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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
SECTOR 16/C, DWARKA, NEW DELHI - 110078

GGSIPIU/2017-18/ 1039^{Legal}

Dated: 18/7/17

The Director/Principal
All Affiliated Colleges/Institutions of the GGS Indraprastha University

Subject: Advisory under Clause 3(ii)(d) of Statute 24 of the University.

Dear Sir/Madam,

The following advisory is hereby issued under Clause 3(ii)(d) of Statute 24 to all affiliated colleges and institutions for compliance and necessary action forthwith;

- a. The teachers and authorities of the Institution should maintain cordial, warm and confidence building relationship with the students in terms of Ordinance No. 32 of the Guru Gobind Singh Indraprastha University Act No. 09 of 1998. The Institution may also keep watch on such teachers and members of administration who are unable to build up such cordial and respectful relationship with students and appropriate remedial measures in the nature of counselling and short term training may be advised.
- b. Every letter /representation/e-mail in the nature of appeal by students should be attended with reformative approach and sympathetic consideration. The Institute should inform the parents of the students by writing the letter intimating the shortage of attendance, which should be sent by speed post / registered post. The parents may also be informed by e-mail or telephonically about such cases.
- c. Institutions should be absolutely transparent in taking the decision on detention of students so as to avoid any suspicion of whimsical or selective action. The detention list should be displayed at least 10 working days before the commencement of the examination.
- d. Every institution should constitute 'Students' Grievance Redressal and Welfare Office'. It should be empowered to receive grievances from students, consider and address them within the framework of the prevailing rules and regulations with the perspectives of the welfare of the students. Such Committee constituted at the level of every college should be publicised and directed to regularly engage in welfare activities of the students, so as to gain the confidence of the students in its effectiveness and genuineness. Such College/Institution level Committee should be federated with the Directorate of Students' Welfare of the University which may supervise and advise

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them, actively engage them and assist them in redressing the grievances of the students from time to time.

- e. Any issue relating to arbitrary action, personal vendetta or personal grudges against students by any teacher / authority of the Institute should be earnestly looked into by 'Students' Grievance Redressal and Welfare Office' and it should be brought to the notice of Principal / Director of the Institute. If the issues are not resolved at the level of concerned college, the student should be advised to approach the Grievance Redressal Mechanism at the level of the University which shall act as the appellate mechanism.
- f. The University level Grievance Redressal Mechanism for the students, parents, faculty etc. related to affiliated colleges has been constituted and communicated to all concerned vide University letter ref. GGSIPU/Aff/Notification/180-L dated 11.01.2013. All the grievances, communications to the University level Grievance Redressal Mechanism should be addressed to the Convener of the Committee Dr. Neelima Markandey, Affiliation Branch, Administrative Block, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, Delhi 110078.

This issue with the approval of the competent authority.

C. Arvind
17-7-17
(C. Arvind)
Registrar

Copy to:

1. All the Directors/Principals of the affiliated colleges/institutions affiliated to GGS IP University
2. Members of the University Level Grievance Redressal Committee
3. All Deans, University Schools of Studies
4. Controller of Examinations
5. Director, Students' Welfare
6. Director, Academic Affairs
7. Dr. Neelima Markandey, Convener, Grievance Redressal Committee
8. AR to Hon'ble Vice Chancellor, GGS IP University
9. AR to Pro Vice Chancellor, GGS IP University
10. AR to Registrar, GGS IP University