



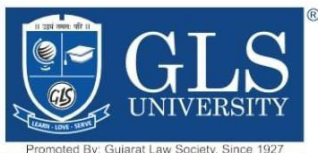
# GLS UNIVERSITY

Established under Gujarat Private Universities (Amendment) Act, 2015  
& approved under Section 2(f), UGC Act, 1956  
(Sponsoring Body: Gujarat Law Society since 1927)

Gujarat Law Society Campus, Opp.Law Garden, Ellisbridge, Ahmedabad-380006  
Gujarat, India Phone: 079 2644 0532 • Web. : [www.glsuniversity.ac.in](http://www.glsuniversity.ac.in)

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## STUDENT WELFARE POLICY



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## GLS UNIVERSITY

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### Ordinance, Rules and Regulations Relating to Student Welfare

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*(This document is prepared based on first statues of the GLS University, Ahmedabad are approved by Government of Gujarat and published in official gazette in Gujarat (September 8, 2016).)*

#### **Preamble:**

GLS University has a student-centric vision. Therefore, the university considers the multi-dimensional personality development of students as of paramount importance. The university has constituted a Students' Welfare Board with the objective of all-round development of the students at the University with focus on the physical, social, cultural and spiritual well-being of the students.

As per the first statues of GLS University, section 4.2 provides for a Dean of Students' Welfare. The appointment terms are as follows:

#### **1. Appointment and service conditions of Dean of Students' Welfare:**

The Dean of Students' Welfare (DSW) shall be appointed the provost for a term of three years and shall be eligible for reappointment.

Provided that, notwithstanding the fact that his term of three years has not expired, the Board of Management may, on a report from the Provost, terminate the appointment of the Dean of Students' Welfare if it is satisfied that further continuance of the officer will be detrimental to the cause for which he/she has been appointed or to the interest of the university.

1. Where the DSW is a full-time salaried officer, he/she shall.

- a. Possess at least a master's degree in second division in any subject and having more than five years' experience of teaching post-graduate classes or ten years' experience of teaching degree classes, experience of guiding extra-curricular activities and understanding of students' problems.
- b. Draw salary in the pay scale as decided by the Governing Body.

2. The DSW, if appointed on a full-time basis, from amongst the Teachers of the University, shall continue to hold his/her lien on his/her substantive post and shall be eligible to all benefits that would have otherwise accrued to him/her but for his/her appointment as DSW.
3. The DSW shall be entitled to leave, leave salary, allowances, provident fund, medical and other benefits as may be prescribed by the Governing Body of the University for the employees of the University.

## 2. Objectives:

- The office of DSW has the responsibility for developing and implementing academic and administrative policies of the University relating to students.
- The Office will aid with students in academic as well as extra-curricular initiatives and encourage their involvement in campus life.

## 3. Role of Dean of Students' welfare in the University:

The DSW will be the Advisor for students' welfare activities to the Board of Management and shall maintain active liaison with the deans of various faculties. The DSW will look after the general welfare of the students by providing encouragement and support in activities involving student welfare. The DSW will exercise such powers and perform such duties in the pursuit of these objectives as may be assigned to him/her from time to time by the provost.

## 4. Powers, duties and functions of Dean of Students' Welfare

The duties and functions of the DSW shall be: -

- To supervise co-curricular and cultural activities of the students in the University Campus.
- To look after the Physical Welfare, Sports, N.C.C. and N.S.S. activities of the students in the University Campus.
- To operate the funds allocated for its activities.
- To devise ways and means for promoting the well-being of the University students, social, moral and emotional, and inculcating among them regard for great ideals like loyalty to the country, devotion to duty and pursuit of truth.
- To provide assistance in arrangements to ensure suitable housing facilities for students:
- To assist for employment of students in accordance with the plans approved by the provost.
- To communicate with the guardians of the students concerning the welfare of students.
- To take proactive steps to organise travel facilities for the students subject to approval from the University authorities.

- To assist the students in obtaining Scholarships, Studentships, etc., by giving them information relating thereto.
- To perform such other duties as may be assigned to him/her from time to time by the Registrar with the approval of the provost.
- To prepare an annual calendar of welfare activities to be undertaken during the academic year along with the budget requirements for approval by the University.
- To arrange to create facilities for handicapped/disabled students and support for minority and economically disadvantaged students.
- To formulate and enforce the University's General Code of Conduct for students.

## 5. Formation of Committees to support the activities of students' welfare:

To guide and assist the Dean, a Welfare Committee consisting of the heads of colleges/institutions/faculty, along with other persons as may be necessary, shall be constituted. Over and above this, there will be many committees/sub-committees, as per the statutory, non-statutory and other requirement of UGC, AICTE etc., and the DSW will be an ex-officio member and will Act as an advisor of following Committees:

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### (I) Statutory Committees

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Formation of committees and implement the guidelines in respect of the statutory activities relating to students' welfare such as:

- a. Anti-Ragging
- b. Grievance Redressal Cell
- c. Prevention of Sexual Harassment Against Women (as applicable to students) and Internal Complaints Committee (ICC)
- d. Women Development Cell (WDC)

The formation of the all the above committee shall follow the guidelines provided in the regulations of UGC and as per the Supreme Court guidelines.

