

Parul University

Standard Operating Procedure (SOP) for Internal Reporting and Confidential Grievance Redressal of Staff Employment Matters

Objective

To establish a structured, secure, and confidential mechanism for internal reporting of grievances, misconduct, or unethical behaviour by staff, particularly concerning employment matters, while ensuring protection against retaliation and promoting a culture of openness, accountability, and fairness.

Scope

This procedure applies to:

- All permanent, temporary, contractual, or part-time staff of Parul University.
- All employment-related grievances including but not limited to: workplace harassment, unfair treatment, contractual issues, promotion disputes, salary discrepancies, discrimination, and unethical behaviour.

Definitions

- **Grievance:** A formal complaint raised by an employee concerning employment-related issues.
- **Whistleblower:** An individual who reports unethical conduct, malpractice, or misconduct within the institution.
- **Confidentiality:** Ensuring that the identity of the complainant and the contents of the grievance are protected and shared only on a need-to-know basis.

Guiding Principles

- **Confidentiality:** All reports shall be treated with strict confidentiality.
- **Non-retaliation:** Whistleblowers and complainants shall be protected from retaliation, discrimination, or disadvantage for making a report in good faith.
- **Fairness:** All grievances will be handled impartially and in a timely manner.
- **Accessibility:** All staff shall have clear access to the grievance and reporting system.
- **Transparency:** Procedures and outcomes will be documented and monitored.

Reporting Channels

Employees may choose any of the following channels to file a grievance or report:

1. **Online Reporting Portal (PUMIS)** – A secure platform that requires staff login credentials and encryption.

Link to Constitution of Committee: <https://paruluniversity.ac.in/internal-complaints-committee>

2. **Written Submission to:**

- Immediate Supervisor
- HR Department
- Internal Complaints Committee

3. **Whistleblower Hotline** (confidential helpline managed by HR or a third-party ethics officer)

Grievance Redressal and Whistleblower Procedure

Step 1: Submission of Grievance or Report

- The complainant submits a report through any official channel.
- Anonymous complaints are accepted but may be harder to investigate thoroughly.

Step 2: Acknowledgment

- Within **3 working days**, the University shall acknowledge receipt of the complaint.
- The case shall be registered in a **secure, confidential case management system**.

Step 3: Preliminary Review

- Conducted within **7 working days** by the **Grievance Redressal Committee** or **Whistleblower Oversight Committee**.
- Purpose: To verify whether the matter qualifies for formal investigation.

Step 4: Investigation

- Investigation shall be completed within **30 days**.
- A minimum of two neutral committee members must lead the investigation.
- In case of conflict of interest, alternative members will be appointed.

Step 5: Findings and Recommendations

- A detailed report with findings, conclusions, and recommended actions shall be submitted to the **Registrar** and **Provost**.

Step 6: Communication of Outcome

- The complainant (and the accused, if applicable) shall be informed of the outcome and any remedial or disciplinary actions taken, in writing.

- All sensitive details will be redacted to maintain confidentiality.

Step 7: Appeal (if needed)

- If unsatisfied, the complainant may appeal within **10 days** to the **Appeals Committee**, whose decision shall be final.

Confidentiality Measures

- All case records are encrypted and stored in a secure internal system.
- Committee members sign confidentiality agreements.
- Identity of the whistleblower is never disclosed without their consent, unless required by law.

Protection Against Retaliation

- Any act of retaliation or victimization against a whistleblower or complainant will result in disciplinary action.
- Employees can report retaliation as a separate grievance.

Responsibilities

- **HR Department:** Primary custodian of grievance redressal records.
- **Grievance Redressal Committee:** Investigation and recommendation.
- **Ethics/Compliance Officer:** Ensures procedural compliance and integrity.
- **Provost:** Final authority for disciplinary action in serious cases.

Training and Awareness

- Annual training for all staff on:
 - Rights and protections under the whistleblower and grievance policies.
 - How to access and use the reporting system.
- Awareness campaigns to build a culture of trust and ethical behaviour.

Monitoring and Reporting

- Annual reports (with anonymized data) on grievances received, resolved, and pending shall be submitted to the University Executive Council.
- Regular audits of the grievance system to ensure effectiveness and fairness.

