Grievance Redressal Policy

(In pursuance of the advisory received from Guru Gobind Singh Indraprastha University, Dwarka, New Delhi under Clause 3(ii)(d) of Statute 24 of the University issued under reference number GGSIPU/20017-18/ 1039/Legal dated 18/07/2017 and directions issued under Ref. No. GGSIPU/2019-20/Legal/1916 dated 23/05/2019) and in conformity with UGC-Grievance Redressal Regulation, 2012)

Grievance Redressal Mechanism is the part and parcel of governance of any academic institution. It fosters accountability, responsibility and makes it stakeholder friendly. Any redressal mechanism should be efficient and effective and can be used as a feedback mechanism. It should endeavour to develop an organizational framework to address grievances in a time bound manner. It includes providing information to the stakeholders regarding policies and procedures.

A Grievance Redressal Committee (henceforth referred to as 'Committee') has been established to address the grievances of students, parents, faculty etc. related to Vivekananda Institute of Professional Studies (VIPS).

Functions of Grievance Redressal Committee

1. The Committee will address grievances in a fair, transparent, anonymous (if required) and hassle-free manner and eliminate the causes of grievance.
2. The Committee will follow up the grievance regularly till their final disposal.
3. The committee will identify the problem areas which are complaint-prone. These problem areas will then be analysed and remedial measures will be suggested to the Department/School Concerned.
4. The rules, policies and procedures for filing complaints, conduct of proceedings and time frame of disposal shall be put at prominent and conspicuous places in the campus.
5. The rules, policies and procedures shall be incorporated in the Admission Brochure/ Prospectus issued from hence onwards.
6. Maintain comprehensive, meticulous and verifiable documentation of all compliances.
7. Compliance reports shall be generated and sent to the concerned authorities as per the rules applicable.
8. The Committee will engage the services of medical practitioner(s) including specifically a Psychiatrist, a Psychologist and a Professional

PRINCIPAL
Vivekananda Institute of Professional Studies-TC
AU Block, Outer Ring Road, Pitampura, New Delhi-110034

Vivekananda Institute of Professional Studies
VIPS-TC

Student Counsellor for regular consultation with students within the premises of VIPS.

Procedure to be followed for resolution of Grievances

1. The aggrieved person will make a written application addressed to the Committee outlining the issue in detail along with supporting documents (if any). The application may also be dropped in the complaint box kept for the purpose at the designated areas of the campus.
2. On receipt of the application, the designated officer will verify the facts and discuss the same with the concerned persons and put it for consideration before the full committee.
3. Every effort will be made to redress the grievance in a reasonable time frame but no later than four weeks of its receipt.
4. The Committee shall adhere to principles of natural justice in conducting the inquiry and deal with every grievance in a fair, objective and just manner.
5. Every representation received will be attended with reformative approach and sympathetic consideration within the framework of existing rules and regulations.
6. If the persons concerned is not satisfied with redressal given by the committee he/she may make another review representation to the committee or may follow the GGSIPU level Grievance Redressal Mechanism as notified by the University and available on its website.

18/7/2019

Vivekananda Institute of Professional Studies VIPS

PRINCIPAL
Vivekananda Institute of Professional Studies-TC
AU Block, Outer Ring Road, Pitampura, New Delhi-110034

Vivekananda Institute of Professional Studies-T.C. VIPS-TC