## **a. University Anti-Ragging Policy and Committee:**

### **Preamble:**

UGC Regulations on curbing the menace of Ragging in Higher Education Institutions, 2009 and curbing the menace of Ragging in higher Educational Institutions (3rd Amendment), Regulations 2016 provides for detailed procedure and guidelines for formation of committees are provided in the following link in the home page of the university.

<http://www.ugc.ac.in/page/ragging-related-circulars.aspx>

F. 1-16/2007(CPP-II) "UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009"

This document is prepared based on the above gazette, printed on June 29, 2016.

### **A. Anti Ragging Policy**

University campus is a place to find valuable friendship and to cherish unforgettable moments. The GLS University strongly condemn any kind of ragging practices. The students welcomed the freshers with flowers and advice, and they do not believe in violence or unhealthy practices. The faculty members of the University impart good values with education and that is what set GLS University apart.

Ragging constitutes one or more of any of the following acts:

- any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student.
- indulging in rowdy or indiscipline activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student.
- asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student.
- any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher.
- Exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students.



- any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person.
- any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student.
- any act that affects the mental health and self-confidence of a fresher or any other student with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.

### **Actions Suggested by AICTE/UGC against students indulging and abetting in Ragging.**

1. The punishment to be meted out to the persons indulged in ragging must be exemplary and justifiably harsh to act as a deterrent against recurrence of such incidents. The students who are found to be indulged in ragging should be debarred from taking admission in any technical institution in India.
2. Every single incident of ragging a First Information Report (FIR) must be filed without exception by the institutional authorities with the local police authorities.
3. Depending upon the nature and gravity of the offence as established by the Anti-Ragging Committee of the institution, the possible punishments for those found guilty of ragging at the institution level shall be any one or any combination of the following.
  1. Cancellation of admission
  2. Suspension from attending classes.
  3. Withholding/withdrawing scholarship/fellowship and other benefits
  4. Debarring from appearing in any test/examination or other evaluation process
  5. Withholding results
  6. Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
  7. Suspension/expulsion from the hostel
  8. Rustication from the institution for period ranging from 1 to 4 semesters.
  9. Expulsion from the institution and consequent debarring from admission to any other institution.
  10. Fine of Rupees 25,000/-
  11. Collective punishment: when the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggers.
4. The institutional authority shall intimate the incidents of ragging occurred in their premises along with actions taken to the Council immediately after

occurrence of such incident and inform the status of the case from time to time.

5. Courts should try to ensure that cases involving ragging are taken up on priority basis to send the correct message that ragging is not only to be discouraged but also to be dealt with sternness.

***Do not be a victim or witness!! Say No to Ragging!!***

## **B. Formation of Anti-Ragging Committee (At University level)**

F. 1-16/2007(CPP-II) "UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009"

1. **Anti-Ragging Committees as per 6.3 (a)** – Each institution/Faculty shall constitute a committee to be known as Anti ragging committee. To ensure compliances with the provisions of regulations relating to Anti-Ragging.

| No. | Category  |
|-----|---|
| 1   | Chairman  |
| 2   | Representative of Civil & Police Administration |
| 3   | Representative of Local Media                   |
| 4   | Representative of NGO Involved Youth Activities |
| 5   | Representative of Faculty Members (2)           |
| 6   | Representative of Parents (2)                   |
| 7   | Representative of Students                      |
| 8   | Representative of Non-Teaching Staff (2)        |
| 9   | Member Secretary                                |

The Committee shall have a diverse mix of membership in terms of levels as well as gender.

F. 1-16/2007(CPP-II) "UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009"

2. **Anti-Ragging Squad as per 6.3 (c)** - Every Institution/Faculty shall constitute a smaller body to be known as Anti-ragging squad to be nominated by Head/Dean of the institution/faculty, which is supposed to maintain vigil, oversight and perform patrolling functions.

**F. 1-16/2007(CPP-II) “UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009”**

- 3. Mentoring Cell as Per 6.3 (f) –** Each institution/faculty at the end of each academic year, in order to promote the objective of the regulations of Anti ragging constitute a mentoring cell consisting of students, volunteering to be Mentors for freshers in the succeeding academic year.

|   |                                   |
|---|-----------------------------------|
| 1 | Students’ Representative (junior) |
| 2 | Students’ Representative (senior) |

**4. Monitoring Cell on Ragging as Per 6.3(g)**

| No. | Category                            | As a                |
|-----|-------------------------------------|---------------------|
| 1.  | Provost                             | Chairperson         |
| 2   | One member from Governing Body      | Member              |
| 3   | One member from Board of Management | Member              |
| 4   | Faculty Members                     | Member              |
| 5   | Faculty Members                     | Member              |
| 6   | Faculty Members                     | Member              |
| 7   | Faculty Members                     | Member              |
| 8   | Faculty Members                     | Member              |
| 9   | Registrar,<br>GLS University        | Member<br>Secretary |



## **C. Formation of Anti-Ragging Committee (At Faculty level)**

F. 1-16/2007(CPP-II) "UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009"

- 1. Anti-Ragging Committees as per 6.3 (a) –** Each institution/Faculty shall constitute a committee to be known as Anti ragging committee. To ensure compliances with the provisions of regulations relating to Anti-Ragging.

