



RAJJU SHROFF ROFEL UNIVERSITY, VAPI

A STEP AHEAD TOWARDS A SUCCESSFUL CAREER
"Established under Gujarat Private University Act, 2009."

Rajju Shroff ROFEL University

R/Notification-RSRU/042-A/2023-2024 ,Dt.28-12-2023

NOTIFICATION

Sub: Appointment of OMBUDSMAN and Establishment of Grievance Redressal Cells

Preamble:

The UGC through a gazette notification dated. March 23, 2013 has stipulated that there shall be a Grievance Redressal Mechanism in every University. Briefly said, this mechanism comprises the appointment of an OMBUDSMAN who will arbitrate the alleged grievances faced by the students of the University. The appointment of OMBUDSMAN is in the authority of the President and he also can order the composition of Grievance Redressal Cell (GRC) for different campuses of the University.

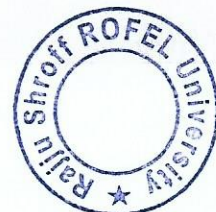
The GRC shall be the initial institution to which the grievances of the students of the campus shall be addressed for redressal. In case, the complainant student is not satisfied with the decision of the GRC, the complainant can approach the OMBUDSMAN for redressal) of the grievance. The details of the powers and functions of the OMBUDSMAN and the GRC are given in the later paragraphs.

Order

- 1) The President, Rajju Shroff ROFEL University is pleased to nominate Dr. J. M Naik, Retired Principal, Shah N.H. Commerce College- Valsad & Ex-Faculty Dean Faculty of Commerce as OMBUDSMAN to hear and decide on the grievances of the students of the University for a period of three years or until he attains the age of 70 years, whichever is earlier.

The President is also pleased to constitute the **Grievance Redressal Cells (GRC)** at three campuses of the University whose composition shall be as follows :

S.No.	Name	Designation & Role
1.	Prof (Dr.) Arindam Paul	Committee Chairperson, I/c Provost and Principal- Pharmacy Principal, ROFEL Shri G M Bilakhia College of Pharmacy
2.	Dr. Priyakant Ved	I/C Registrar





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		Principal, GIDC Rajju Shroff ROFEL Institute of Management Studies (BBA Programme), Vapi & ROFEL, Shri G.M Bilakhia College of Applied Sciences (BCA Programme), Vapi
3.	Prof. (Dr.) Kedar Shukla	Dean - Faculty of Management Director, GIDC Rajju Shroff ROFEL Institute of Management Studies (Grims)
4.	Dr. Hitesh Dalvadi	Professor- Rofel Shri G M Bilakhia College of Pharmacy
5.	Dr. Dilip Gholap	Assistant Professor-Physical Education & Student Welfare- GIDC Rajju Shroff Rofel Institute of Management Studies, Vapi
6.	Ms. Kripasha J. Patel	
7.	Mr. Sonu S. Parsad	Special Invitees- Student's Representative nominated by Provost based on Performance in Academic
8.	Ms. Mansi S. Dube	





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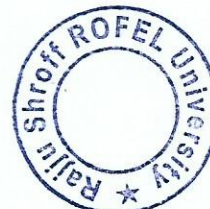
The term of office of the GRCs is two years.

II) Powers and functions of OMBUDSMAN

- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) of any student against the University or constituent Institution, as the case may be, after the student has availed of remedies available in the University for redressal of grievance, and
 - (b) of any applicant for admission as student to the University.
- (2) No application for re-evaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

(III) "Grievances include the following complaints of the aggrieved students, namely

- 1) Making admission contrary to merit determined in accordance with the declared admission policy of the University;
- 2) Irregularity in the admission process adopted by the University;
- 3) Refusing admission in accordance with the declared admission policy of the University;
- 4) Non publication of prospectus as specified;
- 5) Publishing any information in the prospectus, which is false or misleading and not based on facts,
- 6) Withhold or refuse 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 the University, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- 7) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the University;
- 8) Breach of the policy for reservation in admission as may be applicable,
- 9) Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- 13) Denial of quality education as promised at the time of admission or required to be provided;
- 14) Non transparent or unfair evaluation practices;
- 15) Harassment and victimization of students including sexual harassment,





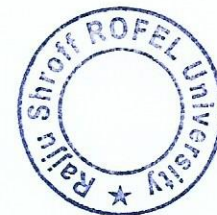
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IV) Obligations of the University Mandatory publication of prospectus, its contents and pricing

- (1) The University shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to the University and the general public; namely:-
 - (a) Each component of the fee, deposits and other charges payable by the students admitted to the University for pursuing a course or programme of study and the other terms and conditions of such payment,
 - (b) The percentage of tuition fee and other charges refundable to a student admitted in the University in case such student withdraws from the University before or after completion of course or programme of study and the time within and the manner in which such refund shall be made to that student:
 - (c) The number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
 - (d) The conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the University:
 - (e) The educational qualifications specified by the relevant appropriate statutory authority, or by The University, where no such qualifying standards have been specified by any statutory authority:
 - (f) The process of admission and selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or programme of study and the amount of fee to be paid for the admission test;
 - (g) Details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting members;
 - (h) Information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the University;
 - (i) Broad outlines of the syllabus specified by the appropriate statutory authority or by the University, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments,





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- (j) All relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority, and
- (k) Any other information may be specified by the Commission:
Provided that the University shall publish information referred to in items (a) to (j) of this sub regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in the different newspapers and through other media: Provided further that the University may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.
- (2) The University shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

V) Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee

- (1) The University shall establish a registry, headed by an employee of the University of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the University.
- (3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall provide a copy to the University for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorized to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and go not later than a month of receipt of the grievance.
- (8) The University shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.





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- (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- (10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the University and shall be placed on the website of the University,
- (11) The University shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
- (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the University shall be reported to the Commission
- (13) A complaint shall filet by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
- (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

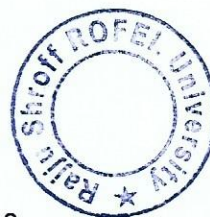
VI) Information regarding Ombudsman, Grievance Redressal Committee to be published in prospectus

The University and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Communities, Ombudsman and the duties and rights of students in their prospectus prominently.

VII) Consequences of non-compliance

The University Grants Commission, shall in respect of any University which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:

1. Withdrawal of declaration of fitness to receive grants under section 128 of the Act;
2. Withholding any grant allocated to the University;
3. Declaring the University ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission,
4. Informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the University does not possess the minimum standards for redressal of grievances;
5. Recommend to the affiliating university for withdrawal of affiliation, in case of a college;
6. Recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;





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7. Recommend to the appropriate State Government for withdrawal of status as University in case of a University established or incorporated under a State Act,
8. Taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the University complies with the provisions of these Regulations:
9. Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

By Order
Registrar

I/c REGISTRAR
Rajju Shroff ROFEL University
VAPI

To,
The above

Copy to,

- 1) Hon. President Sir – RSRU - for Information
- 2) I/c Provost – RSRU- for Information
- 3) Deans of All Faculty's
- 4) Principals/ Directors of constitute Colleges with a request to widely circulate the contents among the students.
- 5) Dean, Doctoral Studies & Research
- 6) Controller of Examinations
- 7) Chief Librarian & Department Librarian
- 8) Head, Central Administration/ Accounts Section/Students' Section/ Purchase

