



**OFFICE OF THE DEAN STUDENTS WELFARE**  
**UNIVERSITY OF LADAKH**  
**KARGIL/LEH**  
**MAIL ID: [dswuol22@gmail.com](mailto:dswuol22@gmail.com)**

**SOP FOR STUDENTS GRIEVANCE REDRESSAL MECHANISM**

To effectively deal with the any kind of grievances of the Student(s), three Tier Students Grievance Redressal mechanisms is setup in the University of Ladakh as per the UGC regulation (2012) to handle the grievances of the Student(s). This mechanism will ensure the redressal of any kind of legitimate grievances of the any aggrieved student (s) in time bound manner.

**Three Tier Students grievance Redressal Mechanisms**

Tier-I - Coordinator of concerned Department

Tier -II – Campus Grievance Redressal committee

Tier- III – University level Grievance Redressal Committee

**Level-I : Coordinator of the Concerned Department**

The Coordinator of the department is the first tier or level-I of the Grievance Redressal Mechanism for the students. The students can approach him with the grievances related to the subject/department concerned. He can effectively address to grievances of the students in relation to:

- Attendance record and calculation of attendance.
- Unsatisfactory evaluation in formative examinations.
- Problems and difficulties regarding the subject concerned.
- Facilities in the Classrooms, Laboratory
- Or any other legitimate concerns/issues of the students

The Coordinator of Departments shall encourage the students to approach him/her and solve the grievances appropriately. He will refer the issues which require intervention at the higher level and keep the record of redressal or referral of the grievances brought to his/her notice.

**Level II- Campus's Students Grievance Redressal Committee**

Both the campus (Taru Campus & Kumbathang Campus) have a Level-II committee headed by the Convener. The committee shall entertain grievances referred to it by

Coordinator or brought for redressal directly from students. The grievances that shall be entertained at this level include:

- Examination Related Issues
- Ragging and Harassments
- Transports related Issues
- Hostel related issue
- Library related issue
- Or any other legitimate concerns /issues of the students at campus level.

### **Level III- University level Grievance Redressal Committee**

University of Ladakh has an apex body for looking into the grievances of the students headed by the Hon'ble Vice Chancellor of the University OR his nominee (A Senior Professor). The other members of the Committee shall be consisting of Registrar, University of Ladakh, Rector, Kargil Campus, Dean Students Welfare (member secretary) and Associate Dean Students Welfare. It shall entertain all such grievances brought for its consideration either directly or referred by Campus committees. The grievances should be supported by the documents wherever required. It shall have jurisdiction over all kinds of students grievances and its decision shall be final and binding.

### **MECHANISM FOR GRIEVANCE HANDLING**

The aggrieved student(s) with their grievances with a written application or through email may first approach the concerned **Coordinator** who will try to address them or refer the matter to **Campus Grievance Redressal committee** for further action. It will dispose off the cases on merit with or without asking for documentary evidence, as the case may be. It will refer to the higher forum the cases which are beyond its purview.

The University level committee shall entertain all such cases which are either referred or those coming directly to it. It shall also entertain the students who are aggrieved of the decision of the lower committee.

The aggrieved student(s) may directly approach the Convenor of appropriate committee with a written application or through email.

In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee and/or Anti-Ragging Cell,

### **IMPORTANT MOBILE NUMBERS**

<b>Officials/Designations</b>	<b>Mobile No.</b>
Rector, Kargil Campus, University of Ladakh	9419240611
Dean, Students Welfare, University of Ladakh	8492833684
Associate Dean, Students Welfare, University of Ladakh	9469466640
Students Grievance Committee Convener, Kargil Campus	6005523741
Students Grievance Committee Convener, Leh Campus	9906091339
Anti-ragging Committee Convener, Kargil Campus	9469466640

Anti-ragging Committee Convener, Leh Campus	9797067266
Campus Scholarship Committee, Kargil Campus	8494005066
Campus Scholarship Committee, Leh Campus	8492833684
Gender Sensitization Committee Convener, Kargil Campus	9469466640
Gender Sensitization Committee Convener, Leh Campus Campus	9596975450

### Important E-mail IDs

Officers/Official/Designations	Mail ID
Registrar, University of Ladakh	<a href="mailto:uollehoffice@gmail.com">uollehoffice@gmail.com</a>
Rector, Kargil Campus, University of Ladakh	<a href="mailto:kargilcampus@uok.edu.in">kargilcampus@uok.edu.in</a>
Dean, Students Welfare, University of Ladakh	<a href="mailto:dswuol22@gmail.com">dswuol22@gmail.com</a>
Associate Dean, Students Welfare, University of Ladakh	<a href="mailto:mehbobaali@gmail.com">mehbobaali@gmail.com</a>
SO Leh Campus, University of Ladakh	<a href="mailto:uoladmsection.lc@gmail.com">uoladmsection.lc@gmail.com</a>

*Jigmat Dachen*  
30.11.2022

Dr. Jigmat Dachen  
Dean Students Welfare,  
University of Ladakh  
Dated: 30/11/2022

### DSW/UOL/2022(1)

Copy to:

1. Registrar, University of Ladakh for kind information.
2. Dean Academic Affairs, University of Ladakh for kind information.
3. Director, Kargil Campus for Information.
4. Associate Dean Students Welfare, University of Ladakh for information.
5. PS to Hon'ble Vice Chancellor, University of Ladakh for the kind information of Hon'ble VC.
6. Office Copy

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