



हेमचंद यादव विश्वविद्यालय, दुर्ग

(पूर्व नाम- दुर्ग विश्वविद्यालय, दुर्ग)
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क्र. 1066 / कुलसचिव कार्या. / 2022

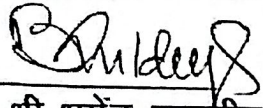
दुर्ग, दिनांक 20/10/2022

// आदेश //

राजभवन, रायपुर द्वारा दिनांक 24.09.2022 को आयोजित विश्वविद्यालयों के कुलपति की बैठक में महामहिम, राज्यपाल महोदया की उपस्थिति में प्रत्येक विश्वविद्यालय में एस.सी./एस.टी. सेल स्थापित करने संबंधी बिन्दु पर विचार-विमर्श हुआ था। इसी बैठक के कार्यवृत्त के परिपालन में हेमचंद यादव विश्वविद्यालय, दुर्ग में अधिकारियों/कर्मचारियों से संबंधित एस.टी./एस.सी. सेल की स्थापना की गई है। एस.सी./एस.टी. सेल हेतु निम्नलिखित सदस्यों के नाम का अनुमोदन किया गया है:-

क्र.	नाम	विश्वविद्यालय में पद	वर्ग	सेल में पद
1	श्री राजेन्द्र कुमार चौहान	उपकुलसचिव	अनुसूचित जाति	संयोजक
2	श्री हिमांशु शेखर मंडावी	सहायक कुलसचिव	अनुसूचित जनजाति	सदस्य
3	श्री योगेश कुमार सोनटेके	कनिष्ठ अधीक्षक	अनुसूचित जाति	सदस्य
4	श्री कमलेश ठाकुर	कार्यालय सहायक ग्रेड-02	अनुसूचित जनजाति	सदस्य
5	डॉ. मंजूषा तिरपुडे	कार्यालय सहायक ग्रेड-01	अनुसूचित जाति	सदस्य
6	श्रीमती सविता पुसरिया	कार्यालय सहायक ग्रेड-01	अनुसूचित जन जाति	सदस्य

(माननीय कुलपति महोदया द्वारा अनुमोदित)


श्री भूपेंद्र कुलदीप
कुलसचिव

पृ.क्र. 1067/2022

दुर्ग, दिनांक 20/10/2022

प्रतिलिपि:-

- माननीय कुलपति महोदया एवं कुलसचिव के निज सहायक हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)।
- स्थापना विभाग को सूचनार्थ।
- सभी संबंधित जनों को सूचनार्थ।
- कार्यालय फाईल।

-Sd-
श्री भूपेंद्र कुलदीप
कुलसचिव
हेमचंद यादव विश्वविद्यालय, दुर्ग



हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)

छत्तीसगढ़ शासन के अधिनियम क्र. 16/2015 द्वारा स्थापित

रायपुर नका दुर्ग (छ.ग.)- 491001

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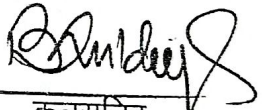
क्रमांक 284/सा.प्रशा./2024

दुर्ग, दिनांक 03/10/2024

// अधिसूचना //

विश्वविद्यालय अनुदान आयोग से प्राप्त पत्र क्र. D.O.No. F. 1-13/2022 (CPP-II) 19th September, 2024/28 के द्वारा विश्वविद्यालय में छात्र शिकायत निवारण समिति का गठन निम्नानुसार किया जाता है :-

1. श्री भूपेन्द्र कुलदीप	कुलसचिव	समन्वयक
2. डॉ. राजमणि पटेल	उपकुलसचिव	सदस्य
3. श्री राजेन्द्र चौहान	उपकुलसचिव	सदस्य
4. श्री हिमांशु शेखर मंडावी	सहायक कुलसचिव	सदस्य



कुलसचिव

दुर्ग, दिनांक 03/10/2024

पृ. क्र 285/सा.प्रशा./2024

प्रतिलिपि :-

1. कुलपति के निज सहायक, हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)।
2. संबंधित समन्वयक, सदस्यको सूचनार्थ।
3. कार्यालयीन आदेश प्रति।


सहायक कुलसचिव (सा.प्रशा.)



हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)

छत्तीसगढ़ शासन के अधिनियम क्र. 16/2015 द्वारा स्थापित

रायपुर लाका दुर्ग (छ.ग.)- 491001

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क्रमांक 276/सा.प्रशा./2024

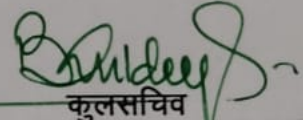
दुर्ग, दिनांक 09 / 09 / 2024

// आदेश //

भारत सरकार द्वारा विश्वविद्यालय में महिलाओं की सुरक्षा हेतु यौन उत्पीड़न संबंधी निराकरण के लिए निम्नानुसार समिति का गठन किया जाता है :-

- | | | |
|-----|------------------------------------|---------|
| 01. | डॉ. मिताश्री मित्रा, लोकपाल | अध्यक्ष |
| 02. | डॉ. भावना पर्वत, तकनीकी सहायक | सदस्य |
| 03. | डॉ. मंजूषा तिरपुड़े, सहायक ग्रेड-1 | सदस्य |
| 04. | श्रीमति रजनी मडावी, सहायक ग्रेड-1 | सदस्य |

(माननीय कुलपति महोदया जी द्वारा अनुमोदित)

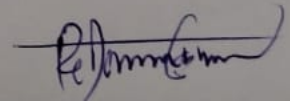

कुलसचिव

पृ. क्र. 277/सा.प्रशा./2024

दुर्ग, दिनांक : 09 / 09 / 2024

प्रतिलिपि :-

- 01 डॉ. मिताश्री मित्रा, लोकपाल, हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)।
- 02 कुलपति के निज सहायक, हेमचंद यादव विश्वविद्यालय, दुर्ग (छ.ग.)।
- 03 संबंधित की ओर सूचनार्थ।
- 04 आदेश फोल्डर।


सहायक कुलसचिव (सा.प्रशा.)

GRIEVANCE REDRESSAL MECHANISM
Establishment of Grievance Redressal Committees
and
Appointment of OMBUDSMAN

HEMCHAND YADAV VISHWAVIDYALAYA

Durg, Chhattisgarh - 491001

Constitution • Procedures • Timelines • Accountability

As per UGC Regulations, 2019

January 2025

PREAMBLE

Hemchand Yadav Vishwavidyalaya is committed to maintaining a transparent, accountable, and student-centric governance system. Recognizing that grievances, if unaddressed, can adversely affect the academic environment and stakeholder satisfaction, the university has established comprehensive grievance redressal mechanisms in compliance with regulatory requirements and in the spirit of natural justice.

This document outlines the constitution, functions, procedures, and operational framework of various Grievance Redressal Committees and the appointment of OMBUDSMAN as mandated by UGC (Redressal of Grievances of Students) Regulations, 2023 and other relevant guidelines.

Date of Effect: January 15, 2025

Approved by: Executive Council , Hemchand Yadav Vishwavidyalaya

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 6. OMBUDSMAN - Appointment and Functions
 7. Internal Complaints Committee (Sexual Harassment)
 8. Anti-Ragging Committee and Squad
 9. SC/ST/OBC Grievance Cell
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 11. Grievance Handling Process
 12. Timelines and Monitoring
 13. Appeals Mechanism
 14. Awareness and Accessibility
 15. Annual Reporting
- Annexures

1. INTRODUCTION AND LEGAL FRAMEWORK

1.1 Regulatory Basis

The grievance redressal mechanisms at HYV are established in compliance with:

- UGC (Redressal of Grievances of Students) Regulations, 2023
- UGC Regulations on Minimum Standards of Instruction for Grant of First Degree, 2003
- UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institutions) Regulations, 2015
- UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009 (as amended)
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
- The Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989
- Chhattisgarh State University Act and Statutes
- Supreme Court of India directives on anti-ragging measures

1.2 Definition of Grievance

For the purpose of this document, 'Grievance' is defined as:

Any complaint, concern, or dissatisfaction expressed by a student, faculty member, or staff member regarding:

- Academic matters (evaluation, results, admissions, examinations)
- Administrative services and processes
- Financial matters (fees, scholarships, refunds)
- Infrastructure and facilities
- Discriminatory treatment on grounds of caste, religion, gender, disability, etc.
- Sexual harassment or gender-based violence
- Ragging or bullying
- Service conditions (for employees)
- Any other matter affecting the rights, dignity, or well-being of stakeholders

Exclusions:

The following are NOT considered grievances under this mechanism:

- Matters already decided by competent authorities (res judicata)
- Matters pending before courts or tribunals
- Policy decisions of the university (unless discriminatory in application)
- Frivolous, vexatious, or malicious complaints
- Anonymous complaints (except in cases of sexual harassment or ragging where anonymity may be permitted initially)

1.3 Principles of Grievance Redressal

- Natural Justice: Fair hearing, impartial decision-making
- Accessibility: Easy, multiple channels for lodging grievances
- Confidentiality: Privacy of complainant and respondent maintained
- Time-bound: Defined timelines for resolution
- Transparency: Clear procedures, status tracking
- Non-retaliation: Protection from victimization for filing grievances
- Gender Sensitivity: Special consideration for women and vulnerable groups

- Accountability: Responsible authorities for each stage

2. NEED FOR GRIEVANCE REDRESSAL MECHANISM

2.1 Institutional Context

Hemchand Yadav Vishwavidyalaya serves a diverse stakeholder community:

- Students: 8,500+ (UG, PG, Ph.D.) from varied socio-economic backgrounds
- Faculty: 280+ teachers across 12 departments
- Non-teaching Staff: 150+ administrative and support staff
- Significant representation: 52% SC/ST/OBC students, 48% women students

This diversity necessitates a robust grievance mechanism to ensure:

- Protection of student rights and interests
- Fair treatment and due process for all
- Prompt resolution of issues before escalation
- Maintaining harmonious campus environment
- Compliance with regulatory mandates
- Institutional accountability and transparency

2.2 Types of Grievances (Historical Data 2023-24)

Category	Number of Grievances	% of Total	Average Resolution Time
Academic (Evaluation, Results)	125	42%	18 days
Administrative Services	68	23%	12 days
Financial (Fees, Scholarships)	45	15%	15 days
Infrastructure/Facilities	32	11%	20 days
Discrimination/Harassment	8	3%	25 days
Sexual Harassment	3	1%	35 days
Ragging	2	1%	7 days
Others	12	4%	14 days
Total	295	100%	16 days average

Key Insights:

- Academic grievances constitute 42% - need for robust academic grievance cell
- Administrative and financial matters: 38% - streamlining processes needed
- Serious matters (harassment, ragging): 5% - zero-tolerance policy enforced
- 96% grievances resolved within 30 days - effective system

2.3 Objectives of Grievance Mechanism

1. Provide accessible, transparent, and time-bound redressal of genuine grievances
2. Ensure fair and impartial hearing to all parties

3. Promote harmonious relationships among stakeholders
4. Identify systemic issues and recommend corrective measures
5. Enhance institutional accountability and responsiveness
6. Comply with statutory and regulatory requirements
7. Foster a culture of respect, dignity, and zero-tolerance for discrimination/harassment
8. Maintain detailed records for institutional improvement and accreditation

3. INSTITUTIONAL POLICY ON GRIEVANCES

3.1 Policy Statement

Hemchand Yadav Vishwavidyalaya is committed to providing a safe, respectful, and conducive environment for learning and working. The university recognizes the right of every student, faculty member, and staff member to seek redressal of genuine grievances without fear of retaliation or victimization.

The university shall:

- Establish multiple grievance redressal mechanisms for different stakeholder groups and types of grievances
- Ensure easy accessibility through online and offline channels
- Process all grievances with utmost confidentiality, fairness, and expedience
- Complete grievance redressal within specified timelines (normally within 30 days)
- Take strict action against frivolous or malicious complaints
- Protect complainants from victimization or retaliation
- Maintain comprehensive records of all grievances and their outcomes
- Review grievance data annually to identify systemic issues and implement improvements

3.2 Rights of Complainant

- Right to lodge grievance without fear of retaliation
- Right to fair hearing and due process
- Right to confidentiality (except where disclosure is necessary for inquiry)
- Right to be informed of the status and outcome of grievance
- Right to appeal if not satisfied with the resolution
- Right to representation/assistance during inquiry (if permitted by committee)

