



GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS

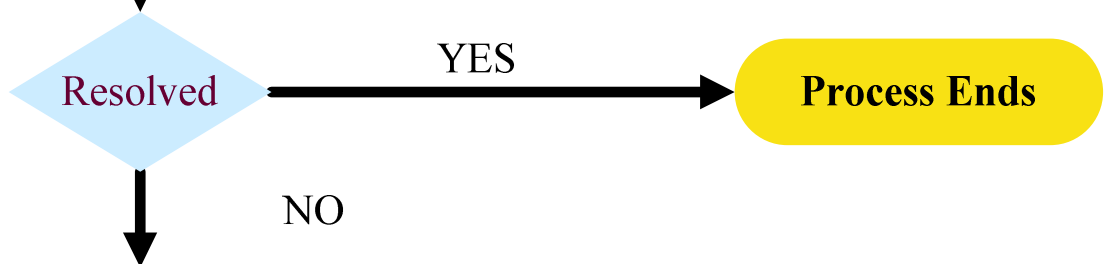


Grievance Arise

A student or a group of students who have grievance, should first approach the Head of the concerned Department / Principal / Dean of Faculty for academic issues and for issues related to students cultural or sports activities, Librarian for issues related to library, Chief Finance and Accounts officer for issues related to the Finance and Senior warden for hostel related issues.



In case, the grievance is not resolved at this stage, the concerned Dean of the Faculty and then the Registrar should be approached through E-mail, phone or in present



If the grievance cannot be resolved at the level of the Registrar, the student / students may approach the Grievance Redressal Committee (GRC) for the redressal of grievance. (Email: cugc@cushahuniversity.org)

Grievances should be submitted to the appropriate body within a reasonable time.

The GRC should try to resolve the grievance as speedily as possible but in no case later than four weeks from the date the complaint lodged in writing to the Committee.

Recommendations submitted by the GRC will be reviewed by the President and his / her decision shall be final and binding.

Process Ends

When the process ends, Documentation, Notification etc work should be completed.