

PURPOSE

This document recognises the need for reasonably considering all types of grievances of its students and for its speedy redressal. It seeks to provide an organizational framework to resolve grievance of students. It establishes structured interactions with Students and staff to elicit information, academic and administrative process on their expectations.

Mechanism for Grievance Redressal will depend on the nature of Grievance. This document has been prepared keeping in mind the University Level grievance Policy. All Grievances will be considered on their merits and will be enquired into by the School and or the Official concerned who will take necessary steps to resolve the issues within a reasonable time frame. If the matter is not resolved at the initial reference level it may be referred to an Appellate authority specifically constituted for the purpose wArea Chaire finding and report shall be the final resolution to the grievance.

School of Business and Management CHRIST (Deemed to be University) for the purpose of this Regulation has been referred to as School.

DEFINITION

“Personal Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. 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 the School, with a view to induce or compel such student to pay any fee or fees in respect of any course or programme of study which such student does not intend to pursue;
- ii. Demand of money in excess of that specified to be charged in the declared admission policy of the Institution;
- iii. Violation, by the School, of any law for the time being in force with regard to reservation of seats in admission to different category of students, (if applicable);
- iv. Non-Payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of the School, or under the conditions, if any, prescribed by the UGC;
- v. Delay by the School in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the School, or in such calendar prescribed by the UGC, unless such delay is caused due to factors beyond the control of the School.
- vi. Failure by the School to provide student amenities as set out in the prospectus, or is required to be extended by the School under any provisions of law for the time being in force;
- vii. Grievances relating to evaluation of answer scripts (other than rectification of casting errors and omissions in evaluation) in respect of Mid Semester / End Semester Examinations.
- viii. Publication by the School of any information in the prospectus, which is false or misleading, and not based on facts;
- ix. 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 UGC;
- x. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories, if and as may be applicable to the School.

- xi. Denial of quality education as promised at the time of admission or required to be provided; and
- xii. 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.

SCOPE

The Policy is being already implemented effectively by Christ University Regulation for Grievance Management – Students and Staff – 2015 the same is replaced by this Regulation duly guided by the provisions contained in the University Grants Commission (UGC) (Redress of Grievances of Students) Regulations, 2019 to the extent it is applicable to CHRIST (Deemed to be University) as a unitary Institution.

Grievances relating to Gender (including sexual harassment) as covered by relevant Guidelines of the UGC including the SAKSHAM Report and the Ragging grievances (of students) within the meaning of Anti-Ragging Regulation of the University (framed as per applicable UGC Guidelines) will be resolved by the Committee/s under the respective Regulations and will not be covered under this Regulation.

The Regulation has been evolved exhaustively and independently to ensure effective Grievance redressal of students enrolled, persons/students applied for admission but not enrolled in all campuses of the school

Regulation for Grievance Redressal–Students 2019

Student Grievances may be personal or in common and may relate to Academic Issues, Staff-Related Issues or Organisational Issues.

- 1. Academic mentoring:** School of Business and Management, CHRIST (Deemed to be University), is a unique structure of interdisciplinary academic pursuit. The focus is to enable students' branch out into the realms of different disciplines facilitate blended learning by primarily concentrating on the *roots* of the main discipline under study. The school realizes its vision to promote high academic standards through a continuous and dynamic review of existing policies and procedures. This has indicated the need for an effective academic mentoring program in the school.

While all students can benefit from mentoring, faculty dispersing this service may need some guidance and support. Recent mentoring research even indicates that a short-lived, less-than-positive mentoring relationship, can actually have a negative impact on participating youth. Hence, it is imperative that programs implement a long-term approach if they have to have positive output. This document provides an outline to the academic mentoring program of the school.

Mentoring Program Policies

- Students are assigned to faculty from their own discipline.
- The same faculty will be their mentor for their complete tenure at the University (3 years for UG students and 2 years for PG students based on their specialisation.
- Faculty are to meet their mentees and follow up on the student's progress in the following areas:
 - i. Academic performance
 - ii. Co-curricular and extra-curricular activitiesOther pertinent academic/career guidance may also be provided.
- Faculty may direct students to the campus counselors, for support with respect to personal problems.

