



FUTURE UNIVERSITY

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Future University, Bareilly

Annexure - 07

Grievance Redressal Mechanism



FUB/2024-25/R.O./140

17th Dec, 2024

Office Order

In compliance with the directives of the University Grants Commission (UGC), a **Student Grievance Redressal Committee (SGRC)** has been constituted to address and resolve grievances related to both academic and administrative matters faced by the students. This committee will deal with the Grievances which are related to the common problems of both academic and administrative nature.

Student Grievance Redressal Committee

S.No.	Name	Position in Committee	Email Id	Phone No.
01.	Dr. M. K. Singh	Chairperson	mksingh@futureuniversity.in	9897030525
02.	Dr. Rahul Shukla	Members	rahulshukla@futureuniversity.in	8090940627
03.	Dr. Abhishek	Members	abhisheksaxena@futureuniversity.in	9412603370
04.	Dr. Charu Khanna	Members	charukhanna@futureuniversity.in	9917992409
05.	Mr. Amit Chandra	Members	amitchandra@futureuniversity.in	9456281275
06.	Mr. Udit	Student	Special Invitee	

Ombudsperson

In line with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, Future University, Bareilly, has appointed an Ombudsperson to handle appeals against the decisions of the Students' Grievance Redressal Committee (SGRC).

Contact Details of the Ombudsperson:

Name: Prof. (Dr.) Vijay Krishna Singh,
Former Vice Chancellor, Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur (U.P.)
Email ID: singhvijaikrishna9@gmail.com
Phone: +91 7905468594

The said office order is being issued in compliance with the Honourable Vice-Chancellor.

C.C.

1. Hon'ble Chancellor, Future University (for kind information please)
2. Vice-Chancellor (for kind information please)
3. Pro Vice-Chancellor (for kind information please)
4. Group Director
5. All Directors/Principal/HODs
6. Finance Officer / Chief Proctor/ Librarian
7. Accounts Department / Administrative Head


Registrar

Registrar
FUTURE UNIVERSITY
Bareilly

ok.
Dr. P. K. Singh

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FUB/2024-25/R.O./135

10th Dec, 2024

NOTIFICATION

Subject: Appointment of Ombudsperson- Students Grievance Redressal Committee (SGRC) of the Future University, Bareilly.

In terms of the provisions contained in clause 6 of the University Grant Commission (Redressal of Grievances of Students) Regulations, 2023, the Competent Authority of the Future University, Bareilly is pleased to appoint Prof. Vijai Krishna Singh, Former Vice Chancellor (DDUGU, Gorakhpur), as Ombudsperson for redressal of grievances of students of the Future University Bareilly for a period of three (03) years or until he attains the age of 70 years, whichever is earlier, from the date of assuming office.

Functions and service conditions:

He will hear and decide on the appeal preferred against the decision of Students Grievance Redressal Committee (SGRC) of the Future University. His conditions of service as Ombudsperson shall be governed by the aforesaid UGC Regulations.

Prof. Vijai Krishna Singh
(Ex-Vice Chancellor, DDU Gorakhpur University, Gorakhpur
Ex Pro Vice Chancellor, AKTU (UPTU), Lucknow)
E-Mail: singhvijaikrishna9@gmail.com
C.C.

1. Hon'ble Chancellor, Future University (for kind information please)
2. Vice –Chancellor (for kind information please)
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Registrar
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Bareilly

ORDINANCE No -22

STUDENT GRIEVANCE REDRESSAL

22.1 About Grievance Redressal Cell:

In order to promote a responsive and conducive academic environment on the campus, each Faculty/Independent Teaching Department shall establish a '**Students' Grievance Redressal Cell**'. The 'Cell' shall provide a friendly mechanism to the students to report their grievances and the faster disposal of the same. It shall also provide a platform to the students to come forward with constructive suggestions for more efficient and effective teaching-learning atmosphere

Further, the University has established a **Students' Help Desk** at the Administrative Block with an objective of guiding the university students to the appropriate Office/Officer for addressing their queries or resolving a difficulty. The 'Help Desk' shall also advise the students about the procedure involved in the matter. It may also facilitate in resolving any grievance of a student remaining unattended at the Faculty/Department level.

[NOTE: The term "Grievance" refers to a difficulty, problem, or a feeling of discontent at individual student level due to an act/omission of the staff of University/Faculty/Department]

Objective

1. Students' Help Desk

- To guide a student about the procedure and officers/offices to be approached to address any query/grievance related to an academic or administrative matter.
- To co-ordinate with Faculty/Department/Section/Division of the University in resolving the students grievances.

2. Students' Grievance Redressal Cell

- Providing a free and fair environment to students so that they can express their difficulties/problems without any apprehension.
- To ensure early and effective solution to a student's problem and provide/suggest ways and means so that such an issue does not arise in future.
- Counseling the students to maintain dignity and decorum, and to exercise restraint and patience as per demand of the situation.
- Ensuring friendly environment in the Faculty/Department by promoting cordial Student-Student and Student-Staff relations.



First Ordinances of Future University, Bareilly.

- Training the staff to be more responsive, courteous, and service oriented.

22.2 Constitution And Scope Of The Students' Grievance Redressal Cell:

SGRC will be constituted as per U.G.C. guidelines.

SCOPE

The Students' Grievance Redressal Cell shall strive to resolve all types of grievances of routine nature raised by the students of the respective Faculty/Department, except those mentioned in the 'Exclusion' clause or the ones that infringe upon the working of any other Authority.

As such, the 'Cell' shall deal with the following types of grievances/suggestions (*the list is only indicative in nature*):

1. **Academic:** Identity Card, Marks Sheet, Duplicate Marks Sheet, Migration Certificate, Enrollment number, Degree Certificate, Character certificate, Internal assessment, Attendance, Laboratory, Workshop
2. **Financial:** Fee/Dues, Fine
3. **Administrative:** Discipline, Transport, Security, and Information/Query
4. **Hostel:** Accommodation, Services, Hygiene, Cleanliness, Food.

22.3 Procedure To File A Grievance/Suggestion:

- A student may approach the Students' Grievance Redressal Cell in person and file her/his grievance/suggestion.
- The matter may also be reported through e-mail to the Chairperson of the 'Cell'.
- A student may also drop the completed proforma in the Suggestion/ Grievance Box placed outside the Office to the respective Principal/HOD.
- A student can approach the Students' Help Desk for any grievance/suggestion related to other sections of the University, or regarding a grievance not settled by her/his College/Department.
- A student can also make use of the Suggestion/Complaint Box maintained at the Students' Help Desk for giving a suggestion or reporting a grievance.
- No student is allowed to file a grievance/suggestion on behalf of any other student.
- Incomplete proforma or anonymous proforma shall be summarily rejected.

Dean
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