

Student Grievance Mechanism System

Amity University Gurgaon has provided mechanism to students for their grievances redressal on various academic, non-academic matters viz: attendance, fee charge, examinations etc. Grievance Redressal Committee at the Institute Level/University level has been made to deal with such grievances. Details are furnished as below:

Institution Level Committee

- Pro-Vice Chancellor - Chairperson
- Heads of the concerned Department/ Institution
- One senior lady faculty member nominated by the VC
- Registrar

Institute level committee resolves grievances pertaining to mainly academic matters

University Level Committee

- Vice Chancellor/Dy. Vice Chancellor - Chairperson
- Pro-Vice Chancellor
- Heads of the concerned Department/ Institution
- Proctor
- Dean, Students Welfare - Member Secretary
- Registrar

University level committee shall resolves the grievances of both academic and administration matters. Also Student if not satisfied with Institute level committee level decision, may appeal to University level committee for review/reconsideration.

Procedure for Redressal of Grievances (ROG) is as under.

1. An aggrieved Student who has the grievances at Institute level/university level shall make an application to first Institute level committee with a copy to Registrar. Institute Committee Chairperson post verifying all the facts, will try to address the grievance in a reasonable time preferably within a week of receipt of the application. If the Student is not satisfied with the same, S/He may apply to University level committee for appeal/review.
2. If Student is not satisfied with the redressal offered by the Institute level committee, S/He can submit the appeal to University level committee thru an application procedure with a copy to Registrar mentioning his/her points not considered while taking decision.

3. University level committee shall take the decision within a reasonable time preferably within 15 days of receipt of application. Chairperson decision of University level committee shall be final and abide by the student.
4. (a) The University level Committee, if needed, may recommend to the Head of Institution, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at any of the Institute under the University.

(f) While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned people.

(g) While passing an order on any Grievance at any level, the relevant provisions of Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.

(h) The student will submit the application of Grievance or appeal to the Institute level committee or University level committee, as the case may be, through the Instituteme Chairperson/Director of the Institute.

Name of Nodal Officer: Maj. Gen. G S Bal, Dean Student Welfare