



# ORIENTAL UNIVERSITY, INDORE

Established under M.P. Niji Vishwavidyalay (Sthapana avam Sanchalan), Adhinyum 2007)  
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| Grievance Redressal Committee |                      |                        |                          |            |             |
|-------------------------------|----------------------|------------------------|--------------------------|------------|-------------|
| S.N.                          | Members              | Designation            | Dept.                    | Contact    | Remark      |
| 1                             | Dr.Garima Ghai       | Chairperson            | Dean Academics           | 9981061216 |             |
| 2                             | Mrs.N.Ghei           | Team Member            | Chief Counselor          | 9303132948 |             |
| 3                             | Dr.Neelu Gupta       | Team Member            | Business Mgt. & Commerce | 9827291471 |             |
| 4                             | Dr.Niharika Gokhale  | Team Member            | Pharmacy                 | 9826980809 |             |
| 5                             | Dr.Tanmay Kasbe      | Team Member            | CSE                      | 7000810311 |             |
| 6                             | Ms. Poojashree Verma | Team Member            | Pharmacy                 | 7879065232 |             |
| 7                             | Ms. Ashvita Rathore  | Student representative | Business Mgt. & Commerce | 8085275862 | MBA-II      |
| 8                             | Mr. Shubham Kamdar   | Student representative | Pharmacy                 | 9009493198 | M.Pharma-II |

## Overview:

The Oriental University, Indore has constituted a Grievance Redressal Committee. The main function of the Committee is to look into the complaint lodged by any student. The Grievance Redressal Committee has also empowered to look into matters of harassment. Anyone with a genuine grievance can post his/her grievance using the google form available on the University website.

## Scope:

The Students are the main stakeholders in any institution imparting education, and it's our endeavor to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration the University has decided to provide mechanism to students for Redressal of their grievances. The Grievance Redressal Committee will deal with Grievances received from the students about any of the following matters:

- Academic
- Non-academic





- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to Charging of fees
- Grievance related regarding conducting of Examinations
- Harassment by colleague students or the teacher etc.

**Objectives:**

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the University. A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the University with the following objectives:

- Upholding the dignity of the University by ensuring strife free atmosphere in the University through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box has been installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the University.
- Advising students of the University to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and University administration.
- Ragging in any form is strictly prohibited in and outside the University. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the head of the University.

**Procedure for Redressal of Grievances is as under:**

- The Grievance Redressal Committee shall consider the appeal of the student and make appropriate recommendations to the Chairperson within a reasonable time, preferably within 15 days. On approval by the Chairperson, the final decision shall be communicated to the student.
- The committee, if needed, may recommend to the Chairperson, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at the University.
- While dealing with the complaint, the Committee at all levels shall observe law of natural justice and hear the complainant and concerned people.
- While passing an order on any Grievance at any level, the relevant provisions of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.
- In case of false and frivolous complaint (if proved), the Grievance Redressal Committee will recommend Chairperson to take appropriate action against the complainant.

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*[Handwritten Signature]*  
18/2/2024  
Registrar, OUI