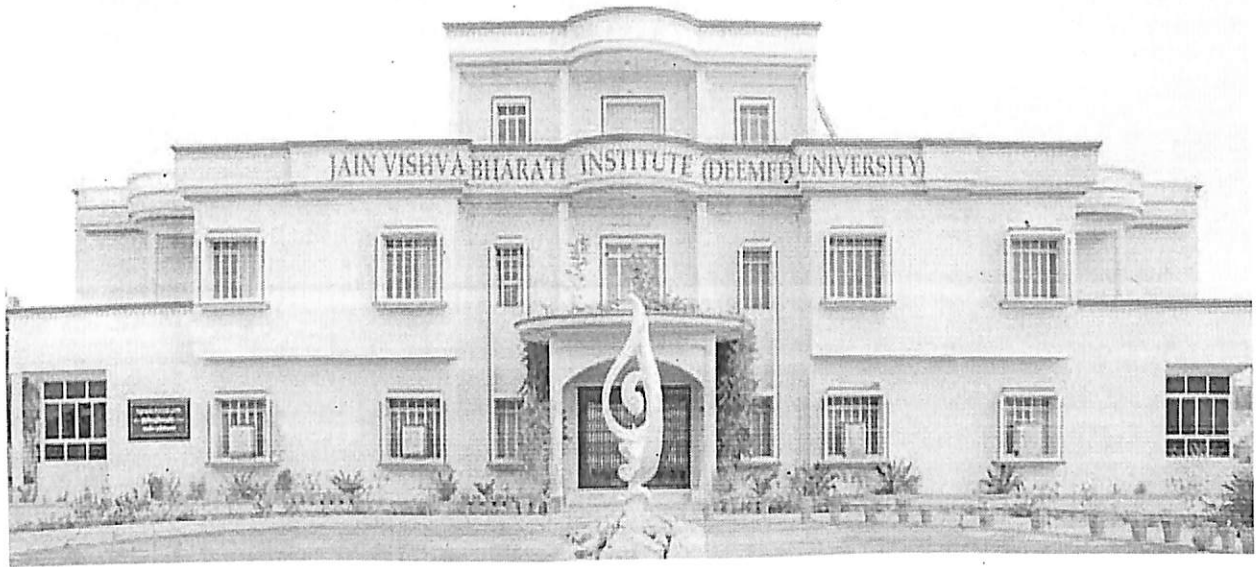


Grievance Redressal Policy



Jain VishvaBharati Institute

(Declared Deemed-to-be University Under Section 3 of The UGC Act, 1956)

Ladnun - 341306 (Raj.)

Grievance Redressal Policy

Objectives

- To meet the legitimate expectations of students and staff for better, faster and more effective services,
- To continuously improve JVBI's service rules, standards and capabilities.
- To maintain highest standards of integrity, ethics and transparency in the students, teachers and the non-teaching staff.
- To develop an organisational framework to resolve Grievances of Students and staff
- To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- To enlighten the Students and staff on their duties and responsibilities
- To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy

Definitions

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.

A Grievance shall be a documented manifestation of dissatisfaction of a student/staff.

Student-staff focus

- Grievance Redressal Mechanism would aim at not only to redress Grievances but also to avoid them.
- The JVBI shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- The JVBI shall also abide by the Code of conduct approved by the competent authority.
- All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Attested
[Signature]
Registrar
Jain Vishva Bharati Institute
Ladnun-341306
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Scope of the Policy

1. Grievances' may include the following complaints of the aggrieved students namely:
2. Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
3. Irregularity in the admission process adopted by the institute.
4. Refusing admission in accordance with the declared admission policy of the institute.
5. 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 such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
6. Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
7. Breach of the policy for reservation in admission as may be applicable.
8. Unnatural delay in conduct of examinations or declaration of results beyond that specified in the academic calendar; except for the unavoidable reasons.
9. On provision of student amenities as may have been promised or required to be provided by the institution.
10. Denial of quality education as promised at the time of admission or required to be provided.
11. Non transparent or unfair evaluation practices.
12. Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per JVBI instructions from time to time.