- A record of each mentee may be maintained by the mentor as per the ‘Student Mentoring’ format. The format comprises of the following sections:
 - A. Student’s academic progress summary: to provide a quick overview of academic performance and attendance. Information can be obtained through KP.
 - B. Student’s detailed academic performance: to provide details of areas/subjects where the student displays strengths and where he/she may require support. Information can be obtained through KP. Mentor’s are to guide students in areas of weakness and provide encouragement.
 - C. Co-curricular and curricular activities: All information pertaining to research work carried out by students, participation in workshops, competitions, fests, etc. are to be recorded based on information given by mentees. The mentor can request for certificates to be shown. Mentors can encourage and acknowledge achievements of mentees.
 - D. Progress in HED/Skill Development: Mentors may grant an overall evaluation based on their observation of mentee’s progress with respect to the graduate attributes of the University.
- The student mentoring program shall be used to facilitate the selection of ‘Best Outgoing Student’(For UG program)

2.) Authorities for Redressal of Personal Grievances of Students Enrolled:

The Process of Personal Grievances Redressal in the University shall have three authorities – The mentors to address academic related issues, The Centre for Counselling and Health Services (CCHS), The School Student Grievance Redressal Committee (SSGRC) and the Central Student Grievance Redressal Committee (CSGRC) which shall be the final Appellate Authority.

2.1) Centre for Counselling and Health Services (CCHS)

- i. The Centre for Counselling and Health Services shall be the point of reference for dealing with student grievances except for Grievances relating to evaluations under Clause 1(vii) which shall be governed by the Guidelines under the Examinations Regulation of the University as amended from time to time and academic related matters which is referred to the mentor/class coordinators.
- ii. All personal grievances other than Staff-Related Issues may be referred in writing (Grievance Letter) by the affected student (preferably in the prescribed form) to his/her Counsellor in Charge as soon as possible but not later than five working days from the occurrence of such grievance.
- iii. The Counsellor shall give a personal hearing to the student and shall record his/her observations, comments and conclusions with date and time, in the Grievance Letter duly signed by the Counsellor and countersigned by the student.
- iv. If the Counsellor is not able to resolve the matter by such hearing, he/she shall forward the documented grievance letter (retaining a copy thereof for record) to the School Student Grievance Redressal Committee within five working days from the first receipt of the Grievance.
- v. In case of unresolved grievance, the aggrieved student shall resubmit his/her grievance through the online portal provided for the purpose for action by the School Student Grievance Redressal Committee

2.2 School Student Grievance Redressal Committee (SSGRC)

The School Student Grievance Redressal Committee (SSGRC) shall consist of the following Members: i. Dean/Associate Dean for the Department – Chairperson

- ii. Head of the Department. (Member Secretary)
- iii. The Class Teacher/ Coordinator
- iv. Two Senior Teachers (Professor/Associate Professor) from or outside the School (as may be decided and nominated with the approval of the Vice Chancellor on the recommendation of the Chairperson)
- v. One senior faculty member conversant with Grievance Redressal Mechanism nominated by the Chairperson.
- vi. The School representative/staff concerned with or related to the Grievance as may be decided by DSGRC depending on the nature of the Grievance. (Example: Course Validation, Attendance, CIA, Mandatory Certificate Courses/open electives, IPM, Examination, Admission, Accounts, Library, Canteen, Student Welfare etc.). The representative/staff will be a non-member Special Invitee.
- vii. A Student Council member of the Class as a non-member Special Invitee.

1. The Committee shall meet as and when needed, with a quorum of four Members including the Chairperson. The Chairperson shall have a Casting Vote in case equality of votes by voice/show of hands/ballot.
2. The nominated members of the Committee will have a tenure of two years and shall be eligible for re-nomination.

2.2.1 The SSGRC will enquire into the grievance duly considering relevant documents and shall make its decision / recommendation in an equitable and just manner and communicate the same to the Student and to the Director– Student Affairs within 10 working days of reference by the CCHS or by the Student who is not satisfied with the decision of CCHS.

2.2.2 Personal Grievance, if any, with regard to any faculty or staff (including harassment of any nature other than sexual harassment) may be directly referred in writing by the student to the SSGRC who shall deal with the same in accordance with the specified procedure and in strict confidence.