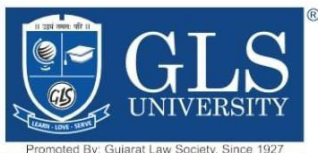
| No. | Category  | Name                |
|-----|---|---------------------|
| 1   | Chairman  | Dean of the Faculty |
| 2   | Representative of Civil & Police Administration |                     |
| 3   | Representative of Local Media                   |                     |
| 4   | Representative of NGO Involved Youth Activities |                     |
| 5   | Representative of Faculty Members (2)           |                     |
| 6   | Representative of Parents (2)                   |                     |
| 7   | Representative of Students                      |                     |
| 8   | Representative of Non-Teaching Staff (2)        |                     |
| 9   | Member Secretary                                |                     |

The Committee shall have a diverse mix of membership in terms of levels as well as gender.

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- 2. Anti-Ragging Squad as per 6.3 (c) - Every** Institution/Faculty shall constitute a smaller body to be known as Anti-ragging squad to be nominated by Head/Dean of the institution/faculty, which is supposed to maintain vigil, oversight and perform patrolling functions.

| No. | Category                          | Name | As a             |
|-----|-----------------------------------|------|------------------|
| 1   | Senior most faculty               |      |                  |
| 2   | Faculty Member                    |      |                  |
| 3   | Faculty Member                    |      |                  |
| 4   | Non-Teaching member               |      |                  |
| 5   | Faculty member - Member Secretary |      | Member Secretary |



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## F. 1-16/2007(CPP-II) "UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN HIGHER EDUCATION INSTITUTE, 2009"

- 3. Mentoring Cell as Per 6.3 (f) –** Each institution/faculty at the end of each academic year, in order to promote the objective of the regulations of Anti ragging constitute a mentoring cell consisting of students, volunteering to be Mentors for freshers in the succeeding academic year.

| Sr. No. | Category                          | Name |
|---------|-----------------------------------|------|
| 1       | Students' Representative (junior) |      |
|         | Students' Representative (junior) |      |
| 2       | Students' Representative (senior) |      |
| 3       | Students' Representative (senior) |      |

If the faculty has more than one programme, students (Junior, Senior) can be taken from all the programmes.

## **b. Grievance Redressal Cell:**

### **1. Preamble**

GLS University is committed to provide a safe, fair and harmonious learning and work environment to all of its students and staff members – teaching and non-teaching. In the same context, Grievance Redressal Cell has been set up at GLS. It has been set up in accordance with the University Grants Commission Regulations 2012 (The Gazette of India, March 23-29, 2013), and the provisions of Chapter 6 of first statutes of GLS University published in the Government of Gujarat Gazette on September 8, 2016 for handling day-to-day grievances related to students, parents and staff members both teaching and non-teaching.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective department/ section/ faculty/ centre and/or institute representatives maintaining necessary confidentiality.

Any stakeholder with a genuine grievance may approach Grievance Redressal Cell to submit his / her grievance in writing or send through e-mail on \_\_\_\_\_.

### **2. Objectives**

1. To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders.
2. To develop a responsive and accountable attitude among the stakeholders and thereby maintain a harmonious atmosphere in the University campus.
3. To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
4. To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized; and
5. To advise stakeholders to respect the right and dignity of one another, and to conduct themselves with cordiality.

### **3. Definitions**

- **Grievance**

Grievance means a complaint that includes any kind of discontent or dissatisfaction or negative perception, arising out of anything connected with university that a student or parent or staff member thinks, believes, or even feels, is unfair, unjust or inequitable.

- **Grievant**

Grievant means a student, parent, staff member or group of students or parents or staff members submitting the grievance.

- **Days**

The term, Days, means working days excluding Sundays, Holidays or Vacation days as indicated in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the grievance.

## 4. Grievances Redressal Committee

Grievance Redressal shall handle the process of Grievance Redressal. It shall be guided by the principles of natural justice while redressing the grievances. The committee considers only formal grievances, received via email at [glic@glsu.ac.in](mailto:glic@glsu.ac.in) or in person, and shall put its best efforts for prompt redressal of Grievance.

### 4.1 Structure of the Grievance Redressal Committee the Grievance Redressal Committee shall be as under.

#### a. Appointment of Ombudsman and References at University Level:

- Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.
- The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as professor (up to age of 70).
- The Ombudsman shall be a part time officer appointed for three years or until he/she attains the age of 70 years to be **appointed by the President of the University**.
- The Ombudsman shall be paid a fee of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance. To assist the Ombudsman, a grievance redressal committee will be formed at the University level.

