

Procedure for lodging grievances:

Level 1:

Any student or parents who want to initiate a written grievance may in the first instance bring the issue to the notice of the Head of the **respective School/Department**, who will address the issue and try to solve it within **07 working days** of the receipt of the grievance.

Level 2:

If there is no response within the stipulated time from the respective school or grievant is dissatisfied with response/solution to his/her grievance to SGRC of KSU. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Grievance Redressal Committee (SGRC) at the email – sgrc@kaushalyatheskilluniversity.ac.in or google form ([Link](#)). Professor Shiv Kant Shukla, HoD, School of Healthcare, Agri and Other Services holds the charge of Chairperson, KSU-SGRC.

The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of **15 working days** from the date of receipt of the complaint.

Level 3:

Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

Scope of operation:

➤ Academic Matters:

Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters etc.

➤ Financial Matters:

Related to dues and payments for various items from fee clerk, library, hostels, etc.

➤ Library matters:

Issue and return of books, syllabus, photocopy, and university question papers.

➤ Accommodation matters:

Related to hostels.

➤ Other Matters:

Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc

Exclusions

GRC shall not entertain following issues.

- Decisions of the Board of Governance/Academic Council /Skill Development Council/Finance Committee/ Board of studies and other academic / administrative Committees constituted by the University.
- Decisions with regard to award of scholarships / fee concessions / awards / medals
- Decisions made by University under the Discipline Rules and Misconduct.
- Complaints regarding semester examinations are to be addressed to the Controller of the examinations and only if redressal is not found there should a student approach GRC.
- Complaints regarding sexual harassment should be addressed to the ICC
- Students are bound by rules of the University regarding decorum, behaviour et al clearly listed in various University Rules/Regulations/Circulars etc. When a student takes admission in the University it is under the premise that he/she will abide to all rules/regulations/norms, therefore no complaints will be entertained regarding the same.