PARUL UNIVERSITY

Office of the Registrar
July 28, 2021

R/Notification-710/2021-22

NOTIFICATION

Sub: Reconstitution of Grievance Redressal Cells

Ref: (i) No.R/ Notification-214/2017-18 dated 28.3.2018

(ii) Orders of the President

Preamble:

The UGC through a gazette notification dated. March 23, 2013 has stipulated that there shall be a Grievance Redressal Mechanism in every University. Briefly said, this mechanism comprises the appointment of an OMBUDSMAN who will arbitrate the alleged grievances faced by the students of the University. The appointment of OMBUDSMAN is in the authority of the President and he also can order the composition of Grievance Redressal Cell (GRC) for different campuses of the University.

The GRC shall be the initial institution to which the grievances of the students of the campus shall be addressed for redressal. In case, the complainant student is not satisfied with the decision of the GRC, the complainant can approach the OMBUDSMAN for redressal of the grievance. The details of the powers and functions of the OMBUDSMAN and the GRC are given in the later paragraphs.

The OMBUDSMAN was appointed and the Grievance Redressal Cells were constituted vide ref.(i). The term of the OMBUDSMAN and the GRCs is over. Hence, the President is pleased to order as follows:

Order

- I) The President, Parul University is pleased to nominate Prof. **Dilipbhai M. Patel, Principal (Retd.), MSU Polytechnic, Baroda** as OMBUDSMAN to hear and decide on the grievances of the students of the University for a period of three years or until he attains the age of 70 years, whichever is earlier.

The President is also pleased to constitute the **Grievance Redressal Cells (GRC)** at three campuses of the University whose composition shall be as follows :

A. Limda Campus

- | | | |
|---|---|-------------|
| 1. Dr. Poorav Desai, Dean, Faculty of Homoeopathy | - | Chairperson |
| 2. Dr. Falguni Acharya, Professor, PIET | - | Member |
| 3. Dr. Chaitali Shah, Associate Professor, PIPT | - | Member |
| 4. Shri. Hemantkumar Patadia, Coordinator, DPHS | - | Member |

B. Ahmadabad Campus

- | | | |
|-------------------------------------|---|-------------|
| 1. Dr. Heena Raval, Principal, AHMC | - | Chairperson |
| 2. Dr. Nisha Shah, AHMC | - | Member |
| 3. Dr. Dhaval Patel, APC | - | Member |
| 4. Dr. Kuldeep Sharma, PIASR | - | Member |

C. Rajkot Campus

- | | | |
|-------------------------------------|---|-------------|
| 1. Dr. Hitarth Mehta, Principal | - | Chairperson |
| 2. Dr. Ankit Dubey, Professor, RHMC | - | Member |

- | | | |
|----------------------------|---|--------|
| 3. Dr. M.P.Jani,RHMC | - | Member |
| 4. Dr. Prakash Joshi, RHMC | - | Member |

The term of office of the GRCs is two years.

II) Powers and functions of OMBUDSMAN

- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) of any student against the University or constituent Institution, as the case may be, after the student has availed of remedies available in the University for redressal of grievance; and
 - (b) of any applicant for admission as student to the University.
- (2) No application for re-evaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.

III) "Grievances" include the following complaints of the aggrieved students, namely

- 1) Making admission contrary to merit determined in accordance with the declared admission policy of the University;
- 2) Irregularity in the admission process adopted by the University;
- 3) Refusing admission in accordance with the declared admission policy of the University;
- 4) Non publication of prospectus as specified;
- 5) Publishing any information in the prospectus, which is false or misleading, and not based on facts;
- 6) Withhold or refuse to return any document in the form of certificates, of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in the University, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- 7) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the University;
- 8) Breach of the policy for reservation in admission as may be applicable;
- 9) Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- 10) Nonpayment or delay in payment of scholarships to any student that the University is committed under the conditions imposed by University Grants Commission or by any other authority;
- 11) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- 12) On provision of student amenities as may have been promised or required to be provided by the University;

- 13) Denial of quality education as promised at the time of admission or required to be provided;
- 14) Non transparent or unfair evaluation practices;
- 15) Harassment and victimization of students including sexual harassment;

IV) Obligations of the University Mandatory publication of prospectus, its contents and pricing

- (1) The University shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to the University and the general public; namely:-
 - (a) Each component of the fee, deposits and other charges payable by the students admitted to the University for pursuing a course or programme of study and the other terms and conditions of such payment;
 - (b) The percentage of tuition fee and other charges refundable to a student admitted in the University in case such student withdraws from the University before or after completion of course or programme of study and the time within and the manner in which such refund shall be made to that student;
 - (c) The number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
 - (d) The conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the University;
 - (e) The educational qualifications specified by the relevant appropriate statutory authority, or by The University, where no such qualifying standards have been specified by any statutory authority;
 - (f) The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
 - (g) Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting members;
 - (h) Information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the University;
 - (i) Broad outlines of the syllabus specified by the appropriate statutory authority or by the University, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
 - j) All relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, and, in particular such

discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and

- k) Any such other information as may be specified by the Commission:

