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BMU/RO/2020/050

Date: February 12, 2020

Grievance Redressal Mechanism for Students, Academic and Non-Academic Staff, BML Munjal University, Gurugram

1. Short Title and Commencement:

- 1.1 This mechanism may be called “Grievance redressal mechanism for students, academic and non-academic staff, BML Munjal University”.
- 1.2 This mechanism shall apply to all students, academic and non-academic staff members of the BML Munjal University.
- 1.3 These mechanism shall be a key element which provide the platform allows all students, academic and non-academic staff to voice their concerns in an open manner it is imperative that the complainant exercises due diligence and care in deciding what he/she would qualify as a grievance that is serious enough to deserve the attention of this committee comprising of senior administrators and faculty of the university.
- 1.4 This mechanism shall come into force with effect from the date of approval by the Board of Management.

2. Definitions:

- 2.1 “University” means the BML Munjal University (BMU);
- 2.2 “School” means the School of Engineering & Technology, School of Management, School of Economics & Commerce and School of Law of BML Munjal University or any other school establish in future;
- 2.3 “Vice Chancellor” means the vice chancellor of the university;

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- 2.4 **“Registrar”** means the registrar of the university;
- 2.5 **“Dean”** means the dean of the faculty/school of the university;
- 2.6 **“Student”** means a student who is enrolled in the university and pursuing a programme of study including a research programme in any mode of study;
- 2.7 **“Staff”** refers to all non-academic staff working in the university in any capacity whatsoever i.e. regular, temporary, contractual, outsourced etc;
- 2.8 **“Aggrieved student”** means a student who has any complaint in then matters concerned with the grievances defined under these regulations, and includes a person seeking admission to BML Munjal University;
- 2.9 **“Admission Policy”** means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus;
- 2.10 **“Grievance Redressal Committee”** means a committee constituted under the regulations of UGC.
- 2.11 **“Committee Against Sexual Harassment”** means such committee for addressing sexual Harassment;
- 2.12 **“Ombudsman”** means an appellate authority of grievance redressal committee for students;
- 2.13 **“Appellate”** an appeal authority of grievance redressal committee for academic and non-academic staff;
- 2.14 **“Grievances”** include the following complaints for aggrieved students, includes: -
- 2.14.1 Any admission contrary to merit determined in accordance with the declared admission policy of the university.
- 2.14.2 Irregularity in the admission process adopted by the university.

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- 2.14.3 Refusing admission in accordance with the declared admission policy of the university.
- 2.14.4 Non-publication of prospectus, as specified.
- 2.14.5 Publishing any information in the prospectus, which is false or misleading and not based on facts.
- 2.14.6 Withholding or refusing 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.
- 2.14.7 Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by University.
- 2.14.8 Breach of the policy for reservation in admission as may be applicable.
- 2.14.9 Complaints, of alleged discrimination of students, from the scheduled castes, the scheduled tribes, other backward classes & minority etc.
- 2.14.10 Non-payment or delay in payment of scholarships.
- 2.14.11 Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- 2.14.12 Student amenities as may have been promised or required to be provided by the university.
- 2.14.13 Denial of quality education as promised at the time of admission or required to be provided.
- 2.14.14 Non-transparent or unfair evaluation practices.

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2.14.15 Harassment and victimization of students, including sexual harassment.

2.15 “Grievances” include the following complaints for aggrieved academic and non-academic staff, includes complaints related appointment, re-appointment, promotion, salary, duty, sexual harassment etc.

3. Introduction

In order to redress individual as well as collective grievances of the students and staff of the university, a grievance redressal mechanism has been devised. The staff refers to all academic and non-academic staff members. It includes faculty (full time, part-time or visiting), teaching assistants, tutors, directors, academic support staff members, full-time or part time employees and full-time consultants who are involved in administrative or non-academic work.

4. Objectives

- 4.1 To develop an organizational framework to resolve grievances of students and staff.
- 4.2 To provide the students and staff access to immediate, hassle free recourse to have their grievances redressed.
- 4.3 To enlighten the students and staff on their duties and responsibilities.
- 4.4 To establish structured interactions with students and staff to elicit information, academic and administrative process on their expectations.
- 4.5 To institute a monitoring mechanism to oversee the functioning of the grievance redressal policy.

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5 What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with university that a student or staff thinks, or even feels, is unfair, unjust or inequitable. **Any grievance/ complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by CASH (Committee Against Sexual Harassment).**

6 Responsibility for Redressal:

The final responsibility for grievance redressal rests with grievance committee specially constituted under UGC regulations, for resolution of grievances. The BML Munjal University expects that grievance redressal be time bound and result oriented. Thus, any communication, as defined above - written, verbal or digital- shall be recorded in the grievance system. Immediately on receipt of a grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the BML Munjal University), stating the following:

6.1 Acknowledging his communication.

6.2 The name, address, email id and phone number of the authority to whom the grievance has been forwarded (in case the grievance relates to another office).

6.3 The name, address, email id and phone number of the authority to whom the complainant could escalate the matter if his grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

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7. Grievance redressal committee constitution for students, academic and non-academic staff:

- i) Any Officer/Senior professor of the university- ***Ex-officio chairperson***
- ii) Dean Student Welfare-**Member**
- iii) One Professor from one of the constituent schools, to be nominated by the Vice-Chancellor, by rotation of two academic years-**Member**
- iv) One Associate Professor from one of the constituent schools, to be nominated by the Vice-Chancellor, by rotation of two academic years-**Member**
- v) One Assistant Professor from one of the constituent schools, to be nominated by the Vice-Chancellor, by rotation of two academic years-**Member**
- vi) Three representatives of students (from the BML Munjal University's students council) nominated by the Vice-Chancellor, of whom one shall represent post-graduate classes and two shall represent undergraduate classes. However, these student representatives shall be invited only to those meetings in which grievances of students are to be considered and they shall attend only that part of the meeting, during which grievances of students are considered-***Special Invitees***
or
- vi) Senior Manager-HR- The representative shall be invited only to those meetings in which grievances of academic & non-academic staff members are to be considered and they shall attend only that part of the meeting, during which grievances of academic & non-academic staff members are considered-***Special Invitee***
- vii) Deputy Registrar/Asstt. Registrar- ***Ex-officio member secretary***

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8. Conduct of grievance redressal committee:

- 8.1 In the absence of the chairperson, a senior member nominated by vice chancellor shall work as the chairperson of the committee.
- 8.2 Deputy/Asstt. Registrar who is *ex-officio member secretary*, shall not have a right to vote.
- 8.3 The term of membership for members other than *ex-officio* members shall be two years.
- 8.4 A member, who does not attend three consecutive meetings of the committee without leave of absence, shall cease to be a member of the committee.
- 8.5 If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the vice chancellor shall fill it within one month.
- 8.6 The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the chairperson shall have a casting vote.

Any student aggrieved by the decision of the grievance redressal committee may within a period of six days prefer an appeal to the ombudsman.

9 Ombudsman constitution for student related grievances:

- 9.1 The ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.
- 9.2 The ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.

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9.3 The ombudsman, or any member of his immediate family shall not

- (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
- (b) have any significant relationship, including personal, family, professional or financial, with the university;
- (c) hold any position in university by whatever name called, in the administration or governance structure of the university.

9.4 The ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

9.5 The ombudsman shall be paid a fee of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

9.6 The ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (8.2) and (8.3) of this regulation, by the concerned appointing authority.

9.7 No order of removal of ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of judge of the high court in which such ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

Any academic and non-academic staff members aggrieved by the decision of the grievance redressal committee may within a period of six days prefer an appeal to the appellate.

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10 Appellate constitution related to academic and non-academic staff grievances

- i) Vice Chancellor- Chairperson.
- ii) Dean/Director of all the constituent schools/constitutes
- iii) Director-HR
- iv) Any Officer of the university- Member secretary

11 Procedure for filing the formal complaint/grievance:

11.1 Any student, faculty and staff of the BML Munjal University may abide to follow the Grievance Escalation Matrix Levels.

11.2 In case of non-justification at the final level of Grievance Escalation Matrix, student, faculty and staff may lodge a complaint.

11.3 The complaint should be made to Grievance Redressal Committee. The complaint may be oral, by email (at grievance@bmu.edu.in) or in writing. If the complaint is oral, it will be converted into a written form by the grievance redressal committee who received the complaint and authenticated by the complainant under his / her signature as soon as possible.

11.4 Upon receipt of complaint by any member of grievance redressal committee, the member should forward it to grievance@bmu.edu.in

11.5 Procedure for filing a complaint / grievance without revealing identity:

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library.

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12. Process for addressing the Grievance:

12.1 Upon receipt of complaint, the member secretary of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.

12.2 A copy of the grievance will be sent to all the members of the grievance redressal committee within 05 working days.

12.3 Option 1:

12.3.1 The member secretary of the committee may address the issue directly with the help of the concerned department case the matter is resolved directly with the help of the concerned department then the grievance redressal committee will be sent an update on the matter along with a closure report on the matter.

Option 2:

12.3.2 The member secretary may also call for a meeting of the grievance redressal committee. The quorum for the meeting is 5 (Five).

12.3.3 The grievance redressal committee may, as required, also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made

12.3.4 Final decision meeting of the grievance redressal committee will be held within 15 days of the receipt of the complaint.

12.4 The member secretary of the committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the Vice Chancellor

12.5 In case the complaint has been made against a member of the grievance redressal committee or a member of the Appeal Committee for grievance
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redressal committee, the concerned member will be barred from participating in any proceedings till the case has been closed.

12.6 In case, the student is not satisfied with the decision given by the grievance redressal committee. He/she may approach the ombudsman in manner similar to that specified for grievance redressal committee. The ombudsman will follow the same procedure, as outlined above for the grievance redressal committee, to hear and dispose the complaint. In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant. The decision of the ombudsman, in such matters shall be final and there shall be no further appeal in the matter. The ombudsman would recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.

12.7 Re-appeal for academic and non-academic staff:

12.7.1 Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Appellate for GRC for a reconsideration and review within six working days.

12.7.2 The Appellate will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint. In case of any false or frivolous complaint, the Appellate may order appropriate action against the complainant.

12.7.3 The decision of the Appellate, in such matters shall be final and there shall be no further appeal in the matter.

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12.7.4 The Appellate will recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.



Registrar

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