



MALLA REDDY (MR)

Deemed To Be University

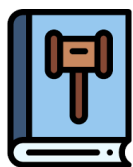
Recognized Under Section 3 of the UGC Act, 1956

Approved by AICTE, New Delhi,

Accredited by NAAC with 'A++' Grade (Cycle- III)

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CODE OF CONDUCT HANDBOOK (STUDENTS)



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CODE OF CONDUCT FOR STUDENTS

1.0 POLICY STATEMENT

Malla Reddy (MR) Deemed-to-be University upholds the highest standards of discipline, accountability, and respect among its students.

This Code of Conduct serves as a comprehensive guide to student behaviour, both on and off the campus, ensuring that every learner contributes positively to the University's values of academic excellence, inclusivity, and integrity.

The policy aims to:

1. Promote responsible student behaviour consistent with MRDU's Vision and Mission.
2. Prevent misconduct, harassment, or actions detrimental to institutional harmony.
3. Establish procedures for addressing violations and maintaining fairness in disciplinary processes.
4. Encourage leadership, civic responsibility, and ethical citizenship in alignment with NEP 2020 principles.

This Code shall apply to all students of MRDU, irrespective of course, mode of study, or location, and is binding from the date of admission until the award of degree or separation from the University.

2.0 PREAMBLE

Malla Reddy (MR) Deemed-to-be University envisions a student community distinguished by discipline, creativity, and social responsibility. This Code of Conduct has been framed to nurture a campus culture that respects diversity, promotes ethical conduct, and ensures the safety and dignity of all members of the University.

The Preamble underlines MRDU's commitment to creating a learning environment free from discrimination, violence, or ragging, while encouraging intellectual growth, innovation, and civic engagement.

It emphasizes that every student is a representative of the University's values, and that responsible conduct contributes directly to academic excellence and institutional reputation. This Code therefore seeks not only to prevent indiscipline but also to develop a sense of accountability, self-governance, and moral integrity among students, in consonance with the objectives of the National Education Policy (NEP) 2020.

3.0 SCOPE AND APPLICABILITY

1. This Code applies to **all students** enrolled at Malla Reddy (MR) Deemed-to-be University, irrespective of programme, mode of study, or level (Undergraduate, Postgraduate, or Doctoral).
2. The Code governs student conduct:
 - On University premises, hostels, transport, libraries, laboratories, and classrooms.
 - During University-sponsored or affiliated events, field trips, internships, or online sessions.
 - In any public or digital forum where a student represents or is identified as a member of

MRDU.

3. The provisions of this Code are binding from the date of admission until the formal completion of the programme or withdrawal from the University.
4. The Code operates in conjunction with all relevant MRDU policies, including:
 - *Anti-Ragging Policy*
 - *Anti-Sexual Harassment (POSH) Policy*
 - *Grievance Redressal Mechanism*
 - *Library and Hostel Regulations*
 - *Information and Communication Technology (ICT) Usage Policy*

4.1 DEFINITIONS

For the purpose of this Policy, unless the context otherwise requires:

1. **“University”** refers to *Malla Reddy (MR) Deemed-to-be University*, including all its Schools, Departments, Centres, and affiliated entities.
2. **“Student”** means any individual admitted, registered, or enrolled in any academic programme of the University, whether full-time, part-time, day scholar, or resident.
3. **“Code”** refers to this *Code of Conduct – Students*, as approved and notified by the University.
4. **“Misconduct”** means any act of indiscipline, disobedience, academic dishonesty, violence, discrimination, or violation of any University rule or regulation.
5. **“Ragging”** refers to any conduct as defined under the *UGC (Prevention, Prohibition and Redressal of Ragging in HEIs) Regulations, 2009* and shall be treated as a criminal offence.
6. **“Sexual Harassment”** means any unwelcome behaviour, physical or verbal, as defined in the *UGC (Prevention, Prohibition and Redressal of Sexual Harassment) Regulations, 2015*.
7. **“Property”** includes any asset, equipment, facility, or document owned or managed by MRDU.
8. **“Digital Communication”** refers to all online or virtual interaction using University-approved systems, emails, portals, or social media platforms.
9. **“Disciplinary Committee”** means the committee constituted by the Vice-Chancellor to inquire into student misconduct and recommend appropriate action.
10. **“Ombudsperson”** means the independent authority appointed by the University under *UGC (Grievance Redressal) Regulations, 2023* to address unresolved student grievances.