#### b. List of members of the GLS's Grievance Redressal Committee at the University Level

| Name of members | Designation      | As a     |
|-----------------|------------------|----------|
|                 | Senior most Dean | Convener |
|                 | Faculty Members  | Member   |
|                 | Faculty Members  | Member   |

|  |                 |                          |
|--|-----------------|--------------------------|
|  | Asst. Registrar | Member Secretary         |
|  | Student (*)     | Special Invitee - Member |
| A student representing the institute where the grievance has occurred to be nominated, based on academic merit, by the concerned institute – special invitee |                 |                          |

The Grievance Redressal Committee shall have a term of two years.

### c. List of members of the GLS's Grievance Redressal Committee at the Faculty Level

| Name of members  | Designation                | As a                     |
|--|----------------------------|--------------------------|
|  | Senior most Faculty member | Chairman                 |
|  | Faculty Members            | Member                   |
|  | Faculty Members            | Member                   |
|  | Non-Teaching               | Member Secretary         |
|  | Student (*)                | Special Invitee - Member |
| (*) A student representing the institute/faculty where the grievance has occurred to be nominated, based on academic merit, by the concerned institute/Faculty – special invitee |                            |                          |

The Grievance Redressal Committee shall have a term of two years.

## 4.2 Functions of the committee

- To foster environment where in stakeholders can express their grievances freely and frankly without any fear of being victimized.
- To analyse the merits of grievances and conduct formal hearings and investigation as the case may be.
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines
- To obtain the facts through relevant sources in a fair and objective manner and then to work out a resolution of the issues involved with the parties named in the grievance application.
- To ensure speedy disposal of every grievance application–within a maximum period of one month of the receipt of application
- To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process.

## 5. Applicability

Grievance Redressal Committee and all its rules, regulations including decisions will be applicable to all the students, parents, staff members, and other stakeholders of the University during their stint in the University and stay on the University Campus.

## 6. Types of Grievances

Various types of grievances the Grievance Redressal Committee deals with are as listed in Table 1.

**Table 1: Types of Grievance.**

| Type of Grievance           | Specification   |
|-----------------------------|---|
| Academic related issues     | Admissions, Examinations, Assessments, Evaluation, Library facilities, Issuance of certificates, Add-on courses, Research related issues, etc.  |
| Extension & Extracurricular | Students club registration, Award of non-academic credits, Physical Education, etc.   |
| Amenities & Maintenance     | Hostel facilities –Allocation of rooms, Standard of meal, Wi-fi internet connectivity, Utility-stores, Computer facilities, Drinking water, Sanitation & hygiene, Maintenance, Medical facilities, etc. |
| Placements & Internships    | On-campus or off-campus interviews, soft skills training, Internships, etc.   |
| General administration      | Collection of fees–on-line fee payment gateway, ID cards, Scholarships, HR related issues, Transportation, etc.   |
| Other related issues        | Safety & Security, Discipline, Misbehaviours, Emergency services, etc.  |

## 7. Standard Operating Procedure (SOP)

Any student or parent or staff member who wishes to initiate a grievance may in the first instance bring the issue to the notice of the Head of the respective department / section / institute, who will first address the issue and try to resolve it within 7 working



days of the receipt of the grievance. The Head shall keep informed GR cell about all such redressal.

If, there is no response within the stipulated time from the respective department / section / institute or if the grievant is not satisfied with the response/resolution to his/her grievance, the grievant is free to represent his/her grievance to the University Grievance Redressal Cell.

If the grievance is against the respective Head of department / section / institute, the grievant may directly submit his/her grievance in writing via email at [grievance@glsuniversity.ac.in](mailto:grievance@glsuniversity.ac.in) or submit it in person at the Grievance Redressal Cell to the Chairman of Grievance Redressal Cell.

## **Procedural Steps and Guidelines to Follow:**

### **7.1. Submission of Grievance**

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any, in any of the following modes:

- sending via e-mail at [grievance@glsuniversity.ac.in](mailto:grievance@glsuniversity.ac.in)
  - submitting a signed hard copy of the grievance complaint in person to the Chairman of Grievance Redressal Cell
  - The grievance must always be in the form of a detailed written complaint within 15 days from the date of occurrence of the event giving rise to the grievance. However, the University may extend this time frame where a delay is due to circumstances beyond control of aggrieved person such as illness, etc.
  - The grievance complaint shall include:
    1. A clear and concise statement of the event/issues, name/s of person/s and a summary of steps taken, if any, by the grievant to resolve the problem or issues prior to the filing of grievance complaint
    2. Copies of relevant documents or other evidence relevant to the grievance
    3. Full name and Contact information of the person initiating the grievance complaint.
1. If, it is a group grievance, list of all persons who are parties to the grievance needs to be attached. The list must include each person's name, university ID, Phone number/Email ID, etc. The list must also designate one individual as representative of the group.

### **7.2. Acknowledgement**

The Grievance Redressal Cell shall acknowledge the receipt of each grievance complainant immediately. In the case of e-mail at. [grievance@glsuniversity.ac.in](mailto:grievance@glsuniversity.ac.in) the sender will receive an instant auto reply acknowledging the receipt of his/her e-mail.

