

CENTRAL UNIVERSITY OF RAJASTHAN

Students' Grievance Redressal Mechanism

The Central University of Rajasthan has constituted a Students' Grievance Redressal Mechanism at the School level, wherein student grievances related to academics are addressed in an open and democratic environment.

As per the provisions of the UGC (Grievance Redressal of Students) Regulations, 2018 to address the grievances of the students, the University has constituted Department Level Grievance Redressal Committee at every School level. In addition, a separate University Grievance Redressal Committee has also been constituted at University level for effectively resolving grievances of the students/appellant. Also, as per the provisions of the Central Universities Act, 2009 there is a procedure for arbitration in cases of dispute between employees or students and the University.

The dedicated grievance cell with sufficient staff, chairing by a senior Professor is functional in the University. The University has provided special attention for addressing students related issues promptly and effectively. The students provided the option for filling their grievances as offline as well as through online portal.

The University has already constituted School wise 12 students Grievance Committee to discuss and dispense the student's grievances on urgent basis. The Vice Chancellor hold meeting as and when required.

In addition, the University Grievance Cell shall also look after the PG Portal and Rajasthan Sampark Portal Grievances. When a grievance receives, the nature of grievance identified immediately and is send it to the concerned section to take necessary action and provide relief to the applicant as per rule. The concerned section is also requested to inform Grievance Cell about the action taken on the grievance so that applicant may also be informed and grievance may be disposed of on the portal preferably within 30 days.


REGISTRAR
Central University of Rajasthan
N.H.-8, Bandarsindri, Teh. Kolar
PIN-305 817 Dist. Alwar (Raj.)

5.1.4 - Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year

Year	Total grievances received	Number of grievances redressed	Avg. no. of days for grievance redressal
2016-17	Grievance received on CPGRAMS Portal = 06	6	within 20 days
2017-18	Grievance received on CPGRAMS Portal = 47	47	
2018-19	Grievance received on CPGRAMS Portal = 13	13	
2019-20	Grievance received on CPGRAMS Portal = 20	20	
2020-21	Grievance received on CPGRAMS Portal = 33	33	
2021-22	Grievance received on CPGRAMS Portal = 34	34	

Year	Total grievances received	Number of grievances redressed	Avg. no. of days for grievance redressal
2016-17	Rajasthan Sampark Portal (Offline / Online) = 4	4	within 20 days
2017-18	Rajasthan Sampark Portal (Offline / Online) = 4	4	
2018-19	Rajasthan Sampark Portal (Offline / Online) = 2	2	
2019-20	Rajasthan Sampark Portal (Offline / Online) = 0	0	
2020-21	Rajasthan Sampark Portal (Offline / Online) = 15	15	
2021-22	Rajasthan Sampark Portal (Offline / Online) = 0	0	

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Central University of Rajasthan
N.H.-8, Bandarsindri, Teh.-Kishanganj
PIN-305 817 Distt.-Ajmer (Rajasthan) (INDIA)

For the year from 01.04.2021 to 31.03.2022

5.1.4 - Institutional mechanism for transparency, timely redressal of student grievances, Prevention of sexual harassment and ragging cases during the year		
Total grievances received	Number of grievances redressed	Avg. no. of days for grievance redressal
Grievance received on (CPGRAMS) = 34	34	within 30 days
Rajasthan Sampark Portal (Offline) = 01	01	within 30 days

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Central University of Rajasthan
H-8, Banderasikri, Teh. Kishanganj
Distt. Alwar (Rajasthan)