



# भारतीय समुद्री विश्वविद्यालय INDIAN MARITIME UNIVERSITY (Central University, Govt. of India)

No.IMU/Students' Grievances/2016

Dated 4<sup>th</sup> May 2016

## **CIRCULAR**

**Sub:** IMU – New system of Online Students' Grievances Registration System – timely redressal of grievances by Campus Directors – reg.

It is important that Campus Directors should be sensitive and empathetic to students' grievances and address them promptly and systematically. Otherwise, the grievances are likely to be escalated to the level of Vice Chancellor, IMU or even higher (Ministry of Shipping or Prime Minister's Office) creating a bad impression about the Campus.

A good grievances registration and monitoring system should have the following features:

1. Students should be able to register complaints online from anywhere and at any time.
2. Only genuine complaints should be registered and bogus/motivated complaints should be filtered out.
3. Students who complain should not be afraid of victimization and should be able to come forward to register their complaints freely and fearlessly.

Keeping the above principles in mind, IMU has developed an *Online Students' Grievances Registration System* (OSGRS) with the link available on IMU's website. To start with, only grievances coming under the following ten major heads can be registered online:

- Hostel Amenities-related grievances.

- Mess-related grievances.
- Class rooms, workshops, laboratories-related grievances.
- Supply of text books, uniforms, etc - related grievances.
- Library-related grievances.
- Sports and other recreational facilities-related grievances.
- Medical facilities-related grievances.
- Ragging-related grievances.
- Other types of student misbehaviour-related grievances.
- Complaints against Faculty or Non-Teaching staff.

The student will be required to fill up a simple, structured form online, by selecting one of the ten major heads of grievances and elaborating the details in the box provided (within 500 characters). Once the grievance is registered online, an email will be sent to the Campus Director concerned with a copy to the Registrar, IMU as well as the student under *Bcc. The identity/email address of the student will be masked so that the student need not have any fear of victimization and can come forward to register complaints freely and fearlessly.* At the same time, this system ensures that only genuine students can register their grievances and that bogus/motivated complaints are eliminated. This is akin to the Dummy Numbering System in examinations wherein only genuine students can take the examinations but their names/roll numbers are masked. *Where a student wishes to identify himself because the complaint is of a personal nature, the student can indicate his name and other particulars in the box provided for elaborating the details of the grievance.*

The Director of the IMU Campus concerned should ensure that the reported grievance is looked into promptly and redressed expeditiously. This will be reviewed critically by the Vice Chancellor during the monthly review meetings, while the more serious ones will be reviewed then and there.



The model of the Students' Grievances Online Reporting Page may be seen in the *Annexure*. The new system will go live with effect from 11<sup>th</sup> May 2016. However, Campus Directors are requested to bring this Circular to the notice of all their students by displaying the same in several places throughout the Campus including the hostels and mess. *Student representatives of each batch / programme should be briefed about the new system.*

Campus Directors are requested to ensure the following:

1. *Periodic inspections* of the various amenities by the Assistant Registrar, Deputy Registrar and the Campus Director so as to get a first-hand knowledge of the ground situation.
2. *Free access* to students to meet the Campus Director and complain about their grievances, if any, in person.
3. If not already available, there should be a *Students' Mess Committee* and a *Students' Hostel Committee* which will regularly interact with the Warden/ designated Faculty/Campus Director.

The cooperation of all concerned is solicited to make this new *Online Students' Grievances Registration System* a success.


This Circular issues with the approval of the Vice Chancellor.

  
**REGISTRAR**

**To: All Campus Directors, IMU**

### Online Students' Grievances Reporting System

The Online Students' Grievances Reporting System can be accessed from IMU Website. When we click on the link, the following page will be shown:

Online Students' Grievances Registration System	
<b>Student's Registration No.</b> (Enter Your Valid Student ID)	<input type="text"/>
<b>Name of the Student</b>	<input type="text"/>
<b>Campus</b>	<input type="text"/>
<b>Batch</b>	<input type="text"/>
<b>Programme Name</b>	<input type="text"/>
<b>Email ID *</b>	<input type="text"/>
<b>Grievance Category *</b>	Select Grievance Category ▼
<b>Grievance Detail *</b> (Max. 500 Characters)	<div><input type="text"/></div> <div>500 characters remaining</div>
<b>Security Code</b>	<input type="text" value="Enter Security Code"/>  <input type="button" value="Reload image"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

The student has to enter his/her valid Student Registration Number.

On entering the valid Registration Number, the system will display the Name, Campus, Batch and Programme details. Though these particulars are displayed to the student, these details will not be shown in the email sent to the Director of the Campus and to the Grievance Cell of IMU HQ. The student should enter his email address to which a copy of the email will be sent for his information.

2

The Grievances Category can be selected from the next field. Details of the grievances can be entered thereafter. The grievance details have to be given within 500 characters. In order to ensure that no automated messages are sent using this facility, a Security Code is shown which has to be reproduced. Thereafter, on clicking the Submit button, the email will be sent to the Director of the Campus, with copies to the Grievance Cell of IMU HQ and to the student.

The email will carry a Grievance ID, using which the follow up actions taken can be monitored.

82