



**University of Rajasthan, Jaipur**  
राजस्थान विश्वविद्यालय, जयपुर - 302004

# **NAAC - SSR**

**Assessment Year (2023-24 to 2019-20)**

**Relevant Supporting Document**

## **Criterion – 5**

### **STUDENT SUPPORT AND PROGRESSION**

#### **Key Indicator: 5.1**

#### **Student Support**

#### **Metric: 5.1.4**

**Institutional mechanism for transparency, timely Redressal of student grievances. Prevention of sexual harassment and ragging cases.**

**University Mechanism for submission of online/ offline student's grievance**

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## University Mechanism for submission of online/ offline student's grievance

The University of Rajasthan has mechanisms for handling student grievances, whether they're submitted online or offline.

### A general overview of how one may submit a grievance and what can be expected:

#### Online Submission Mechanism

1. **University Website:** University have a dedicated section on their website for student grievances. There is a tab labelled "Grievance Redressal" under "Student Corner". There in there are tabs of different Committees and Authorities related to Grievance Redressal.

(screenshot attached)

2. **Online Form:** With each Committee and Authority there are Email ids of members and also buttons for submitting Online Grievance. Once one find the relevant section, there is an online form to fill out. This form will ask for details such as personal information, the nature of your grievance, and supporting documentation (if any).

(Email Provided)

3. **Student Portal:** University has a student portal; there is an option to submit grievances directly through it. Student can also take a print out of a form provided there and submit it directly.

(Form Attached)

#### Online Links of Statutory/ Regulatory Committees

- Ombudpersons
- Student Grievance Redressal Committee
- Central Anti-ragging Committee
- Prevention of caste based discrimination
- Student Grievance Redressal Portal

#### Offline Submission Mechanism

1. **Chief Proctor Office:** Student may visit office on campus. They often handle grievances and can provide guidance on the process.

2. **Internal Committee (ICC) for Prevention of Sexual Harassment of Women**

(Under Centre for Women Studies) A female can write a formal grievance letter addressed to the ICC for Sexual Harassment cases. These cases are kept confidential.

(Details of ICC is attached)

3. **Grievance/ Suggestion Box:** All University departments/ Constituent Colleges and Hostels have physical grievance submission boxes placed in common areas.


- **In-Person Meeting:** Student may also meet with Chief Proctor/ Principal of Colleges/ Dean and Head of Departments/ Hostel Warden and Chief Warden/ Mentor.

(Form Attached)

- An Ombudsperson and Student Grievance Redressal Committee is also set up to discuss grievance of any sort.

#### What should be Included in Grievance

- **Personal Information:** Full name, student ID number, and contact details.
- **Details of the Grievance:** A clear and concise description of the issue, including dates, locations, and individuals involved.
- **Supporting Evidence:** Any documents, emails, or other evidence that support your case.

  
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- **Desired Outcome:** What you hope to achieve through the grievance process.

### **Expected Outcome**

University ensures to resolve these matters within the expected timeframe.

### **Committees and Authorities related to Grievance Redressal:**

- Ombudpersons
- Student Grievance Redressal Committee
- Central Anti-ragging Committee (Under Chief Proctor Office)
- Anti-Ragging Committee (ARC)
- Anti-Ragging Squad (ARS)
- Internal Committee for Prevention of Sexual Harassment of Women (Under Centre for Women Studies)
- Prevention of caste based discrimination
- Anti-Ragging Committee at each Constituent College, Department and Hostel level of the University.

### **Methodology adopted by Central Anti-ragging Committee (Under Chief Proctor Office)**

As per UGC regulation on curbing the menace of ragging in Higher Educational Institution 2009 Guideline (Point no 6 to 8)

1. Address the complaint with prior investigation within 24 hrs and informed to UGC anti-ragging helpline.
2. Constitute/assigned complaint to anti-ragging committee exist in college/Institute/Departments
3. Schedule and address meeting with complainant and victim.
4. Prepare minutes of meeting and sent to UGC anti-ragging helpline with conclusion.

### **Methodology adopted by Internal Complaints Committee (ICC) (Centre for Women's Studies) for Prevention of sexual harassment at workplace**

Centre for Women's Studies is the headquarter of Internal Complaints Committee (ICC) for Prevention of sexual harassment at workplace which receives complaints regarding any case related to Sexual Harassment in university campus. In 2013, the Government of India notified the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Consistent with the Vishaka judgment, the Act aspires to ensure women's right to workplace equality, free from sexual harassment through compliance with the above mentioned three elements. The ICC has been constituted as per the UGC Guidelines on Basic Facilities and Amenities for Safe Secure Environment for Women and Women Cell (for Sensitization, Policy Implementation, Monitoring and Grievance Redressal) in Higher Educational Institutions (HEIs).

The committee holds regular meetings for redressal of complaints received.

The following is the composition for of Internal Complaints Committee (ICC).