Documenting grievances

The Grievance Redressal Mechanism shall start with a proper decimation protocol. The Grievance shall include any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the JVBI. 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, stating the following:

- Acknowledging his communication
- 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)
- 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.

Structure of grievance redressal mechanism:

The Grievance Redressal mechanism for aggrieved students would be constituted and working in accordance with the UGC guidelines vide UGC (Grievance Redressal) Regulations 2012.

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Institutional Grievance Redressal Mechanism

There shall be a grievance redressal mechanism at the JVBI, consisting of the Grievances Committee; members of which would be nominated by the Vice Chancellor. However, the following principle shall be generally adhered to:

- ❖ All Heads of the Departments - Members
- ❖ Principal, AKKM-Member
- ❖ Director-IQAC-Member
- ❖ A Senior member of the Faculty to act as the Coordinator
- ❖ Registrar - Special Invitee

Powers and Duties of the Committee:

The aggrieved person (teacher, other employee or student) of the Institute may lodge his/her grievance with the Registrar of the JVBI. The Ex-officio Secretary shall place the grievance before the grievance committee at the earliest.


The committee shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the JVBI's administrative apparatus. The decision of the Committee shall be final.

The Appeal against such decision shall be referred to the Vice Chancellor, whose decision shall be final.

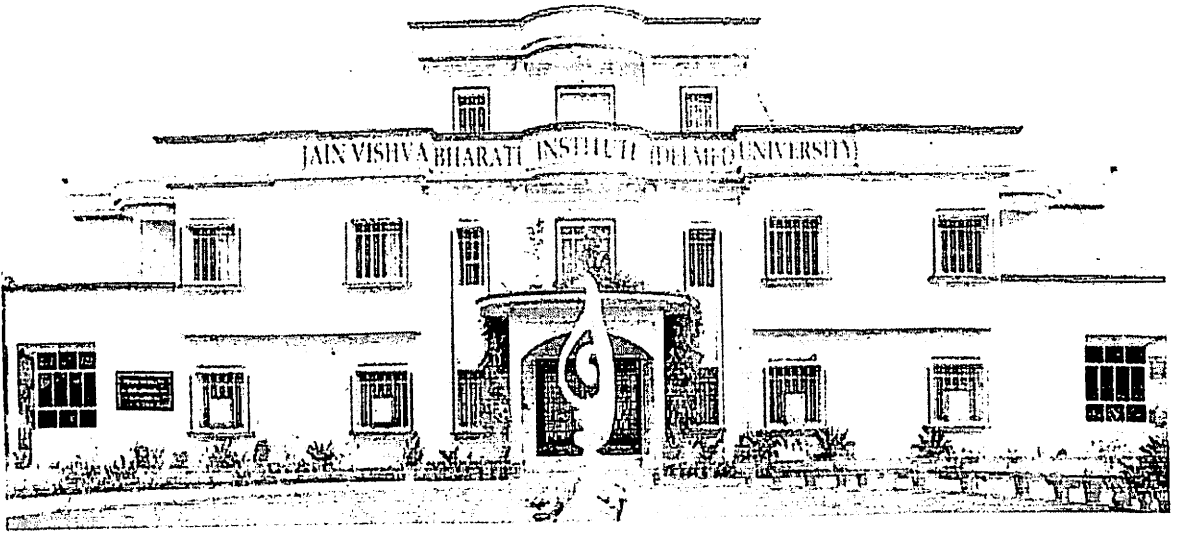
Procedure for conduct of business at the meetings:

- In the absence of the Chairman, a senior member nominated by Vice Chancellor shall work as the Chairperson of the Committee.
- Registrar, who is ex-officio Secretary, shall not have a right to vote.
- The term of membership for members other than ex-officio members and students shall be two years.
- 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.
- 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.
- 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.
- Registrar shall maintain the minutes of the committee's deliberations.


