

## Directorate of Distance Education NALSAR University of Law, Hyderabad

### Guidelines for Grievance Redressal

#### 1. Introduction

To disseminate knowledge and to provide avenues for the working professionals, the University through its Directorate of Distance Education (NALSAR Proximate Education - NALSAR Pro) has been offering Master's and PG Diploma programmes on emerging and contemporary areas from almost last two decades.

As mandated by the University Grants Commission (Open and Distance Learning) Regulations, 2017 to address the grievances of the enrolled students relating to Programme quality, learning resources, learner support and guidance, teaching, learning and assessment, the University has evolved with Grievance Redressal Guidelines. A broad outline of the structure and modus operandi for addressing the grievances of the students is as given below.

#### 2. Frame work

The Director, DDE will be the authority to redress the grievance/s reported by the student/s. The Director will take decisions on the grievance/s of the student/s based on the recommendations of the **Grievance Redressal Committee (GRC)** constituted by the Vice-Chancellor for the Directorate of Distance Education, NALSAR.

#### 3. Definitions

- a) "Aggrieved Student", means a student who has any complaint in the matters concerned with the grievances defined under these guidelines and includes a student seeking admission to any course offered by DDE, NALSAR.
- b) "Grievances", include the following complaints of the aggrieved students, namely:
  - i. making admission contrary to merit determined in accordance with the declared admission policy of the University;
  - ii. irregularity in the admission process adopted by the University;
  - iii. refusing admission in accordance with the declared admission policy of the University;

- iv. not providing information relating to admission procedure, fee, curriculum etc.;
  - v. providing any information which is false or misleading and not based on true facts;
  - vi. 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;
  - vii. 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;
  - viii. complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
  - ix. inordinate delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
  - x. non transparent or unfair evaluation practices, non-imparting of education according to University's Act, Statues etc.
  - xi. harassment and victimization of students, including sexual harassment.
- c) "Grievance Redressal Committee", means the committee constituted by the Vice-Chancellor for the Directorate of Distance Education under these guidelines.
- d) "Ombudsman", means the Ombudsman appointed by the University as per the UGC (Grievance Redressal) Regulations, 2012.

#### **4. Constitution of Grievance Redressal Committee (GRC) for the DDE**

- a) The Grievance Redressal Committee (GRC) shall be constituted by the Vice- Chancellor and shall consist of the following:
- i. The Director of the Directorate of Distance Education as Chairperson;
  - ii. Three faculty members of whom one shall be in the cadre of Professor and one shall be from the DDE as members and;
  - iii. one senior Administrative Official from DDE nominated by the Vice-Chancellor.
- b) The term of the Committee members nominated in (ii) and (iii) shall be for a period of two years.

#### **5. Procedure for lodging Formal Complaint:**

An aggrieved student can make a formal complaint to the Director in writing or by e-mail or through any other form made available by the University.

## 6. Procedure for Redressal of Grievance:

- a) The Director after initial scrutiny will make
  - i. initial attempts to address and resolve complaints as close as possible to the point of origin; and/ or
  - ii. issue instructions for making necessary improvements in the services; or
  - iii. Refer the complaint and other relevant documents to the **Grievance Redressal Committee (GRC)** for further processing within 15 days from the date of receipt of the complaint.
- b) The written complaint made by the student along with other relevant documents shall be placed before the GRC. The GRC at its discretion may call for additional information or seek clarification from the aggrieved student or from the office or the other administrative staff members individually or collectively or from any other body or individuals who can be of help.
- c) The GRC may on the basis of the complaint and the information provided conduct personal enquiry and recommend necessary action to address the grievance and to make necessary improvement/s in the services of the DDE.
- d) The authorities involved in the Grievance Redressal process should treat and investigate facts impartially.
- e) The University shall maintain the confidentiality of the complaint as far as possible.
- f) The Director will take the final decision based on the recommendations made by the GRC and respond in writing (letter or through e-mail etc.) giving reasons for the decision and action taken thereto.

## 7. Provisions for making Appeal:

- a) If the aggrieved student is not satisfied with the decision of the GRC, he/she may make an appeal to the Vice-Chancellor within six (6) days from the date of decision of the GRC.
  - b) The Vice-Chancellor may decide on his own or refer the matter to the university Ombudsman.
8. The procedure can be suspended by the Director if the student withdraws his/ her complaint at any point of time during the procedure.

[DDE Grievance Redressal Complaint Form- Click the link to submit your complaint](#)