5.0 STUDENT RESPONSIBILITIES

Every student of Malla Reddy (MR) Deemed-to-be University is expected to uphold the highest standards of academic integrity, personal discipline, and civic responsibility. Students shall conduct themselves in a manner that enhances the reputation of the University and contributes to a harmonious academic community.

5.1 Academic Responsibilities

1. Attend classes, laboratory sessions, and other academic activities regularly and punctually.
2. Meet academic deadlines and actively participate in classroom discussions, projects, and assessments.
3. Maintain honesty in all academic work — plagiarism, cheating, or use of unfair means in examinations is strictly prohibited.

4. Respect the academic freedom of faculty and peers.
5. Take personal responsibility for learning outcomes and continuous improvement.
6. Follow the prescribed attendance and assessment regulations of MRDU.

5.2 Behavioural Responsibilities

1. Demonstrate respect and courtesy toward all members of the University community.
2. Maintain decorum within classrooms, laboratories, hostels, and University premises.
3. Abstain from any form of ragging, bullying, or harassment — physical, verbal, or digital.
4. Avoid disruptive behaviour, including shouting, vandalism, or misuse of facilities.
5. Follow the University's prescribed dress code and identity card regulations at all times.
6. Maintain cleanliness and contribute to the upkeep of the campus environment.

5.3 Ethical and Social Responsibilities

1. Uphold honesty, fairness, and integrity in all interactions.
2. Respect diversity of culture, religion, gender, and ideology.
3. Protect and preserve institutional property and natural resources.
4. Participate in University activities, community outreach, and social service programmes.
5. Use social media responsibly and refrain from actions that may harm the University's image or any individual's dignity.
6. Exhibit accountability and self-discipline in both personal and group conduct.

5.4 Civic and Institutional Responsibilities

1. Represent MRDU with dignity during external events, internships, and industry visits.
2. Follow lawful directions from University authorities, security, and staff.
3. Contribute ideas and feedback for continuous institutional development.
4. Promote MRDU's values of excellence, inclusivity, innovation, and service to society.

6.0 BEHAVIOURAL CONDUCT

Malla Reddy (MR) Deemed-to-be University expects every student to maintain exemplary conduct that reflects dignity, responsibility, and respect for others.

Students shall uphold the decorum of the University both on and off the campus and adhere to rules framed to ensure a safe, inclusive, and disciplined learning environment.

6.1 General Campus Behaviour

1. Students shall maintain discipline, punctuality, and good conduct within classrooms, laboratories, libraries, offices, hostels, and all University premises.
2. Every student must carry a valid **University Identity Card** and present it on demand by authorised officials or security staff.
3. Students shall refrain from shouting, loud talking, whistling, or any disruptive behaviour in academic or administrative areas.
4. Damaging, defacing, or misusing University property, walls, furniture, or vehicles is strictly prohibited.

5. Students shall not loiter in corridors during class hours and must avoid crowding around administrative offices.
6. All instructions issued by faculty members, wardens, or security personnel for maintaining order and safety shall be followed promptly.

6.2 Behaviour with Faculty and Staff

1. Maintain politeness, courtesy, and respect toward all faculty, staff, and visitors.
2. Obey lawful instructions of faculty members in classrooms and laboratories.
3. Students shall not argue, misbehave, or use offensive language toward staff or authorities.
4. No student shall circulate defamatory remarks, social-media posts, or messages against faculty, staff, or the institution.
5. Grievances, if any, shall be expressed through the proper channel as described in Section 11 (Grievance Redressal).

6.3 Behaviour with Peers

1. Mutual respect, cooperation, and inclusivity shall guide all student interactions.
2. **Ragging in any form is strictly prohibited** and shall invite immediate disciplinary action, including police complaint, under the *UGC (Prevention of Ragging) Regulations 2009*.
3. Physical violence, bullying, groupism, or caste/region/gender-based discrimination is forbidden.
4. Students shall promote teamwork, tolerance, and positive peer mentoring.
5. Use of abusive, indecent, or threatening language toward fellow students is a serious offence.