Vice-Chancellor
Jain Vishva Bharati Institute
Ladnun-341 306 (Raj.) INDIA

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Women Grievance Redressal Policy (Prevention of Sexual Harassment)



Jain VishvaBharati Institute

(Declared Deemed-to-be University Under Section 3 of The UGC Act, 1956)

Ladnun - 341306 (Raj.)

Women Grievance Redressal Policy (Prevention of Sexual Harassment)

Extent and applications of the directions

These Directions extend and apply to all the students and employees of the JVBI. These Directions also extend and apply to all the offices and authorities of the JVBI, Ladnun.

These Directions will apply to all cases and/or complaints or allegations of sexual harassment :

- By a student against a co-student, an employee;
- By an employee against a student, another employee;
- By a member of the management against a student or an employee

These Directions will also apply in respect of all cases and/or allegations of sexual harassment :

- By a student, employee or member of the management against a third party or an outsider;
- By a third party or an outsider against a student, employee.

Definitions

“Cell” means Women Development Cell constituted under the provisions of these Directions.

“Campus” means main campus of the University.

“Employee” means every person in the employment of the University to which these Directions are applicable, including any teaching/non-teaching staff or officers, temporary, part-time, honorary and visiting persons, adjunct faculty engaged in any duties by whatever designation called and also employees employed on a leave vacancy, casual or project basis or also employed through a contractor.

“Expert” means any person who has done or is engaged in research work in any University and/or college/institution of academic learning/deemed universities and such others who are engaged in the country or outside in the field of Women’s Studies or Gender Justice.

“Management” means and includes the statutory authorities of the JVBI.

“NGO” includes any non-governmental organization operating on a secular non-profit basis and involved in the amelioration of the status of women and children, duly registered under the relevant Act.

“Sexual Harassment” will include such unwelcome sexually determined behaviour (whether directly or by implication) as :

Physical contacts and advances;

A demand or request for sexual favours;

Sexually coloured remarks;

Showing pornography;

Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

Explanation : “Sexual Harassment” shall include, but will not be confined to the following :

When submission to unwelcome sexual advances, request for sexual favours and verbal or physical conduct of a sexual nature are made, either explicitly or implicitly, as a term or condition for instruction, employment, participation or evaluation of a person’s engagement in any university activity.

When unwelcome sexual advances and verbal, non-verbal or physical conduct such as loaded comments, remarks or jokes, letters, phone-calls or e-mails, gestures, showing of pornography, lurid stares, physical contact or molestation, stalking, sounds or display of a derogatory nature have the purpose or the effect of interfering with an individual’s performance or of creating an intimidating, hostile or offensive university environment.

Where any form of sexual assault is committed where a person uses the body or any part of it or any object as an extension of the body in relation to another person without the latter’s consent or against that person’s will, and

When any such conduct as defined in (i) and (ii) above is committed by a third party or outsider in relation to a member of the University’s community or vice versa.

“Student” includes any person who is enrolled for any course, whether by attendance or by distance education, with the University to which these Directions are applicable and includes -

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An Under-graduate/Post-graduate student, a Research Scholar and a Repeater;
Any person, student or ex-student who has been permitted the use of any of the facilities of the University such as library, laboratory, reading room, gymkhana etc. On the payment of a fee or otherwise.

“University” means Jain Vishva Bharati Institute (Deemed University u/s 3 of the UGC Act, 1956), Ladnun.

Aims and objects of the university women grievance redressal cell (UWGRC)

The objects of the Cell shall be :

- To prevent sexual harassment and to promote the general well-being of female students, teaching and non-teaching women staff of the University.
- To provide appropriate working conditions in respect of work, leisure, health and hygiene to further ensure that there is no hostile environment towards women at work places and that no women employee has reasonable grounds to believe that she is disadvantaged in connection with her employment.
- To provide guidelines for the redressal of grievances related to sexual harassment of female students, teaching and non-teaching women staff of the University.

Duties of the university

In case of sexual harassment in any of the premises of the University, active assistance shall be provided to the complainant by the University to pursue the complaint and the safety of the complainant shall also be ensured.

The University shall provide all the necessary assistance for the purpose of ensuring full, effective and speedy implementation of these Directions.