Provided that the University shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media: Provided further that the University may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

- (2) The University shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

V) Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee

- (1) The University shall establish a registry, headed by an employee of the University of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the University.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the University for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (8) The University shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.
- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

- (10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the University and shall be placed on the website of the University.
- (11) The University shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
- (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the University shall be reported to the Commission.
- (13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
- (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

VI) Information regarding Ombudsman, Grievance Redressal Committee to be published in prospectus

The University and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

VII) Consequences of non-compliance

The University Grants Commission, shall in respect of any University which wilfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:-

- 1) Withdrawal of declaration of fitness to receive grants under section 128 of the Act;
- 2) Withholding any grant allocated to the University;
- 3) Declaring the University ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- 4) Informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the University does not possess the minimum standards for redressal of grievances;
- 5) Recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- 6) Recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- 7) Recommend to the appropriate State Government for withdrawal of status as University in case of a University established or incorporated under a State Act;
- 8) Taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the University complies with the provisions of these Regulations:

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

By Order

Registrar

To,
The above

Copy to,

- 1) Deans of Faculties
- 2) Principals/ Directors of Colleges/ Institutes with a request to widely circulate the contents among the students.
- 3) Dean, Doctoral Studies & Research
- 4) Controller of Examinations
- 5) Chief Librarian
- 6) Director, CDC/ EDC/ IRC/ ISAC / CEC/ AFMC/ Marketing/ Security/ CR4D
- 7) Head, Central Administration/ Accounts Section/ Students' Section/ Purchase

Submitted to,

- 1) The President
- 2) The Vice President
- 3) Dr.Parul Patel, Member, Governing Body and Chairperson, Admissions Committee
- 4) Dr.Geetika Madan Patel, Member, Governing Body and Medical Director
- 5) Dr.Komal Patel, Member, Governing Body and Director
- 6) The Provost
- 7) The Pro Vice Chancellor

PARUL UNIVERSITY

R/Notification-214/2017-18

Office of the Registrar
March 28, 2018

NOTIFICATION

Sub: Appointment of OMBUDSMAN and Establishment of Grievance Redressal Cells

**Ref: (i) Notification No.R/Notification-13/2015-16 dated 19.2.2016
(ii) Orders of the President**

Preamble:

The UGC through a gazette notification dated. March 23, 2013 has stipulated that there shall be a Grievance Redressal Mechanism in every University. Briefly said, this mechanism comprises the appointment of an OMBUDSMAN who will arbitrate the alleged grievances faced by the students of the University. The appointment of OMBUDSMAN is in the authority of the President and he also can order the composition of Grievance Redressal Cell (GRC) for different campuses of the University.

The GRC shall be the initial institution to which the grievances of the students of the campus shall be addressed for redressal. In case, the complainant student is not satisfied with the decision of the GRC, the complainant can approach the OMBUDSMAN for redressal of the grievance. The details of the powers and functions of the OMBUDSMAN and the GRC are given in the later paragraphs.

The OMBUDSMAN was appointed and the Grievance Redressal Cells were constituted vide ref.(i). The term of the OMBUDSMAN and the GRCs is over. Hence, the President is pleased to order as follows:

Order

- 1) The President, Parul University is pleased to nominate Prof. **Dilipbhai M. Patel, Principal (Retd.), MSU Polytechnic, Baroda** as OMBUDSMAN to hear and decide on the grievances of the students of the University for a period of three years or until he attains the age of 70 years, whichever is earlier.

The President is also pleased to constitute the **Grievance Redressal Cells (GRC)** at three campuses of the University whose composition shall be as follows :

A. Limda Campus

- | | | |
|---|---|-------------|
| 1. Dr. Poorav Desai, Dean, Faculty of Homoeopathy | - | Chairperson |
| 2. Dr. Falguni Acharya, Professor, PIET | - | Member |
| 3. Dr. Rajkumari Soni, Director, PIET-MBA | - | Member |
| 4. Shri, Charan Math, Principal, PIN | - | Member |

B. Ahmadabad Campus

- | | | |
|-------------------------------------|---|-------------|
| 1. Dr. Heena Raval, Principal, AHMC | - | Chairperson |
| 2. Dr. Nisha Shah, AHMC | - | Member |
| 3. Dr. Dhaval Patel, APC | - | Member |
| 4. Dr. Kuldeep Sharma, PIASR | - | Member |

C. Rajkot Campus

- | | | |
|---------------------------------|---|-------------|
| 1. Dr. Hitarth Mehta, Principal | - | Chairperson |
| 2. Dr. B.A.Waghela, RHMC | - | Member |
| 3. Dr. M.P.Jani,RHMC | - | Member |
| 4. Dr. Prakash Joshi, RHMC | - | Member |

The term of office of the GRCs is two years.