6.4 Behaviour in Hostel and Residential Areas

1. Hostel residents shall follow timings, silence hours, and visitor rules prescribed by the Warden.
2. Possession or consumption of alcohol, drugs, tobacco, or intoxicants is strictly banned.
3. Cooking in rooms, misuse of electrical appliances, or tampering with fire-safety devices is prohibited.
4. Students must keep rooms and common areas clean and maintain hygienic surroundings.
5. Respect hostel staff, security, and fellow residents; avoid noise or gatherings that disturb others.
6. Any damage to hostel property shall be recovered from the student(s) concerned, in addition to disciplinary action.
7. Separate hostel rules issued by the **Dean (Student Welfare)** form part of this Code.

6.5 Dress Code and Personal Grooming

1. Students shall wear **prescribed University uniforms or formal attire** as applicable to their programme.
2. Clothing must be modest, neat, and appropriate for an academic environment.
3. On ceremonial or formal occasions, the dress code notified by the University shall be observed.

4. Wearing of identity cards is compulsory at all times within the campus.
5. Faculty or wardens may deny entry or attendance to students violating dress or identification regulations.

6.6 Attendance and Punctuality

1. Students shall maintain a **minimum of 75 % attendance** in every course to be eligible for examinations.
2. Absence due to medical or genuine reasons must be supported by valid documents and approved by the HoD/Dean.
3. Habitual late-coming or absenteeism will invite counselling or disciplinary measures.
4. Leaving the class or laboratory without permission of the faculty is considered misconduct.
5. Students must reach examination halls at least 15 minutes before commencement and follow all invigilator instructions.

6.7 Use of Mobile Phones and Electronic Devices

1. Mobile phones, laptops, or gadgets shall be used only for academic purposes with prior faculty permission.
2. Recording, photographing, or posting classroom or institutional activities on social media without approval is strictly prohibited.
3. Playing music, videos, or games in classrooms, laboratories, corridors, or hostels that disturb others is not permitted.
4. Misuse of digital devices for cyber-bullying, harassment, or academic dishonesty will attract severe disciplinary action.

6.8 Digital and Social Media Conduct

1. Students shall maintain professional decorum in all online communication, emails, and social-media usage.
2. Posting, forwarding, or endorsing defamatory, obscene, or inflammatory content that affects the reputation of the University or any individual is prohibited.
3. Students must use institutional email IDs and University-approved learning platforms for all official communication.
4. Confidential information, photographs, or recordings of faculty, staff, or peers shall not be shared publicly without consent.
5. Cyber-misconduct will be treated as a serious offence under the IT Act (2000, amended 2023).

6.9 Environmental and Community Behaviour

1. Students shall actively participate in maintaining a clean, green, and sustainable campus.
2. Littering, spitting, or damaging plants and gardens is strictly prohibited.
3. Use of plastic within the campus shall be minimised as per the University's green-policy guidelines.

4. Students are encouraged to join community-service, NSS, and social-outreach activities as part of holistic education.

7.0 ACADEMIC INTEGRITY AND EXAMINATIONS

Academic integrity is central to the mission of Malla Reddy (MR) Deemed-to-be University. All students are expected to maintain honesty, responsibility, and fairness in their academic pursuits, assessments, and examinations. Violation of academic integrity undermines the credibility of the University and will invite strict disciplinary action.

7.1 Academic Integrity

1. Students shall submit only their own original work in assignments, reports, or projects.
2. **Plagiarism**, fabrication, falsification of data, or unauthorised collaboration are considered academic offences.
3. All reports, dissertations, and projects must undergo plagiarism checks through University-approved software before submission.
4. Proper citation of sources is mandatory when referencing published or unpublished materials.
5. Copying or reproducing content from digital or AI-assisted platforms without acknowledgment is strictly prohibited.
6. Any attempt to obtain unfair academic advantage over others shall be treated as misconduct.
7. Students must respect intellectual property rights and confidentiality of research data.

7.2 Attendance and Academic Progress

1. Students are required to maintain a **minimum of 75% attendance** in each course to be eligible for end-semester examinations.
2. A relaxation up to **10% (i.e., 65%)** may be considered on medical or exceptional grounds with the approval of the Dean (Academics).
3. Attendance is compulsory for internal assessments, laboratory work, seminars, and project reviews.
4. Students falling short of attendance will be detained and required to repeat the course as per academic regulations.
5. Continuous absence for more than **10 consecutive working days** without prior intimation may result in removal of the student's name from the rolls.

7.3 Internal Assessment

1. All components of internal assessment, such as assignments, mid-semester tests, quizzes, and lab records, are mandatory.
2. Non-submission of assignments or absence in internal tests without valid reasons will lead to award of zero marks.
3. Students must attend feedback sessions to understand their performance and improvement areas.
4. Internal marks shall be displayed within a reasonable time and discrepancies, if any, must be reported immediately.

7.4 Examination Discipline

1. Students must bring their **valid ID cards and hall tickets** for every examination.
2. Entry into the examination hall shall not be permitted after **15 minutes** from commencement of the exam.
3. Possession of any unauthorised material, programmable calculators, electronic devices, or mobile phones inside the hall is strictly prohibited.
4. Students shall maintain absolute silence and follow instructions of invigilators.
5. Communication, gestures, or exchange of materials with others during the examination shall be treated as malpractice.
6. Use of abusive language, misbehaviour, or argument with exam staff is considered a serious disciplinary offence.
7. Answer sheets, question papers, and other materials shall not be taken out of the hall unless permitted.
8. Any student found violating examination norms shall be booked under **malpractice** and dealt with as per MRDU Examination Regulations.

7.5 Academic Malpractice and Penalties

1. Malpractice includes but is not limited to:
 - Copying, impersonation, possession of unauthorised materials, or use of electronic aids.
 - Fabrication or falsification of laboratory data or records.
 - Misuse of AI tools to generate assignments, code, or answers without permission.
 - Submission of work prepared by another person or paid source.
 - Attempting to influence examiners or officials through unfair means.
2. Cases of malpractice shall be reported immediately to the **Examination Cell**.
3. Penalties may include:
 - Cancellation of examination paper(s).
 - Debarment from the next exam cycle.
 - Suspension or expulsion from the University, depending on severity.
 - Reporting to parent/guardian and notation in student record.
4. Repeat offences shall result in **termination of registration** from the University.

7.6 Academic Appeals

1. Students have the right to appeal against internal marks or disciplinary decisions within **five working days** of notification.
2. Appeals must be submitted in writing to the **Dean (Academics)**, who shall forward it to the **Examination Review Committee (ERC)**.
3. The decision of the ERC, approved by the Vice-Chancellor, shall be final and binding.

8.0 MISCONDUCT, OFFENCES, AND DISCIPLINARY ACTION

Students of Malla Reddy (MR) Deemed-to-be University are expected to behave responsibly and uphold the dignity of the institution at all times. Any act or omission that violates this Code, institutional

regulations, or laws of the land shall be treated as **misconduct** and may attract disciplinary action as defined in this section.

8.1 Acts Constituting Misconduct

Without prejudice to the generality of the term, the following acts (on or off campus) shall constitute misconduct:

A. Academic Misconduct

1. Plagiarism, cheating, fabrication, impersonation, or aiding others in academic dishonesty.
2. Tampering with academic records, attendance registers, or evaluation documents.
3. Disrupting classes, examinations, or academic activities.

B. Behavioural Misconduct

1. Disrespect, insubordination, or use of abusive language toward faculty, staff, or peers.
2. Threatening, fighting, or engaging in physical or verbal altercations.
3. Displaying unruly behaviour during University events, field trips, or public gatherings.
4. Damage, defacement, or misuse of University property or facilities.
5. Loitering in restricted areas or indulging in disorderly conduct.