Composition of the university women grievance redressal cell (UWGRC)

The Vice Chancellor shall decide the number of members on the committee and the following principle shall be generally followed:

- I. A senior Professor; preferably a lady as the Chairperson to be nominated by the Vice Chancellor

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- II. Two teachers of the Institute
- III. Two non-teaching staff of the Institute
- IV. Three students representing various academic programmes
- V. One member representing any NGO/ Trust/Society not directly employed with the Institute
- VI. Registrar as the ex-officio Secretary

All members would be nominated by the Vice Chancellor. However, in absence of the Chairperson, Vice Chancellor shall authorize any person to act as the Chairperson of the particular meeting.

The Cell shall also perform the role as "Complaint Committee".

The term of the office of the cell

The term of office of the Cell shall be for three years. In case of any vacancy occurring in the Cell, it shall be filled in for the remainder of the term of office of the Cell by the Vice Chancellor.

The names of the members of the Cell, along with their contact places and telephone numbers shall be displayed at all times in a conspicuous place of the main notice board of each of the University premises.

Qualifications of the members of the cell

A person shall be disqualified for being appointed, elected, nominated or designated as, or for being continued as a member of the Cell if there is any complaint or serious criminal charges involving moral turpitude pending against him/her or if he is found guilty of sexual harassment.

If a member of the Cell remains absent without permission of the Chairperson for three consecutive meetings, his/her office shall thereupon become vacant and it shall be filled up by the Vice Chancellor.

A member of the Cell, not being a member ex-officio, may resign at any time by tendering her/his resignation in writing to the Chairperson and such person shall be deemed to have vacated her/his office and as soon as the Chairperson accepts the resignation, the same shall be filled in accordance with the composition.

Powers and duties of the UWGRC

To ensure implementation of these Directions as may be laid down in the University and other constituents to whom it is applicable.

To process individual grievances concerning sexual harassment in the University departments/Administration/Authorities and to recommend suitable action in the manner and mode particularly provided hereafter.

To exercise such other powers and perform such other duties as may be conferred or imposed on it by or under these Directions.

To do all such acts and things as may be necessary to carry out the objects of these Directions.

Meetings of the cell

The Cell shall meet at least twice every academic year and the intervening period between two meetings shall not exceed six months.

The Chairperson of the Cell can call a Special Meeting at any time upon the written request of not less than one third of the total number of members of the Cell, on a date not later than fifteen days after the receipt of such requisition by the Chairperson.

The quorum for any meeting of the Cell shall be one third of its members. If the quorum is not present at any meeting, it shall be adjourned for half an hour and proceed with those who are present and the proceedings of such a meeting shall not be challenged on the ground of absence of quorum.

Procedure for investigation of complaints

Any woman employee/female student of the University Departments/Schools/Administration/Authority shall have the right to lodge a complaint with any of the members of the Cell.

Such complaints may be oral or in writing.

Any complaint in writing shall be signed by the person making the complaint. If the complaint is oral the same shall be documented in writing in detail by the Cell member to whom the complaint is made and shall not be acted upon till signed by the complainant.

A Complaint Register shall be maintained by the Complaints Committee. It should be a confidential document.

The complainant shall be afforded full confidentiality at this stage.

In the event of the complaint being made to any member of the Cell, immediately upon receipt of the complaint, and within not more than ten working days, the member of the Cell to whom the complaint is made, shall communicate the same to the Chairperson of the Cell. However, if the complainant so desires, her name shall be kept confidential and shall not be divulged except to the Cell.

Within a period of three weeks from the date of such communication, the Chairperson shall convene its meeting.

At the first meeting, which shall be held within three weeks of the receipt of the complaint, the complainant or at her request her representative, shall be heard. If a woman complainant specifically expresses a desire that she be allowed to depose in the presence of only women members of the Cell, the Cell shall hear the said complainant after the male members have withdrawn from the hearing. However, the complaint shall not be finally disposed off until after the male members of the Cell attend and participate in the decision making process. The Cell shall then decide whether the complaint deserves to be proceeded with. The complaint shall stand dropped, if according to the Cell, the complainant has not been able to disclose prima facie, an offence of sexual harassment.