### 7.3. Forwarding

Upon receipt of grievance, the Grievance Redressal Cell shall categorize, analyse the merits of the grievance, and forward the grievance to the respective department / section / institute / individual requesting him / her / them to enquire into the grievance and redress within such period as may be specified, not exceeding 7 days from the receipt of grievance complaint.

### 7.4. Hearing and Investigation

If any grievant is not satisfied by the resolution provided by the respective departments / sections / Institutes / Individuals, It may approach Grievance Redressal Committee with procedure mentioned under formal registration.

The GR committee shall undertake hearing of concerned parties, verify the facts, ask for more information etc. and present the report to the Provost with recommendations.

### 7.5. Communicating the Decision

Upon completion of proceedings and submission of report to the Provost, Grievance Redressal Committee shall communicate the final decision to the concerned parties via email, which shall be binding to all.

### 7.6. Proxy

The aggrieved student or parent or staff member shall have to apply personally and represent his/her case before the Grievance Redressal Committee – in other words no proxy will be allowed to represent a case.

### 7.7. Closure of Complaint

The complaint shall be considered as disposed off and closed when the concerned parties have received the communication regarding final decision as in 7.7 above.

### 7.8. Monitoring and Timeframe

It shall be the Endeavour of the Grievance Redressal Committee to ensure redressal / disposal of every grievance within a period of one month from the day of the receipt of application/grievance complaint. It shall regularly co-ordinate and monitor the redressal activities to achieve this.

### 7.9. Records and Confidentiality

The proceeding concerning each grievance will be recorded in a systematic manner. The information relating to the proceedings shall be treated as confidential.

GLS shall maintain confidentiality of information shared throughout the grievance process. All information collected will be treated as confidential and will not be

disclosed to third parties without the consent of the parties involved. However, disclosures may be required for the purpose of fact-finding or efforts to resolve the grievance. Parties involved in the grievance process will also have to maintain the confidentiality of the information discussed during the fact-finding process and the identity of the grievant.

To monitor the redressal process from time to time, Grievance Redressal Cell shall maintain a grievance register under the supervision of Chairman of Grievance Redressal Cell. It shall contain the following heads as listed in Table 1. The register will be treated as confidential and may not be accessed by anyone other than the members of Grievance Redressal Committee.

Other pertaining matters like proceeding, hearings, complaints, communication etc. shall be recorded and maintained in systematic manner by GRC.

Table 1: Documentation of information in the register of Grievance Redressal Cell.

| 1                                       | 2   | 3                              | 4   | 5  | 6                                   | 7  | 8   |
|---|---|--------------------------------|---|--|-------------------------------------|--|---|
| Date of receipt of grievance/ complaint | Name & Address/ contact details of sender / Applicant | Nature of Grievance /complaint | Name of the Department from which the clarification / resolution sought | Date on which the respective Dept. was asked | No. and date of reminder (s) issued | Date on which the Clarification received/ resolution arrived | Date of supply of suitable reply / information to the applicant |

## 7.10. Review and Feedback

Grievance Redressal Committee will make a periodical review of the redressal process.

It will collect formal feedback from relevant stakeholders (students, parents, staff, etc.) from time to time; to review and improve the grievance handling and redressal process.



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## 7.11. Prohibition against Retaliation

GLS prohibit victimization of any grievant, witness, or any other participant in the grievance redressal process by reason of such participation. Any concerns about the victimization related to this process should be disclosed by the party to the Grievance Redressal Committee via GLS \_\_\_\_\_.

## 7.12. Alternative Avenues for Redressal of Grievances

Although all students, parents and staff members may avail themselves of this procedure towards resolving their grievances, they can also try to resolve issues informally – if they believe that an informal resolution is possible at their department / section / institute level.

## 7.13. Appeals

If the grievant is dissatisfied with the decision/ resolution of the Grievance Redressal Committee, then he/she can appeal the decision to Board of Management (BOM) within seven days of the receipt of the committee's decision. Board of Management shall provide final decision within thirty days of receipt of the appeal, which shall be binding to all concerned.

## 7.14. Exclusions

The following complaints/grievances shall not be entertained by the Grievance Redressal Cell for consideration and shall be considered as null and void:

- Decisions of Academic Council/Academic Committees constituted by GLS University
- Complaints in matters wherein the grievant is not affected directly or indirectly.
- Decisions about the Award of Fellowships, Fee Concessions, Medals, etc.
- Decisions about Disciplinary Matters and Misconduct or Misbehaviour.
- Decisions about the Recruitment and Selection
- Decisions by competent authority on Assessment and Examination Result / Revaluation or Remarking of Answer Sheets
- Anonymous and Frivolous Complaints
- Rules, Regulations, Ordinances, Statutes and other such promulgations of university.

