gender, sexuality, etc.,

Anti-Ragging Committee: -

RTU established an Anti-Ragging Committee inculcating Culture of Ragging Free Environment in the Campus. The Anti-Ragging Squad will work under the supervision of Anti Ragging Committee and to engage in the works of checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation. Anti-Ragging Committee will be involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting array of activities. The Committee also would conduct awareness programmes from time-to-time in the campus.

Time taken to resolve the Grievance: -

- The RTU shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of **15 working days** from the date of receipt of the compliant.
- Any student aggrieved by the decision of the students Grievance Redressal Committee may prefer an appeal to the ombudsperson, within a period of **15 days from the date of receipt** of such decision.
- The Ombudsperson shall make all efforts to resolve the grievance within a period of **30 days of receiving the appeal** from the aggrieved student(s).


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