II) Powers and functions of OMBUDSMAN

- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) of any student against the University or constituent Institution, as the case may be, after the student has availed of remedies available in the University for redressal of grievance; and
 - (b) of any applicant for admission as student to the University.
- (2) No application for re-evaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.

III) "Grievances" include the following complaints of the aggrieved students, namely

- 1) Making admission contrary to merit determined in accordance with the declared admission policy of the University;
- 2) Irregularity in the admission process adopted by the University;
- 3) Refusing admission in accordance with the declared admission policy of the University;
- 4) Non publication of prospectus as specified;
- 5) Publishing any information in the prospectus, which is false or misleading, and not based on facts;
- 6) Withhold or refuse to return any document in the form of certificates, of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in the University, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- 7) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the University;
- 8) Breach of the policy for reservation in admission as may be applicable;
- 9) Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;

- 10) Nonpayment or delay in payment of scholarships to any student that the University is committed under the conditions imposed by University Grants Commission or by any other authority;
- 11) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- 12) On provision of student amenities as may have been promised or required to be provided by the University;
- 13) Denial of quality education as promised at the time of admission or required to be provided;
- 14) Non transparent or unfair evaluation practices;
- 15) Harassment and victimization of students including sexual harassment;

IV) Obligations of the University Mandatory publication of prospectus, its contents and pricing

- (1) The University shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to the University and the general public; namely:-
 - (a) Each component of the fee, deposits and other charges payable by the students admitted to the University for pursuing a course or programme of study and the other terms and conditions of such payment;
 - (b) The percentage of tuition fee and other charges refundable to a student admitted in the University in case such student withdraws from the University before or after completion of course or programme of study and the time within and the manner in which such refund shall be made to that student;
 - (c) The number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
 - (d) The conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the University;
 - (e) The educational qualifications specified by the relevant appropriate statutory authority, or by The University, where no such qualifying standards have been specified by any statutory authority;
 - (f) The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
 - (g) Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting members;

- (h) Information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the University;
- (i) Broad outlines of the syllabus specified by the appropriate statutory authority or by the University, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- j) All relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- k) Any such other information as may be specified by the Commission:

Provided that the University shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media: Provided further that the University may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

(2) The University shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

V) Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee

- (1) The University shall establish a registry, headed by an employee of the University of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the University.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the University for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved person either in writing or electronically, as may be feasible.

- (5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (8) The University shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.
- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the University and shall be placed on the website of the University.
- (11) The University shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
- (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the University shall be reported to the Commission.
- (13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
- (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

VI) Information regarding Ombudsman, Grievance Redressal Committee to be published in prospectus

The University and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

VII) Consequences of non-compliance

The University Grants Commission, shall in respect of any University which wilfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:-

- 1) Withdrawal of declaration of fitness to receive grants under section 128 of the Act;
- 2) Withholding any grant allocated to the University;
- 3) Declaring the University ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- 4) Informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or

other suitable media and posted on the website of the Commission, declaring that the University does not possess the minimum standards for redressal of grievances;

- 5) Recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- 6) Recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- 7) Recommend to the appropriate State Government for withdrawal of status as University in case of a University established or incorporated under a State Act;
- 8) Taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the University complies with the provisions of these Regulations:

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

By Order



Registrar

To,

The above

Copy to,

- 1) All Officers of the University
- 2) Principal / Director of all Colleges with a request to widely circulate the contents among the students.
- 3) Deans of Faculties
- 4) Establishment Section

Submitted to,

- 1) The President
- 2) The Vice President
- 3) Dr.Parul Patel, Member, Governing Body and Chairperson, Admissions Committee
- 4) Dr.Geetika Madan Patel, Member, Governing Body and Medical Director
- 5) Dr.Komal Patel, Member, Governing Body
- 6) The Provost
- 7) Dr.M.N.Patel, Member, Governing Body and Advisor