### For Details of the:

- [http://www.ugc.ac.in/pdfnews/0588502\\_English.pdf](http://www.ugc.ac.in/pdfnews/0588502_English.pdf)
- <http://www.chdeducation.gov.in/UGC%20GrievanceRedressalRegulations.pdf>
- [http://www.aicte-india.org/downloads/AICTE%20\(Establishment%20of%20Mechanism%20for](http://www.aicte-india.org/downloads/AICTE%20(Establishment%20of%20Mechanism%20for)

[%20Grievance%20Redressal\)%20Regulations,%202012.pdf](#)

## **c. Prevention of Sexual Harassment against Women (as applicable to students) and Internal Complaints Committee (ICC)**

If a female student/employee experiencing sexual harassments at the workplace/university/institution, or if you want to help a victim, read on the following act provides for protection.

The Sexual harassment of Women at Workplace Act, 2013 came into effect on 9<sup>th</sup> December 2013. The GLS makes University issued the notification on this Act on 16<sup>th</sup> January 2016.

The Act makes it mandatory to set up a Complaints Committee to deal with incidents of sexual harassment. Accordingly, the University set up the Internal Complaints Committee (ICC), on 16<sup>th</sup> January 2016.

The ICC includes in its purview all faculties, departments, centres of the GLS University. The institutions/faculty of the University have constituted their own ICCs.

### **What constitutes sexual harassment?**

Sexual harassment includes unwelcome sexual behaviour of direct or implied nature such as:

- Physical contact and advances
- Requests for sexual favours
- Sexually coloured remarks
- Showing pornography
- Unwelcome physical, verbal, or non-verbal sexual conduct

### **How does one prepare a complaint?**

- Write exactly what happened with details, dates, names of witnesses & documents, if any.
- Be specific about the incident/incidents.
- Be honest, as false complaints can invite penalties.

### **What is the time limit for filing a complaint?**

- You need to file a complaint of sexual harassment within three months of the incident.
- The period may extend to another three months, in grave circumstances that may have prevented you from filing the complaint on time.

### **How to file a complaint?**



- Submit the complaint:
  - Directly at the office of the ICC  
(\_\_\_\_\_)
  - Send an Email:

### **How does the ICC proceed on your complaint?**

- On receipt of the complaint, the ICC assesses it.
- If it is a valid case, the ICC will ask for six copies of the complaint with supporting documents, if any,
- One copy of the complaint will be sent to the respondent (i.e. the person who allegedly committed the harassment) within seven working days.
- The respondent must file his reply within ten working days.
- The ICC follows the principles of natural justice during the proceedings which include:
  - Right of hearing to the Parties
  - Examination and cross-examination of Parties and witnesses
  - Supply of copy of the findings to the Parties for their responses

### **Is there any provision for conciliation?**

- The ICC can take steps to settle the matter between the victim and the respondent.
- This option will be used only at the request of the woman (victim).
- Monetary settlement shall not be the basis of conciliation.
- If the settlement is not reached, you can go back to the committee and initiate an enquiry.

### **What is the period of enquiry and action?**

- The committee is required to complete the enquiry within 90 days.
- On completion of the enquiry, the report will be sent to the employer.

### **What if the complaint is false / malicious?**

- If a complaint is false with malicious intent, one can be penalized as per the service rules.

### **Does the Act guarantee protection against disclosure of identity?**

- The identity and address of the aggrieved woman, respondent, and the witness cannot be disclosed.



- Anyone who discloses the name or identify of the aggrieved woman or witness will be liable to pay a penalty of Rs. 5,000.
- However, information regarding justice secured for any victim can be published without disclosing the identity.

## Ex-Parte decision

- Ex-parte decisions are those that are reached in the absence of the complaint/respondent. The ICC can give an ex-parte decision if the complaint/respondent fails without sufficient cause, to present her or himself for three consecutive hearings. The ICC can also terminate the enquiry proceedings on these grounds. However Ex-parte or termination order will not be passed without giving the complaint/respondent a 15-day notice in writing.

## Supply of copy of the enquiry report

Parties are entitling to get a copy of the report after the ICC submits the report to the University.

Presiding Officer,

Internal Complaints Committee,

GLS University

For Details:

<http://spa.ac.in/writereaddata/MHRD%20Gazzete%20Notification%20May%202%202016.pdf>

### a. Internal Complaints Committee at University Level

| Sr. No. | Name | Designation                            | Contact No. | E-mail ID |
|---------|------|--|-------------|-----------|
| 1.      |      | Presiding Officer-female (Chairperson) |             |           |
| 2.      |      | Member Secretary                       |             |           |
| 3.      |      | Member-Female faculty member           |             |           |
| 4.      |      | Member-Female faculty member           |             |           |
|         |      | Member – non-                          |             |           |



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|    |  |   |  |  |
|----|--|---|--|--|
| 5. |  | teaching - female                                       |  |  |
| 6. |  | Member non-teaching                                     |  |  |
| 7. |  | Invited member-NGO                                      |  |  |
| 8. |  | Invited Member -Legal background nominated by President |  |  |
| 9. |  | Invited Member  |  |  |

The presiding officer and every member of the ICC shall hold office for three years.