In case, the Cell decides to proceed with the complaint, the wishes of the complainant shall be ascertained and if the complainant wishes that a warning would suffice, then the alleged offender shall be called to the meeting of the Cell, heard and if so satisfied that a warning is just and proper, it be recommended to the Vice Chancellor that he may be warned about his behaviour. The matter shall then be treated as concluded with a recording, to that effect, made in the Complaint Register. With acceptance of the recommendation by the Vice Chancellor, he is warned about his behaviour and necessary note be made into the Service Book of the employee/Record of the student including the Migration Certificate. The Cell should verify compliance of the action taken.

However, before proceeding with the enquiry, the Cell shall decide whether the delinquent deserves to be placed under suspension or prohibited from entering the premises pending enquiry, keeping in mind the nature and gravity of the misdemeanour complained of. In case the Cell comes to the conclusion that such an action is necessary, it shall recommend to the Vice Chancellor accordingly.

The Cell shall accord fair and reasonable opportunity to the delinquent to defend himself and shall ensure observance of the principles of natural justice.

If the complainant wishes to proceed with the complaint beyond a mere warning to the delinquent, the delinquent shall be given in writing by the Cell an opportunity to explain within two weeks; why he should not for good and sufficient reasons be treated as guilty of his behaviour and be not recommended to be punished for the act complained of. If the written explanation of the delinquent is not found to be satisfactory or if he does not provide any written explanation, the Cell shall recommend at the outset whether the offence deserves a minor or a major penalty.

In the event of the Cell coming to a decision that the delinquent be imposed a minor penalty, a specific minor penalty shall be recommended by the Cell to the Vice Chancellor who shall then expeditiously act on such recommendation.

Protection against victimization

In the event of the complainant being a student and the accused being a teacher, during the pendency of the investigation and inquiry and even after such an enquiry if the teacher is found guilty, the accused shall not act as an examiner for any examination for which the student appears.

In the event of the complainant and the accused both being employees, during the pendency of the investigation and inquiry, even after such an inquiry, if the accused is found guilty, the accused shall not write the Confidential Reports of the complainant, if he is otherwise so authorized.

Penalties and punishment for sexual harassment

The Cell may recommend the following penalties on a person found guilty of sexual harassment :

An employee found guilty of sexual harassment shall be liable to receive the following penalties:

Minor Penalties:

Warning, Reprimand or Censure

Fine

Withholding of increments or promotion

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Ladnun-341306
Rajasthan (India)

Reduction to a post in the lower pay-scale or to a lower stage of increment in his own pay-scale.

Major Penalties:

Compulsory retirement
Termination of service
Removal/dismissal from service

A student found guilty of sexual harassment shall be liable to receive the following penalties:

Minor Penalties:

Warning
Written Apology
Bond of good behaviour
Debarring entry into a hostel/campus/off-campus
Suspension for a specified period of time
Withholding results.

Major Penalties

Debarring from examinations for a specified period of time
Expulsion from university

The University shall decide whether the person against whom a complaint of sexual harassment is made should be placed under suspension. An employee placed under suspension shall be entitled to subsistence allowance at the rates as applicable under the rules of discipline.

The University may direct that the person against whom a complaint of sexual harassment is made, be prohibited from entering the premises of the University during the pendency of the matter before the Committee.



Vice-Chancellor
Jain Vishva Bharati Institute
Ladnun-341 306 (Raj.) INDIA

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Jain Vishva Bharati Institute
Ladnun-341306
Rajasthan (India)

Jain Vishva Bharati Institute (Deemed University)

Ladnun, Raj

Development of Online Grievance Redressal Portal & Mechanism of Grievance Redressal

Jain Vishva Bharati Institute (JVBI) is committed to provide highest quality of educational services to the utmost satisfaction of the students and give them an opportunity to cultivate an integrated personality blended with spirituality and moral values.