2.2.3 It shall be the duty of the PROGRAM CHAIR and the Dean to ensure that no student is penalised or subjected to any bias for the reason of preferring a personal grievance.

2.2.4 If the student is not satisfied with the decision of SSGRC he/she may prefer an appeal to the Central Student Grievance Redressal Committee (CSGRC) within five working days of intimation of the decision. The appeal may be made on the online portal of the School of Business and Management.

2.3) Central Student Grievance Redressal Committee (CSGRC)

1. The Central Student Grievance Redressal Committee (CSGRC) will be the final Appellate Authority (within the University) which shall consist of the following members.
 - i. Director (Student Affairs) / Pro-Vice Chancellor – Chairperson
 - ii. One independent Dean/Associate Dean (Nominated with the approval of the Vice Chancellor who will be the Member Secretary)
 - iii. One Independent Senior Professor (Nominated with the approval of the Vice Chancellor)
 - iv. One Senior Counsellor (Nominated with the approval of the Vice Chancellor)
 - v. Student Coordinator of the University Student Council will be a Special Invitee.
2. The Committee shall meet as and when needed, with a quorum of three Members

including the Chairperson. The Chairperson shall have a Casting Vote in case of equality of opinions.

3. The nominated members of the Committee will have tenure of two years and shall be eligible for re-nomination.
4. CSGRC will consider and re-examine the grievance and review the decision of the SSGRC in a judicious and equitable manner and will give its Order which will be final and binding. The CSGRC will deliver its Order within 15 working days from the date of appeal under Clause 2(b)7 above or reference under Clause 3 (iv) below as the case may be.
5. If the grievance is against any particular member of either of the Committees, such member shall not participate in the related proceedings of the respective Committee. Four members, other than the interested member, shall constitute the quorum for both the Committees.

3) Grievances relating to Continuous Internal Assessments (CIA's) and other assessments related matters

- i. All the faculty members shall maintain an open-door policy to address the academic issues or challenges that students face, including queries on the marks awarded to students. Students have to approach the concerned faculty member for any clarification on marks and review of the same.
- ii. Any grievance of the student, with regard to evaluation, shall be first addressed by the respective faculty and if not resolved, it shall be escalated to the Area Chair/Program Chair Concerned. Grievances not resolved at the Area Chair/Program Chair level shall be escalated to the Evaluation Review Committee (ERC) of the TLE Cell. ERC will also address if there are any faculty related issues in evaluation. The ERC shall comprise of the Controller of Examination, TLE Cell Head, Associate Dean and the concerned Area Chair/Program Chair. Detailed process, timeline and the formats to be used for the process are highlighted in Annexure 1. The format of the application and resolution for this process is available in Annexure 2.
- iii. All unresolved grievances can be referred to CoE for resolution at the level of the University.

4. Appeal to Ombudsperson:

- i. Any enrolled student who is not satisfied with the decision of the CSGRC or any person (non-student) who is not satisfied with the decision of the UGRAC wishes to appeal against the decision may do so within a period of 15 days of receipt of the decision of the respective authority, by filing an appeal to the Ombudsperson of the South Western Region (covering the States of Kerala and Karnataka and the UT of Lakshadweep.) appointed by the Central Government.
- ii. The Ombudsperson shall hear appeals from an aggrieved student /person, only after the student has availed all other remedies provided under this Regulation.
- iii. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iv. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- v. 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)/person(s).

4.1 Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Committees:

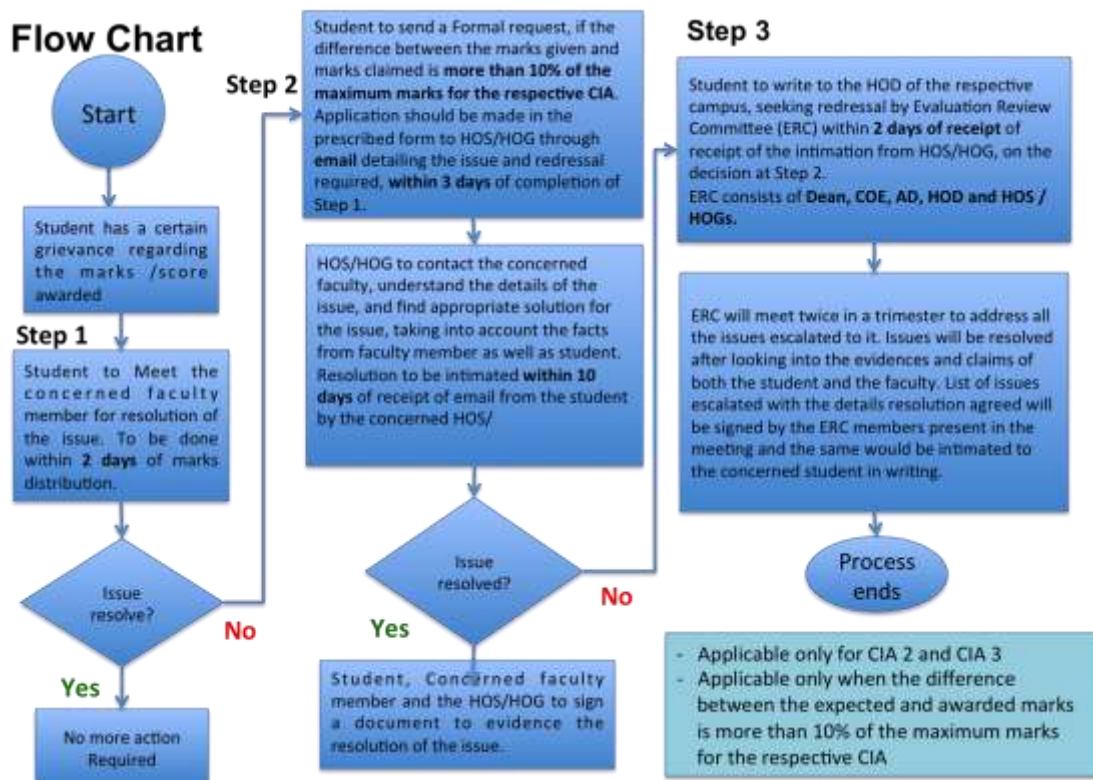
- a. The University shall furnish, prominently, on its website and in its prospectus, all

relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

- b. The University shall, have an online portal where any aggrieved student may submit an application seeking redressal of grievance (other than appeals and grievances relating to evaluations under Clause 1(vii)) in accordance with this Regulation.
- c. On receipt of an online complaint, the appropriate Student Grievance Redressal Committee shall fix a date for hearing within 15 days of receipt of complaint which shall be communicated to the aggrieved student (Complainant).
- d. An aggrieved student shall be required to appear in person although with prior approval may bring in a person (other than an Advocate) to assist him/her in presenting the case.
- e. The Institution shall extend co-operation to the Ombudsperson in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the UGC, which shall take action in accordance with the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019.
- f. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- g. The Institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the Institution shall place it for general information on its website.
- h. The Institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the UGC any failure on the part of the Institution to comply with the recommendations.
- i. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Annexure 1

Flow chart for the Grievance redressal mechanism is given below. The Grievance redressal has three steps. This process would be applicable for CIA 2 and CIA 3. There is no restriction for any student to use Step 1, where the student can approach the faculty member for review of marks. For Step 2 and Step 3, the difference between the marks claimed and marks awarded should be not less than 10% of the maximum marks for the particular CIA.



**SCHOOL OF BUSINESS AND MANAGEMENT,
CHRIST (DEEMED TO BE UNIVERSITY)
“ Redressal of Grievance of Students”**



Annexure 2

Application and resolution form for the Grievance redressal.

Name of the Student		
Student Registration No.		
Section / Campus		
Course code / Name		
CIA (select the appropriate CIA)	II [max marks 50] / III [max marks 60]	
Marks	Expected _____. Awarded _____.	
To be filled by the student: Details of the discrepancy / issue.		Signature of the student & Date
To be filled by the Faculty member: Reasons why change in marks as claimed by the student not acceptable		Name, Signature of the faculty & Date
To be filled by the AREA CHAIR / HOG: Review of the case and the resolution proposed.		Signature of AREA CHAIR/HOG & Date
To be filled by ERC member(s): Review in case of escalation and resolution proposed.		Signature of respective ERC member(s) & Date
Student's comments with signature & Date	Accepted / Not accepted	Signature of the student & Date