## b. Internal Complaints Committee at Faculty Level

| Sr. No. | Name | Designation                      | Contact No. | E-mail ID |
|---------|------|----------------------------------|-------------|-----------|
| 1       |      | Dean of the Faculty              |             |           |
| 2       |      | Faculty member- Member Secretary |             |           |
| 3       |      | Member                           |             |           |
| 4       |      | Member                           |             |           |
| 5       |      | Invited Member                   |             |           |

The presiding officer and every member of the ICC shall hold office for three years.

## d. Women Development Cell (WDC) at university level and



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## **Collegiate Women's Development Committee (CWDC) at Institution/faculty level:**

WHEREAS the Hon'ble Supreme Court has in the judgment of Vishakha and others v. State of Rajasthan and others, reported in 1997(6) SCC 241, directed that the employers, the other responsible persons in-charge of working-places or other institutions shall prevent or deter the commission of acts any kind of harassment including sexual harassment. They shall provide the procedure for the resolution, settlement or prosecution of acts of harassment including sexual harassment by taking all required steps. Women shall have right to gender equality and to work with dignity and to have environment safe and protected from sexual harassment or abuse and appropriate work conditions in respect to health and hygiene.

AND WHEREAS it is necessary and expedient to ensure the prevention of any harassment of women including sexual harassment. In pursuance of the aforesaid directions of the Hon'ble Supreme Court, the GLS University constitutes a Cell for the above purpose.

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### **Constitution of the Cell**

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The GLS University Women's Development Cell shall consist of following fifteen members, who shall be appointed by the provost as under, namely:

- (i) The Provost, who shall be the President
- (ii) A senior woman member from the University faculty, as the Chairperson
- (iii) One retired Judge of a Civil Court (Senior Division) or an advocate having practice not less than seven years, as may be nominated by the Executive Council / Provost
- (iv) Two teachers from the Departments/faculties of university, of whom one shall be a woman
- (v) Two Deans from the colleges or recognized institutions, of whom one shall be a woman
- (vi) Two teachers, conveners of the Collegiate Women's Development Committee, of whom one shall be a woman



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(vii) Two persons from the Non-Governmental Organizations; of whom one shall a woman

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(viii) Two women non-teaching employees, of whom one shall be from the GLS University and another from the colleges or recognized institution\_\_\_\_\_

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(ix) Two women representatives from Women's Organizations

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(x) Two girl-students, of whom one shall be an undergraduate from the colleges or recognized institutions and another shall be from the Departments of the GLS University

**UG**  
**PG**

Note: One of the woman members who is from the teaching or non-teaching employees of the GLS University working in the office or departments on the GLS University Campus shall be appointed as the Member Secretary of the Cell)

**Contact:**

Name:  
Email:  
Contact

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## Power, Roles and Functions of WDC

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- To sensitize all members of GLS University community towards the Supreme Court and statutory mandate prohibiting gender discriminations and sexual harassment at the workplace and encourage involvement through academic, cultural and outreach activities such as talks, seminars, workshops, community action, drama, street theatre, poster-making etc.
- To provide for dialogue, discussion, and deliberation on women's rights and gender-related issues. To encourage participation from NGOs and law enforcement agencies in this area.
- To become a resource centre for women and provide a forum for exchange of ideas.
- To review safety and security measures for female employees and girl students at GLS University campus.
- To ensure implementation of these Regulations in the University and colleges and other constituents to which they are applicable.
- To ensure and supervise the proper constitution and functioning of the Collegiate Women's Development Committee (CWDC) set up in the colleges and recognized institutions.
- To organize regular workshops and training programmes for members of the CWDC in the colleges and recognized institutions.
- To process individual grievances concerning any kind of harassment including sexual harassment in the GLS University Office and Departments and to take suitable action in the manner and mode particularly provided hereafter.
- To formulate programmes for the spread of awareness of these regulations among the Managements of colleges and recognized institutions, employees and the students.
- To bring out publications in Indian languages and English languages concerning harassment and also concerning the implementation of these regulations.

- To hold annual programmes, seminars, workshops and meetings regarding Women's Development and any kind of Harassment, to propagate against sexual harassment amongst Managements, students and employees of the colleges and recognized institutions and for that purpose to invite experts or resource persons.
- To set up pools; one each for NGOs and Women's Associations working within the geographical area of the University for carrying out the purposes of these regulations.
- To act as the Appellate Authority in respect of the decisions taken by the CWDC in the colleges and recognized institutions.
- To exercise such other powers and perform such other duties as may be conferred or imposed on it by or under these regulations.
- To do all such activities and things as may be necessary to carry out the objectives of these regulations.
- The Cell shall constitute one or more Committees for implementation of women's policy in general and for dealing with the cases/ complaints of any kind relating to sexual harassment.