JVBI was established with the inspiration of Gurudev Tulsi in Ladnun, Dist Nagaur, Rajasthan. In 1991, Government of India notified JVBI as Deemed-to-be University under Section 3 of University Grants Commission Act, 1956. The Institute continues to be housed in the common campus of its parent body organization Jain Vishva Bharati. Gurudev Shri Tulsi remained its first constitutional Anushasta (moral and spiritual guide) followed by Acharya Shri Mahaprajna as its second Anushasta. Acharya Mahashraman is its present Anushasta. The goal of the JVBI is has been clearly spelt out in the Preamble of its Constitution (Memorandum and Articles of Association) which reads as under:

"The Jain Vishva Bharati Institute is an endeavour in the direction of putting into practice, promote and propagating the high ideals of Anekant, Ahimsa, Tolerance and Peaceful Co-existence for the weal of the mankind. We, the members of the Jain Vishva Bharati, therefore resolve to constitute and establish the said University of Advanced Studies, Research & Training in Jainology in the context of comparative studies in Indology, World Religions, Ahimsa and World Peace."

The student support services keep students abreast of new initiatives which is launched by the institute. Students get updates of their course progress at regular intervals and are motivated to complete the course. This continuous communication helps the student to become an integral part of the institute. It has created a multifaceted robust Grievance Redressal System to remove students' grievances related to both academic and non-academic matters. An online grievance redressal portal is also developed for the convince of learners. It has a two-level Grievance Redressal system:

Level 1 : Helpdesk

Level 2 : Student Grievance Redressal Committee

1. Helpdesk

For any type of grievance, students can approach the Helpdesk first. For registering the grievance, a student can call the Helpdesk No. 01581 226110, 9462658501 (Between 10 am—5:00 pm) on all days (except on National Holidays).

(OR)

Students can submit their grievances any time (24X7) by writing an email to help.jvbi@gmail.com.

(OR)

Students can register their grievances on official site of institute jvbi.ac.in in online grievance Portal. Students can also send their grievances via post to the below address :-

Registrar
Jain Vishva Bharati Institute,
(Deemed-to-be University),
PO- Ladnun,341306 Dist.- Nagour, (Raj.)

Following procedure is adopted to redress the grievances of learners:-

1. Students can file their complaint email to help.jvbi@gmail.com or contact on 9485626501 after that committee investigate the matter thoroughly and suggest the necessary improvement in the services provided by JVBI.
2. The committee held a meeting to resolve complaints/grievances as close as possible to the point of origin with minimum of formality.
3. The committee after thorough analysis, suggest the amicable solutions to resolve the grievances of the learners
4. It shall be the responsibility of the Registrar, JVBI to monitor the progress and to timely disposal of the grievances.
5. The coordinator of the help desk responds the learners in writing through offline or online mode about taken action thereon to redress the grievance.
6. If any serious matter exists, that is put up before central grievance redressal cell, JVBI, Ladnun to resolve the matter.


There shall be a grievance redressal cell at the JVBI, consisting of the Grievances Committee; members of which would be nominated by the Vice Chancellor. However, the following principle shall be generally adhered to:

- All Heads of the Departments – Members
- Principal, AKKM-Member
- Director-IQAC-Member
- A Senior member of the Faculty to act as the Coordinator
- Registrar – Special Invitee

Note: The Institute follows and implements the guidelines issued by UGC/regulatory bodies as and when issued. The Institute undertaking the grievance policy with zero tolerance.



(Vinod Kumar Kakkar)
Registrar



Vice-Chancellor
Jain Vishva Bharati Institute
Ladnun-341 306 (Raj.) INDIA

JAIN VISHVA BHARATI INSTITUTE, LADNUN(RAJASTHAN)

Website-www.jvbi.ac.in, Email- jvbiladnun@gmail.com

Grievance No. _____ (for office only)

Grievance Redressal Form

Enrollment Number :

Class/Course :

Name of Student :

Father's Name :

Address :

Mobile Number :

Please specify your grievance briefly along with supported documents (if any)

Date:

Signature of the Applicant

Action Taken