C. Ragging and Harassment

1. Any act of teasing, abusive language, humiliation, physical or mental abuse, or harassment of a fellow student constitutes **ragging**.
2. Ragging in any form is a **criminal offence** under the *UGC (Curbing the Menace of Ragging in Higher Educational Institutions) Regulations, 2009*.
3. Students found guilty of ragging shall be summarily suspended pending investigation and are liable for:
 - Expulsion from the University and hostel.
 - Cancellation of admission and withdrawal of scholarships.
 - Criminal prosecution under relevant sections of the Indian Penal Code.
4. Every student must submit a duly signed *Anti-Ragging Undertaking* at the time of admission, as mandated by UGC.

D. Sexual Harassment and Gender Misconduct

1. Any unwelcome physical, verbal, written, or visual conduct of a sexual nature constitutes **sexual harassment**.
2. All complaints shall be investigated by the **Internal Complaints Committee (ICC)** constituted under the *UGC (Prevention, Prohibition and Redressal of Sexual Harassment) Regulations, 2015* and the *POSH Act, 2013*.
3. Faculty, staff, or students are obliged to cooperate fully with ICC proceedings.
4. Retaliation against complainants or witnesses will attract additional disciplinary action.

E. Substance Abuse and Possession of Prohibited Items

1. Possession, consumption, or distribution of alcohol, narcotics, drugs, or tobacco within campus or hostels is strictly prohibited.
2. Any student found under the influence of intoxicants or in possession of banned substances will be immediately suspended pending inquiry.
3. The University reserves the right to conduct surprise inspections in hostels or other premises to enforce this regulation.

F. Cyber Misconduct

1. Misuse of digital platforms, social media, or electronic communication for harassment, defamation, or dissemination of false information.
2. Uploading offensive, obscene, or derogatory content against the University or individuals.
3. Hacking or unauthorised access to university networks or digital resources.

G. Criminal Acts and Other Violations

1. Theft, fraud, forgery, or criminal intimidation within or outside campus.
2. Possession of weapons, explosives, or hazardous materials.
3. Participation in strikes, political activities, or demonstrations that disrupt normal academic functioning.
4. Violation of any government law, UGC regulation, or MRDU policy.

8.2 Disciplinary Process

1. **Reporting:**
 - Any complaint or incident of misconduct must be reported in writing to the *Dean (Student Welfare)*, *Warden*, *HoD*, or *Security Officer*.
 - Anonymous or frivolous complaints shall not be entertained.
2. **Preliminary Inquiry:**
 - The *Dean (Student Welfare)* shall conduct an initial assessment to verify facts.
 - In serious cases, the matter shall be forwarded to the **Student Disciplinary Committee (SDC)** constituted by the Vice-Chancellor.
3. **Formal Investigation:**
 - The SDC shall issue a notice to the student(s) concerned, conduct a hearing, and record findings.
 - Students shall be given an opportunity to explain or present evidence in their defence.
4. **Decision:**
 - The SDC shall recommend disciplinary action to the **Vice-Chancellor**, whose decision shall be final and binding.
5. **Appeal:**
 - A student may file an appeal within **10 working days** of receiving the decision, addressed to the **Ombudsperson** as per *UGC (Grievance Redressal) Regulations, 2023*.

8.3 Possible Penalties

Depending on the nature and gravity of the misconduct, one or more of the following disciplinary measures may be imposed:

1. Written warning or reprimand.
2. Fine or compensation for damages caused.
3. Temporary suspension from classes, hostel, or campus facilities.
4. Cancellation of scholarships or financial assistance.
5. Debarment from examinations or placements.
6. Expulsion from the University and hostel.
7. Withholding of results or transfer certificates.
8. Filing of police complaint, wherever applicable.

***Note** – All penalties shall be duly recorded in the student's personal file and the institutional disciplinary register maintained by the Dean (Student Welfare).*

8.4 Preventive and Supportive Measures

1. The University shall organize regular **awareness programmes** on anti-ragging, gender sensitization, cyber safety, and substance-abuse prevention.
2. Counselling and mentoring services shall be available to students facing behavioural or emotional issues.
3. Parents or guardians may be informed and called for counselling in cases of repeated indiscipline.
4. All disciplinary actions shall be guided by the principles of **natural justice, confidentiality, and fairness**.

9.0 FACILITIES AND PROPERTY USE

All students of Malla Reddy (MR) Deemed-to-be University are expected to use institutional property and facilities responsibly and in a manner that ensures safety, sustainability, and respect for shared resources.

Damage, misuse, or unauthorized access to University property is strictly prohibited and shall attract disciplinary or financial penalties.

9.1 Classroom and Laboratory Etiquette

1. Students shall maintain discipline, punctuality, and order in all classrooms, laboratories, and workshops.
2. Laboratory and workshop equipment shall be handled carefully under faculty supervision.
3. Students must wear prescribed safety gear (aprons, shoes, goggles, gloves, etc.) wherever required.
4. Tampering with instruments, rearranging setups without permission, or damaging apparatus is strictly prohibited.
5. Students shall not remove tools, materials, or components from laboratories or workshops without written authorization.

6. Any damage to equipment or property, whether accidental or deliberate, must be immediately reported to the faculty in charge and compensated for by the student(s) concerned.
7. Food, beverages, or loud conversations are not permitted inside classrooms or labs.
8. Students must ensure classrooms and laboratories are left neat, orderly, and powered down after use.

9.2 Library Conduct

1. Students shall maintain silence and a professional atmosphere in the library.
2. Books and journals must be handled carefully and returned within the stipulated due dates.
3. Reference materials, journals, and periodicals are not to be removed from the library premises.
4. Loss or damage to issued books must be reported immediately, and the cost of replacement shall be borne by the borrower.
5. Bags, personal belongings, or food items shall not be carried into reading areas.
6. Misuse of library membership cards or borrowing privileges will attract disciplinary action.
7. The use of digital and e-library resources shall comply with copyright and IT policies of the University.

9.3 Hostel and Residential Facilities

1. Hostel rooms are allotted by the **Dean (Student Welfare)** and **Warden** based on availability and discipline record.
2. Students shall not change rooms or hostels without prior written permission.
3. Electrical appliances such as heaters, irons, or immersion rods are prohibited unless specifically approved.
4. Visitors are allowed only during designated hours and must register with the Warden.
5. Noise levels should be kept to a minimum to maintain a conducive living environment.
6. Lights, fans, and water taps must be switched off when not in use.
7. Students are jointly responsible for maintaining cleanliness in common areas.
8. Cooking, smoking, or consumption of alcohol or drugs in hostel rooms is strictly banned.
9. Damages to hostel property (furniture, fixtures, or walls) will be recovered from the occupants.
10. Students must adhere to hostel timings and obtain night-out permissions in advance.

9.4 Information Technology and Internet Facilities

1. Students shall use University-provided Wi-Fi, email, and computer systems strictly for academic purposes.
2. Installation of unauthorised software or alteration of network settings is prohibited.
3. Cybersecurity protocols and password confidentiality must be maintained at all times.
4. Downloading, streaming, or distribution of pirated, obscene, or copyrighted material is a punishable offence.
5. Personal devices connected to University networks shall comply with MRDU's ICT and Cybersecurity Policy.
6. Violation of IT usage guidelines may result in suspension of access and disciplinary action.

9.5 Sports and Recreation Facilities

1. Sports grounds, gymnasiums, and recreation areas are for authorized student use under supervision.
2. Proper attire and sportswear are mandatory while using these facilities.
3. Equipment must be returned after use and any damage promptly reported.
4. Misuse or monopolization of facilities by specific groups or individuals is prohibited.
5. Students shall observe safety instructions issued by the Physical Director or staff in charge.

9.6 Transport and Vehicle Regulations

1. Students using University transport shall follow discipline, safety, and punctuality guidelines issued by the Transport Officer.
2. Ragging, teasing, or creating nuisance during transit will invite severe disciplinary action.
3. Private vehicles must be parked in designated areas only.
4. Driving on campus without valid license, helmet, or registration is prohibited.
5. The University shall not be responsible for loss, theft, or damage to vehicles parked within campus.
6. Reckless or rash driving inside the campus will lead to cancellation of vehicle entry permits.

9.7 Campus Infrastructure and Environment

1. Students shall respect the aesthetic and environmental values of the campus.
2. Spitting, littering, graffiti, and wall defacement are strictly prohibited.
3. Posters, banners, or notices may be displayed only with written approval of the Dean (Student Welfare).
4. Students shall participate in green initiatives such as tree plantation, waste segregation, and energy conservation.
5. Any act leading to environmental degradation or wastage of resources will be viewed seriously.