### **Collegiate Women's Development Committee (CWDC) at faculty level:**

(1) Every institution/faculty shall set up a Collegiate Women's Development Committee (CWDC) to deal with complaints of any kind of harassment, including sexual harassment

(2) Each institution/faculty shall inform the Cell about the members of its CWDC and keep the Cell informed about any change therein

(3) CWDC shall submit its half yearly report of activities to the Cell

### **Composition of CWDC at faculty level:**

The Collegiate Women's Development Committee (CWDC) shall consist of six members, who shall be appointed by the principal of the college/Dean of faculty or recognized institution, as under, namely:

Principal of the college or of the recognized institution, who shall be the Chairperson of the Committee

Two members from the teaching staff of the college or of the recognized institution (of whom one shall be a woman)





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One woman member from the non-teaching staff of the college or of the recognized institution

Two students from the college or of the recognized institutions [(of whom one shall be an L.R. (Lady Representative)]

Where there is no woman, an employee man may be appointed.

(Note: Out of the two members from teaching staff of the college or of the recognized institutions, the woman member shall be the Convener of the Committee)

## **Terms of Office:**

The members of the Committee shall hold office for a period of three years provided that where a person ceases to be an employee or the student, he shall cease to be a member of the Committee.

## **Powers and Functions of the Committee:**

The powers and functions of the Committee shall as such may be determined by the Cell.

## **Contact:**

Name:  
Email:  
Contact No.:

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## (II) Non-Statutory committee:

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### a. Youth Welfare Committee:

- i) A committee will be formed representing all the faculty members of the University representing all the faculties.
- ii) The senior-most member will be designated as Chairman and the chairman will nominate a member-secretary from among the members.

#### i. Financial Assistance to Students

- Devise norms for giving grants, scholarships and free ships to deserving students.
- Solicit funds from donors for the benefits of students and arrange for their distribution.

#### ii. Additional Learning Facilities

- Special coaching classes, free lending library, etc.
- Special coaching for advanced learners
- Remedial coaching for weak learners

#### iii. Welfare and Extension Activities

- National Service Scheme (NSS)

It will be a unit of typically 20 to 40 students. They will be managed by a responsible faculty member. They will report to the district level NSS Coordinators. The NSS is a totally voluntary organisation. They will help the University students to carry out several social activities so that the students will become sensitive to the social issues and problems.

- National Cadet Corps (NCC)

The University encourages students to take part in the National Cadet Corps (NCC) on a voluntary basis. NCC is a Tri-Services Organization

comprising the Army, Navy and Air Force engaged in grooming the youth of the country into disciplined and patriotic citizens.

- Special facilities for blind and physically handicapped students

#### **iv. Counselling and Placement**

- Organise workshops of Personality Development, Life Skills, Soft Skills and Employability Skills
- Career Counselling Centre.
- Organising campus placements
- Preparing students for competitive examinations

#### **v. Alumni activities**

- Formation and conduct of alumni associations.
- Organisation of annual meets
- Involving the alumni for the development of the University

### **b. Cultural and Literary committee**

- Organise annual youth festivals to promote the students' artistic and cultural abilities.
- Special grooming for cultural activities like dance, music, drama, etc.
- Promote the literary talents of students by publication of online/offline newsletters, magazines, etc.
- Organise students' clubs and hobby centres to promote their latent talents such as painting, music, drama, etc.

The DSW will form suitable committees for organising the above activities.

### **c. Sports and games committee:**

This committee will be formed by the DSW by nominating suitable persons.

- Events like Annual sports competition celebration of independence and republic day etc. will be organised by the sports committee. Institute/Faculty level and inter-institute/faculty competitions of games like volleyball, football, cricket, table tennis, carom, chess, athletics, adventure activities like

mountaineering camps and desert adventure camps, etc., will be organised by this committee.

- Organise sports and games activities/competitions (inter-college/inter-university)

## **d. Health and Safety of students committee**

This committee will be formed by the DSW by nominating suitable persons and will undertake the following activities:

- Provision of health care facilities to the students
- Maintaining first aid provisions at all the institutions
- Health check-up for the first-year students
- Organise workshops, seminars, etc., to create awareness about health, diet, etc.
- Provide facilities for games and gym.

## **e. Promotion of Social Welfare Activities**

- The DSW will organise social welfare programmes in the areas of: Cleanliness, Environment Conservation, Pollution Mitigation, Child Labour, Traffic awareness, Drug De-addiction, blood donation camps, gender sensitisation, women's empowerment, etc.
- Organise charity work for the poor and the needy
- Provide assistance to the physically and mentally challenged people.
- Provide relief to disaster affected people.
- Conduct of classes by students for the benefit of street/slum children
- Create various camps at nearby villages for tobacco awareness, vaccination, nutrition awareness etc.



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## Other Mandate from UGC relating to Student.

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- **UGC Guidelines on Safety of Students on and off Campuses of Higher Educational Institutions**

University Grants Commission believes that a safe, secure and cohesive learning climate is an ineluctable precondition to quality education and research in HEIs. It should be the prime concern of educational administrators across the country to ensure that students are safeguarded against attacks, threats and accidents, both man-made and natural. With this in mind, the Commission has formulated guidelines on the ways in which the campuses of HEIs can be transformed into oasis of safety, security and study. All universities may make or amend their ordinances and other relevant statutory provisions accordingly to ensure that the directions contained in the guidelines are implemented in the best interests of students.

GLS University has considered the above guideline while formulating ordinances, rules, regulations and relevant statutory provisions: