



ASIAN BUSINESS SCHOOL, NOIDA

**Student Grievance Redressal Policy
2024-2025**



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Student Grievance Redressal Policy

1. Background:

a) This policy aligns with the provisions of the "University Grants Commission Grievance Redressal Regulations, 2012" of India (hereinafter referred to as "the Act"). Any clarifications needed shall refer to the Act, with its provisions prevailing.

b) These regulations are named the "Asian Business School Regulations Governing Grievance Redressal of Students".

2. Purpose:

The Asian Business School is dedicated to establishing and maintaining an efficient, timely, fair, and equitable system for handling grievances for its students. This system should be easily accessible and provided to complainants at no cost.

3. Aim:

The rules aim to:

a) Foster a culture of understanding, addressing, and promptly resolving grievances while preventing their recurrence.

b) Establish a student-focused grievance handling system.

c) Ensure grievances are resolved promptly, objectively, sensitively, and confidentially.

d) Respect the views of all the parties involved and to prevent the discrimination or victimization.

e) Maintain consistency in responding to grievances.

4. Scope and Applicability:

a) These Regulations cover grievances, students may face during their course time at the Asian Business School, Noida.

b) 'Student' refers to a full-time enrolled student at the Asian Business School, Noida.

5. Definitions:

a) 'Grievance' refers to a student's dissatisfaction with any aspect of the Institutes activities and services.

b) 'Person' denotes a student enrolled at the Asian Business School, Noida.

6. Types of Grievance: Student grievances can include but are not limited to:

a) Academic grievances

b) Grievances against faculty

c) Examination-related grievances

d) Grievances regarding internships, placements, amenities, services, hostel stays, finance, student conflicts, and harassment.

7. Composition of Student Grievance Redressal Cell:

i. Dean Department of Student Welfare- Chairperson

ii. Three senior members of the teaching faculty to be nominated by the Director as Members and out of three one member shall be female and other from SC/ST/OBC category;

iii. A representative among students of the institution to be nominated by the Director based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.

iv. The term of the members and the special invitee shall be of two years.

v. The quorum for the meeting including the Chairperson, but excluding the special invitee (if any), shall be three.

vi. In considering the grievances before it, the SGRC shall follow principles of natural justice

8. Procedure for Redressal of Grievance:

8.1 Informal Resolution:

a) Students are encouraged to resolve their concerns directly with the relevant person(s)/department through personal discussions/counselling.

b) Aggrieved students should first approach the respective Dean/ Department Head / Program Chair/Program Convenor/Mentor for informal resolution, seeking guidance from the appropriate authority if necessary.

8.2 Grievance Handling Reporting Mechanism

a) In-Person Reporting:

Students can report grievances directly to the committee by submitting an application. The application should include the student's name, batch, detailed description of the grievance, and any supporting documents.

b) Online Grievance Reporting:

Students can report grievances online by logging into the specified website using the provided link <https://abs.edu.in/grievance/online-grievance/>.

The online form should be filled out with all necessary details to ensure the grievance is properly recorded and addressed.

c) ERP Module Reporting:

Students can also approach the Grievance Redressal Committee through the ERP module. This method allows students to log and track their grievances efficiently within the institutional management system.

8.3 Grievance Handling Mechanism:

a) The grievance redressal mechanism is based on the principle of natural justice

b) Formal grievances should be submitted in writing to the Student Grievance Redressal Cell in person or through online portal.

c) The formal complaint submission to the Student Grievance Redressal Cell should acknowledge the receipt of the complaint within two working days, resolution within seven working days, with the possibility of investigation if necessary.

d) In case the Committee required more time for the resolution, the committee should update the complainant with the rationale and the time required for the resolution.

e) In case of the time extension the resolution should not keep on pending beyond 15 working days.

f) The parties involved have got the right to approach Ombudsman, in case they are not satisfied with the decision of the SGRC.

9. Confidentiality:

a) The Institute will ensure no victimization or discrimination against the complainant or respondent throughout the procedure.

b) Implementation will be without prejudice to either party.

c) A full explanation of actions taken will be provided upon request, maintaining confidentiality and privacy.

d) Utilizing the grievance and appeal process will incur no cost for the complainant.

10. Ombudsman

Appointment:

- a) The Ombudsman shall be a person with judicial or academic experience, appointed by the Institute.
- b) The Ombudsman should not have conflicts of interest with the Institute.

Term:

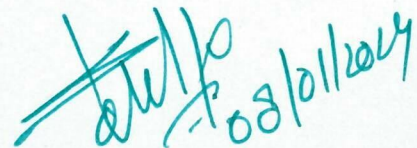
The Ombudsman shall serve a term of three years or until the age of seventy, with the possibility of reappointment.

Powers and Functions:

- a) The Ombudsman shall hear grievances of students against the Institute.
- b) No revaluation requests shall be entertained unless specific irregularities are indicated.
- c) The Ombudsman may seek assistance for hearing complaints of discrimination.

Procedure:

The redressal procedure by the Ombudsman will follow the Act's provisions.



Director

Asian Business School, Noida

Appendix: List of Student Grievances

a) Grievances that are Academic in nature

- i. Academic Quality
- ii. Suspension of student
- iii. Academic Integrity dispute
- iv. Course material
- v. Class time table
- vi. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vii. Attendance/directed reading
- viii. Internal Assessment
- ix. Co-curricular activities
- x. Grade Dispute

b) Against Faculty

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

c) Grievance related to examination

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees

d) Grievance related to Summer Internship & Placements

- i. Discrimination in summer Internship selection
- ii. Discrimination or non-adherence of placement procedures /rules

e) Grievance related to Amenities & Services

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities
- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards

f) Grievance related to stay at hostel

- i. Quality of Food and Hygiene
- ii. Hostel amenities

g) Grievance related to finance

- i. Fees and Dues
- ii. Fee Concessions
- iii. Scholarships
- iv. Refunds

h) Grievance related to student conflicts

- i. Conflict between students of same Program
- ii. Intra-School conflicts
- iii. Inter-School conflicts

i) Harassment by fellow students or faculty/ staff etc.

- i. Bullying