



## **GUIDELINES FOR STUDENT'S GRIEVANCE REDRESSAL**

### **1. PURPOSE AND SCOPE**

The Indian Institute of Science (IISc) has different mechanisms to address student grievances, both academic and non-academic matters to ensure quick and accountable response to all student related concerns, thereby ensuring and creating an environment in which students can freely express their grievances without fear of discrimination or victimization.

### **2. EXTENT AND APPLICABILITY**

Students at the Institute during their tenure/registration period.

### **3. DEFINITIONS**

**Grievance:** means a formal complaint that includes any kind of dissatisfaction arising out of any guideline associated with the Institute that a student believes is unfair/discriminatory.

### **4. OBJECTIVES**

- i. To ensure that the views of aggrieved students are valued and they are neither discriminated against nor victimized.
- ii. To ensure a fair, impartial redressal of different issues faced by the students.
- iii. To develop a responsive and accountable approach for maintaining a harmonious atmosphere in the IISc campus.
- iv. To ensure that grievances are resolved promptly, objectively and with complete understanding and confidentiality.

### **5. TYPES OF GREIVANCES**

#### **A. Academic**

- a. Admissions
- b. Courses registration and other related matters
- c. Examination/Assessments/Evaluation
- d. Research related matter/issues.
- e. Issuance of various certificates which within the domain of Academic Section
- f. Placement & Internships
- g. Discontinuation/Termination.
- h. Revocation of registration

### **Process of handling:**

- i. An aggrieved student shall first submit his/her complaint to his/her Advisor/Research Supervisor. In case the matter is unresolved, she/he shall forward it to the DCC/Chair of the Department for appropriate action.
- ii. In case the grievance is not resolved/satisfied by the resolution, he/she shall request the Deans of Faculty giving the reasons for his/her dissatisfaction.
- iii. Deans of Faculty shall verify the facts and shall take necessary action to redress the grievance of the student.
- iv. In case the aggrieved student is not satisfied with the decision of the Deans of Faculty, he/she can submit an appeal to the Director, within a period of 15 days from the date of receipt of decision of Deans of Faculty.

### **B. Non-Academic**

- a. **Hostel Facilities - Complaints regarding amenities/provisions/ food services, safety and security inside the hostels, harassment (excluding complaints of sexual harassment) of any form inside the Hostel**

First Point of Contact - Respective hostel wardens- Chair, Council of Wardens  
Escalation Point- Students Affairs Committee (SAC)

- b. **DIGITS - Wi-Fi/Internet Connectivity, Computer facilities.**

First Point of Contact - Office of Digits  
Escalation Point- SAC

- c. **Amenities - Utility stores, Drinking Water, Sanitation & Hygiene, Maintenance**

First Point of Contact - Samadhan/CCMD  
Escalation Point- SAC

- d. **Dept wellness committee, Wellness center, CMO, Wellness related**

First Point of Contact - Assistant Registrar handling wellness centre  
Escalation Point- SAC

- e. **Finance & Accounts - Collection of fees, Scholarships Disbursement**

First Point of Contact - Financial Controller, F&A  
Escalation Point- SAC

- f. **Other issues like ID cards, Safety and Security, Discipline, Misbehaviors**

First Point of Contact - Assistant Registrar, Security  
Escalation Point- SAC

- g. **Physical health issues, Medical Facilities, emergency services, Mental health issues**

First Point of Contact - CMO, Health Center  
Escalation Point- SAC

- h. Complaints of sexual harassment may be made to the Internal Committee Against Sexual Harassment (ICASH). Details of the ICASH are available on the IISc website.

### **Process of handling:**

- i. The Institute shall provide on its website all relevant information in respect of the SAC and the Ombudsperson for the purpose of appeals.
- ii. The students can approach appropriate authority mentioned at para 5(ii) above. In case the aggrieved student is not satisfied with the resolution, the student can send the grievance through email to SAC Chair.
- iii. SAC may be approached if the students are not sure of approaching any authorities.
- iv. The law of natural justice shall be observed and fair hearing to the grievant shall be given.
- v. SAC shall give their recommendations based on the examination of the grievance of the student to the concerned Dean.

## **6. EXCLUSIONS**

The following complaints/grievances shall not be within the purview of SAC/Ombudsperson for consideration:

- i. Decisions of the Court/Council/Senate and other related Academic Committees constituted by the Institute.
- ii. Complaints involving policy matters in which the student has not been affected directly/ indirectly.
- iii. Decisions regarding the award of fellowships, scholarships, fee concessions, medals and other related matters.
- iv. Decisions regarding disciplinary matters/misconduct. All such matters relating to students/Institute members are dealt with as per the relevant conduct rules and hence outside the purview of student grievances.
- v. Decisions regarding recruitment/selection in the Institute.
- vi. Anonymous complaints.

## **7. APPELLATE AUTHORITY/OMBUDSPERSON**

### **7.1. FUNCTIONS OF OMBUDSPERSON**

- i. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed of all other remedies provided under these Guidelines.
- ii. All such appeals shall be routed through the Chair/Member Secretary, SAC.

- iii. While issues of Academic matters may be referred to the Ombudsperson, such application shall only be entertained by the Ombudsperson in case of specific irregularity leading to student discrimination.
- iv. The Ombudsperson may avail assistance of any person for hearing complaints/grievances.

## **7.2. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON**

- i. Grievances not resolved by the SAC within thirty days may be referred to the Ombudsperson.
- ii. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- iii. The Institute, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- iv. The institution may comply with the recommendations of the Ombudsperson.
- v. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

## **8. AMENDMENTS**

This policy will be reviewed periodically to rectify anomalies, if any.

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