



# Aliah University

(Under the Department of Minority Affairs and Madrasah Education, Govt. of West Bengal)  
IIA/27, New Town, Kolkata - 700160, West Bengal

## Aliah University

### Grievance Redressal Policy

#### A. Introduction

Aliah University in West Bengal, a public State University with campuses in New Town, Park Circus, and Taltala, covering approximately 30.109 acres, has always been dedicated about redressing any type of grievance arising amongst any of its stakeholders and sincerely concerned about adopting the requisite pre-emptive measures for prevention of any such type of occurrence. To align the University's desire to provide the students, scholars, staff-members and other stakeholders a commotion-free environment and to monitor for any deviation from the intended alignment, the University shall set up a Grievance Redressal Cell, Internal Complaints Committee, Anti-Ragging Committee and Anti-Ragging Squads. This will be in line with the norms and guidelines laid down by the University Grants Commission (UGC). The students, scholars, staff-members and other stakeholders of the University can raise any complaint or grievance or provide suggestions using a specified form. The University shall create a special 'tab' in the homepage of its website using which the aggrieved stakeholder may lodge a complaint.

#### B. Vision

The vision of the Grievance Redressal Cell of the University is to foster a conducive environment where the stakeholders can work in absolute harmony.

#### C. Mission

- To develop a culture of understanding, addressing and providing quick redress to grievances and take steps to prevent recurrence of such incidents
- To set in place a grievance handling system that is student focused
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- To ensure that the views of each complainant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized and
- To ensure that there is a consistent response to grievances.

#### D. Types of Student grievance

The University shall recognize grievances in the nature of:

- Grievances that are academic in nature
- Grievances against faculty members
- Grievances related to examination
- Grievances related to summer internship & placements

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Registrar  
Aliah University  
New Town, Kolkata-700 160





- e) Grievances related to amenities & services
- f) Grievances related to hostel
- g) Grievances related to finance
- h) Grievances related to student conflicts
- i) Harassment by fellow students or the faculty/ staff etc. (sexual in nature)

While framing the policy of the Cell, the following acts have been taken into consideration

- Article 340,
- Article 29 and Article 30 for the protection and development of the backward and minority section.
- The SC and ST (Prevention of Atrocities) Act, 1989,
- CEI Act 2006 and Amendment Act,2012
- University Grants Commission (Prevention, Prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015.

The University is committed to protect the rights of the students and its staff members in accordance with the provisions laid down in its statute and thereby maintain the spirit of the Constitution. The Committees shall organise awareness programmes for the new students about the Grievance Redressal Policy of the college with the objective of protecting the rights of the students and to ensure the prevention of any kind of discrimination in any way. The University shall adopt a 'zero tolerance policy' for discrimination or bias based upon caste, class or creed.