1. Chairperson, Director of Centre for Women's Studies, University of Rajasthan
2. NGO representative (External Member)

  
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3. Not less than two teaching employees and two non-teaching employees, preferably committed to the cause of women or who have had experience in social work or have legal knowledge;

4. Three students, (if the matter involves students enrolled at the undergraduate, masters, and research scholar levels respectively).

Provided that at least one-half of the total Members so nominated shall be women.

Centre for Women Studies also organises gender sensitization programmes to disseminate anti sexual harassment policies on campuses on a regular basis. Hostel Wardens, Provosts, Principals, Vice Chancellors, Legal Officers and other functionaries within the domain of accountability are also involved when needed.

All complaints can be brought by the complainant in person or mailed at [icccwsuor@gmail.com](mailto:icccwsuor@gmail.com).

Once a complaint is received the committee proceeds to investigate it as per the procedure specified. All meetings of the committee are called by the Member Secretary in consultation with the Chairperson and a notice of at least 3 to 5 working days is given. The committee is bound to maintain confidentiality during the time of the enquiry (in order not to prejudice the proceedings).

### **Student Grievance Redressal Committee**

The Committee deals with Grievances received about any of the following matters:

- Admission Policy of the Institution
- Non-publication of a prospectus
- False or misleading information in the prospectus
- Withholding of any document
- Demand of money in excess of that specified to be charged
- Reservation of seats in admission to different category of students
- Non - payment or delay in payment of Scholarships or financial aid
- Delay by the institution in the conduct of examinations, or declaration of results
- Failure by the institution to provide student amenities as set out in the prospectus
- Non-transparent or unfair practices adopted by the institution for the evaluation of students
- Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus
- Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- Denial of quality education as promised at the time of admission

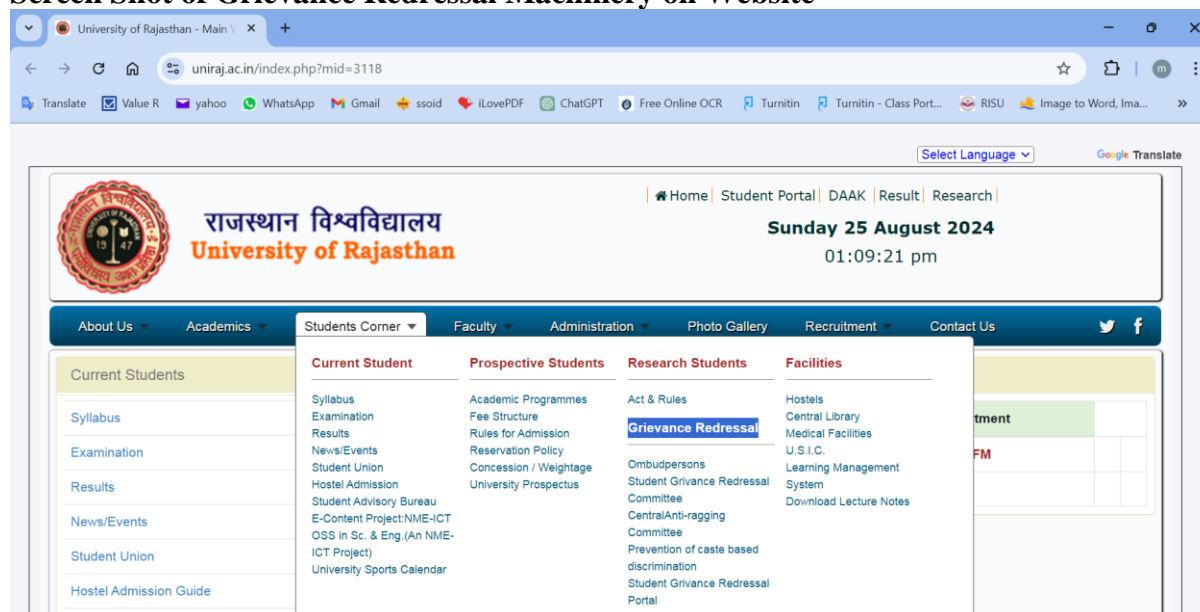
### **Prevention of caste based discrimination**

Prevention of Caste based discrimination in the University

- All faculty, officials and staff members are requested to desist from any act of caste based discrimination against those hailing from vulnerable sections of social origin.
- The University does not entertain / indulge in any kind of discrimination against any person of any community or caste or category of people.
- If any, sort of discrimination felt, Please fill-up the form for re-dressal and submit to Registrar.