3.3 Rights of Respondent

- Right to be informed of the complaint/allegation in writing
- Right to fair hearing and opportunity to present defense
- Right to confidentiality
- Presumption of innocence until proven otherwise
- Right to cross-examine witnesses (if permitted by committee)
- Right to appeal against adverse findings

3.4 Responsibilities of All Members

- Students, faculty, and staff must use grievance mechanisms responsibly
- Frivolous, vexatious, or malicious complaints will attract disciplinary action
- Cooperation with grievance committees during inquiry
- Maintaining confidentiality of proceedings

- Respecting decisions of grievance committees

4. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

4.1 Constitution of SGRC

As per UGC Regulations, 2023, the Student Grievance Redressal Committee is constituted as follows:

S.No	Position	Name/Designation
1	Chairperson	Pro-Vice-Chancellor / Senior Professor
2	Member	Faculty Representative (Humanities)
3	Member	Faculty Representative (Science)
4	Member	Faculty Representative (Social Sciences)
5	Member	Administrative Officer
6	Member	Student Welfare Officer
7	External Member	Retired Judge/Legal Expert
8	Student Representative (UG)	Elected by Students' Union
9	Student Representative (PG)	Elected by Students' Union
10	Member Secretary	Assistant Registrar (Academics)

Key Features of Composition:

- Gender Balance: Minimum 50% women members
- Student Representation: 2 student members (UG and PG)
- External Member: Ensures objectivity and legal expertise
- Multi-disciplinary: Faculty from different streams
- Administrative Support: Member Secretary for documentation and coordination

4.2 Term of Office

- Faculty Members: 2 years (renewable once)
- Student Representatives: 1 year (co-terminus with Students' Union)
- External Member: 3 years (renewable)
- Chairperson: As long as holding the position of Pro-VC/Dean

4.3 Functions and Powers of SGRC

Functions:

9. Receive and register student grievances related to academic and administrative matters

10. Conduct preliminary scrutiny to determine prima facie validity
11. Seek clarifications, explanations, and relevant documents from concerned authorities
12. Conduct inquiry, examine witnesses, and record statements if necessary
13. Attempt amicable resolution through conciliation/mediation
14. Make recommendations to the Vice-Chancellor for redressal
15. Monitor implementation of recommendations
16. Maintain detailed records of all grievances and outcomes
17. Prepare annual report on grievances for submission to statutory bodies
18. Identify systemic issues and recommend policy changes

Powers:

- Summon any student, faculty, or staff member for inquiry
- Call for documents and records from any department/office
- Conduct spot inspections if required
- Recommend disciplinary action against erring officials/faculty
- Recommend compensation or remedial measures for aggrieved students

4.4 Types of Student Grievances Handled

A. Academic Grievances:

- Admission-related issues (eligibility, seat allotment, fee)
- Attendance disputes
- Evaluation grievances (internal assessment, assignments)
- Examination-related (admit card, answer sheet re-evaluation, result)
- Syllabus and teaching methodology concerns
- Project/dissertation supervision issues
- Library and laboratory access

B. Administrative Grievances:

- Delay in issue of certificates, transcripts, mark sheets
- Scholarship and fee-related matters
- Hostel allotment and accommodation issues
- Identity card, bonafide certificate
- Migration and transfer certificate
- Transport facility issues

C. Infrastructure and Facilities:

- Classroom, laboratory, library facilities
- Drinking water, sanitation, cleanliness
- Sports and recreational facilities
- Cafeteria and mess services
- Internet and Wi-Fi connectivity

D. Behavioral/Interpersonal:

- Faculty behavior, harassment (non-sexual)
- Peer conflicts
- Unfair treatment, discrimination

Note:

Sexual harassment, ragging, and SC/ST atrocity-related grievances are handled by specialized committees (see Sections 7, 8, 9).

4.5 Meetings and Quorum

- Regular Meetings: Once a month (first Tuesday)
- Special Meetings: As and when required for urgent matters
- Quorum: 50% of members including Chairperson or Member Secretary
- Decisions: By majority vote; Chairperson has casting vote in case of tie
- Minutes: Recorded by Member Secretary, circulated within 7 days