

PROCEDURE FOR REGISTERING GRIEVANCE

(FOR STUDENTS)

Following mechanism will be followed for students of JSMU to report their grievances:

1. Student who wants to register his/her grievance would fill the Grievance Record Form available with QEC online portal (copy attached).
2. After filling the form and attaching necessary evidences, the student would put it into envelop and submit to institution/department head. In case of matter pertaining to the concerned head, student would submit directly to Registrar office.
3. On receiving the form, Registrar office would issue a formal receipt to the student concerned.
4. Registrar office would review the case in the light of the existing rules and then forward the case to the concerned committee with a cover letter with a specific time frame. QEC would be kept in CC for record.
5. Committee chair would convene the meeting and investigate the case.
6. The Committee would investigate and would make a decision based on available evidence. The decision would be documented on the same template and forwarded to the registrar office within the stipulated timeframe. The committee may invite the appellant for personal hearing if needed
7. Registrar office would inform the student concerned about the decision of the committee as well as the right for appeal keeping QEC in loop.
8. If the student is not satisfied with the decision, s/he has the right for appeal to the Vice Chancellor in writing. VC may formulate alternative committee or may reject the appeal.
9. The decision of the VC would be treated as final and no further appeal would be entertained.
10. For every decision, QEC office would collect the level of satisfaction from concerned student.