  
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## Screen Shot of Grievance Redressal Machinery on Website



### Emails and Contact Details of Committees

Committee	Email
Chief Proctor	chiefproctorru@gmail.com
Internal Committee (ICC) for Prevention of Sexual Harassment of Women	icccwsuor@gmail.com
Student Grievance Redressal Committee	sgrs.uniraj@gmail.com
Central Anti-ragging Committee	
National Anti-Ragging Helpline 24x7 Toll Free: 1800-180-5522	helpline@antiragging.in www.antiragging.in
UGC Monitoring Agency Centre for Youth (C4Y)	antiragging@c4yindia.org <a href="http://www.c4yindia.org">www.c4yindia.org</a>
ICC for Prevention of Sexual Harassment	<a href="mailto:icccwsuor@gmail.com">icccwsuor@gmail.com</a> .

### Contact Details of the Nodal Officers of Anti-Ragging Committee and Squad Anti-Ragging Committee (ARC)

Name		Contact No.	E-Mail
Prof. Alpana Kateja, Vice Chancellor	Chairperson	1412707863	vcuorj@gmail.com
Prof. Garima Saxena, Deptt. of Bus. Admn.	Member	9414841947	garimasaxena@gmail.com
De. Rajesh Kumar Sharma, Chief Warden (Boys)	Member	9414310889	rksharma038@gmail.com
Prof. Reshma Boolchandani, Deptt. of Home Science	Member	9314143525	reshma.bool@gmail.com

  
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Prof. Bela Kothari, Deptt. of Anthropology	Member	9928388982	belaalok@yahoo.com
Prof. Mukesh Jain, Chairperson, SGRC	Member	9460384427	jain.mukesh2008@rediffmail.com
Prof. Ramavatar Sharma, Deptt. of Botany	Member	9461164336	sharma_ra2007@yahoo.co.in
Prof. Mamta Jain, Chief Warden (Girls)	Member	9314505983	mamta_deoli@yahoo.com
Prof. I.U. Khan, Dean Student's Welfare	Member	9414780249	dr.iukhan1969@gmail.com
Dr.O.P.Siravi, Deptt. of Law	Member	9414476121	omsiravi@gmail.com
Dr.Deep Kumar Mittal, Deptt. of Hindi	Member	9971654201	deepbtp@gmail.com
Dr. Preeti Sharma, Asstt. Director Physical Education	Member	9249412838	khunti_03@hotmail.com
Dr. B.S. Shekhawat, PRO	Member	9413343291	bhupendrashekhawat06@gmail.com
CA Sumer Singh Choudhary	Member	9414042359	sumerchdry@yahoo.co.in
ACP, Gandhi Nagar, Jaipur (East)	Member	1412709534	acpgandhinagar@gmail.com
SHO Gandhi Nagar, Police Station, Jaipur	Member	1412719150	Psgandhinagar@gmail.com
Shri Arpit Sharma, Media Representative	Member	9461111789	arpitbagda007@gmail.com
Shri Vijay Sharma, Media Representative	Member	9024966633	vijaysharma121.patrika@gmail.com
Ms. Buddhi D/O Sh. Mangi Lal III Sem., Deptt. of Physics	Member	9772364608	buddhibishnoi68@gmail.com
Mr. Lalit Bohara S/O Sh. Chiranji Lal Bohara, I Sem., Deptt. of Bus. Admn.	Member	7410890487	lalitbohara0487@gmail.com
Prof. R. N. Sharma (Chief Proctor)	Member Secretary	1412711138	chiefproctorru@gmail.com

#### Anti-Ragging Squad (ARS)

Name		Contact No.	E-Mail
Prof. R. N. Sharma, Chief Proctor	Coordinator	0141-2711138	chiefproctorru@gmail.com
Prof. R.A. Sharma, Dean Student Welfare	Member	0141-2710497	adswuniraj@gmail.com
Prof. G. P. Singh, Principal, University Maharani College	Member	0141-2565096	mcj.principal@gmail.com

  
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Prof. Nimali Singh, Principal, University Maharani College	Member	0141- 2373628	maharanicollegejaipur@gmail.com
Prof. Vinod Sharma, Principal, University Rajasthan College	Member	0141- 2710565	urcjaipur@yahoo.com
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Prof. Mamta Jain, Chief Warden, Girls	Member	0141- 2709165	mamta_deoli@yahoo.com
Dr. M. L. Vasita, Chief Warden, Boys	Member	0141- 2709165	drmlvasita@gmail.com
Dr. Poonam , Warden, Malviya Hostel	Member	9602054426	poonam.premsingh3@gmail.com
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**Sample Form:**

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**Student Grievance Redressal Form**

1.Full Name :

2.Gender :  3.Mobile No.:  4.Email ID :

5. Enrolment Number:  6.Department:  7.Course:

8. Present Address:  9. Permanent Address:

**10.Grievance Details :**

(a). Grievance category:  (b). Attach Grievance related document (if any) :

**(b). Grievance Description:**

**11.Proposed Solution(Optional):**

**12. Declaration**

I hereby declare that the information/document provided above is correct. I shall be responsible for furnishing any wrong information/document.

Signature of Candidate

  
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