

Ambedkar University Delhi

Standard Operating Procedure for Redressal Mechanism with regard to matters of Student Discipline and Proctor office

1) Complaint Receiving Mechanism

- In the easiest possible manner.
- The complaint should be submitted to the Dean of the concerned school. If the complaint concerns disciplinary matter then only it should be reported to the proctor office. In case it concerns with the issue of sexual harassment, equal opportunity or grievance related to any academic matter then it should go to the concerned authority.
- Deputy Proctor (DP) office (AR/office assistant) first point of redressal.
- Any secretarial or other support required for conducting an inquiry may be provided by the Proctor office at KG campus/DP offices of respective campuses. In order to ensure smooth functioning of Proctor/DP offices in various campuses both infrastructure support in terms of designation of office space and manpower in terms of office assistant and AR must be provided.
- There should be one contact person in the office.
- The complaint can be submitted through hard copy in the respective Deputy Proctor office or emailed to the respective deputy proctor or the Proctor-AUD. The complaint may be lodged verbally as well in case of violence/abuse/threat, or if writing an email or hard copy submission may not be possible.
- Recording of complaint (by the office) or any information related to the case.
- In extreme emergency situations that require immediate action, proctor in consultation with the appropriate university authority may initiate the action as per the provisions of code of discipline and may report the case to the Proctorial Board/appropriate university authority.

2) Grievance of the aggrieved student

- If the student has any grievance with the receiving of the information or response at the level of Proctor Office at KG and DP offices at other Campuses, he or she may appeal to the Proctor

3) Screening of complaint

- Office informs the Proctor at KG/DP at other campuses immediately.
- Proctor/DP and AR/DR (members of campus level proctorial team) will review the nature of the complaint.

- Proctor office with the approval of Proctor may take the matter to proctorial board/appropriate university authority and action may follow accordingly.
- Whether or not further inquiry or any action is to be taken, it should be decided by the Proctor in consultation with Proctorial Board.
- In case the merits of the case demand so, an inquiry committee may be constituted by the Proctor in consultation with the Proctorial Board.
- In case of emergency situation warranting immediate action, the Proctor may seek the approval of the competent authority before taking any appropriate action.

4) Grievance of the aggrieved student

- If the student is not satisfied with the action taken against him/her by the Proctorial Board then he/she can appeal to the Vice Chancellor within 7 days of the announcement of the said action.

5) Constitution of Inquiry Committee by Proctor

- The Proctor may constitute an inquiry committee in consultation with the Proctorial Board. (2-3 members depending on the merits of case). However, at least one member of the inquiry committee essentially should be from the proctorial board. In case there is no consensus among the proctorial board members regarding the constitution of the inquiry committee then the decision of the Chairperson of the proctorial board will be final.
- While arriving at any decision, if there is no consensus among the Proctorial Board members, the Chairperson of the Board shall make recommendation to the competent authority for consideration and further appropriate orders and the decision of the competent authority shall be final.
- The office support should be provided by the Proctor/Deputy Proctor office.
- The student involved in the case will be communicated by official email as well as normal mail (hard copy of the mail will be delivered at the school office of the concerned student).
- It is mandatory for the student to appear before the inquiry committee.
- In case of no response from the student, the inquiry committee should attempt thrice to try and contact the concerned student through any available mode of communication (email, mobile phone, landline, hard copy notice at the school office as well as at the residential address). However, in case of no response within one week from the student, action may be taken in absentia.
- In normal course of action, the committee should submit its report within 30 working days of its constitution. However, in cases which may require

submission of the report urgently or require a time period beyond 30 days, the same may be dealt accordingly.

- It should recommend the punishment as per the provision of the code of discipline of the university. If the existing provisions do not specify the penal action, the matter may be referred to the proctorial board.

6) Grievance of the aggrieved student

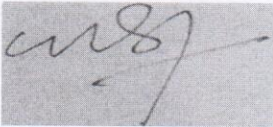
- Within the seven working days after the announcement of the punishment by the Proctor/ Proctorial B, the student can appeal to the Vice Chancellor (Appellate Authority).

7) Timeframe of each case

- Each case should be dealt with within 90 working days from the time of complaint to the time of punishment.

Satyaketu Sankrit
29/06

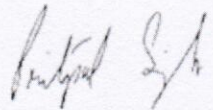
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