9.8 Use of University Name and Logo

1. The name, logo, or emblem of MRDU shall not be used in any publication, media post, or public event without prior written permission.
2. Students shall not represent themselves as official spokespersons of the University in print, digital, or social media.
3. Misrepresentation or unauthorised use of the University's identity shall be treated as misconduct under this Code.

10. GRIEVANCE REDRESSAL MECHANISM

Malla Reddy (MR) Deemed-to-be University is committed to ensuring a transparent, fair, and student-friendly system for resolving grievances of any nature. The University believes that timely redressal of grievances promotes trust, inclusivity, and a positive learning environment.

10.1 Guiding Principles

1. Every student shall have the right to raise academic, administrative, or personal concerns in a dignified and confidential manner.
2. The grievance process shall be guided by the principles of **natural justice, confidentiality, and non-retaliation**.
3. Frivolous or anonymous complaints without adequate information shall not be entertained.
4. All grievances shall be handled in a time-bound manner, maintaining respect for all parties involved.

10.2 Categories of Grievances

Students may report issues relating to:

1. Academic matters : attendance, internal marks, evaluation, or course delivery.
2. Administrative or facility-related matters : hostel, library, transport, or laboratory facilities.
3. Behavioural or disciplinary issues : peer conflict, faculty or staff behaviour, or harassment.
4. Financial concerns : fee discrepancies, scholarships, or refunds.
5. Any other matter affecting student welfare, safety, or dignity.

10.3 Mentor–Mentee System (First Level Support)

1. Each student shall be assigned a Faculty Mentor at the time of admission.
2. The Mentor shall regularly interact with the mentee to understand academic and personal concerns and guide them appropriately.
3. Issues not resolved at this level shall be escalated to the Department Grievance Coordinator or the Head of Department.

10.4 Institutional Grievance Redressal Process

The University follows a **three-tier grievance redressal structure** as outlined below:

Level	Authority / Committee	Typical Issues Handled	Resolution Timeline
Level 1	Faculty Mentor / HoD	Academic, internal assessment, attendance	Within 7 working days
Level 2	School / Department Grievance Committee	Department-level issues, faculty–student conflict	Within 10 working days
Level 3	University Grievance Redressal Committee (UGRC)	Institutional or unresolved grievances from Level 2	Within 15 working days

1. The **University Grievance Redressal Committee (UGRC)** shall be chaired by the **Dean (Student Welfare)** with representation from faculty, administration, and students.
2. The Committee shall examine the complaint, seek clarification from involved parties, and record recommendations for approval by the **Vice-Chancellor**.
3. The decision of the Vice-Chancellor shall be final unless appealed before the **Ombudsperson** (as per UGC regulations).

10.5 Specialised Grievance Channels

Certain categories of complaints are handled through dedicated institutional bodies:

Nature of Complaint	Nodal Authority / Committee	Regulatory Reference
Ragging or harassment by peers	Anti-Ragging Committee / Dean (Student Welfare)	UGC Regulations, 2009
Sexual harassment	Internal Complaints Committee (ICC)	UGC POSH Regulations, 2015
Examination-related grievances	Examination Grievance Committee	MRDU Exam Regulations
Financial or fee-related grievances	Accounts Officer / Registrar	MRDU Finance Rules
IT / cyber-related complaints	IT Cell / Cybersecurity Committee	MRDU ICT Policy
Research-related grievances (PG/PhD)	Dean (R&D) / Research Ethics Committee	MRDU Research Policy

10.6 Appeal and Ombudsperson

1. If a student is not satisfied with the decision of the UGRC, they may file an appeal to the **Ombudsperson** within **15 working days**.
2. The Ombudsperson, appointed as per *UGC (Grievance Redressal) Regulations, 2023*, shall independently review the case and submit findings to the Vice-Chancellor.
3. The decision of the Ombudsperson shall be binding on all parties.

10.7 Confidentiality and Record Keeping

1. All grievance records, meeting minutes, and resolutions shall be maintained by the **IQAC** and **Dean (Student Welfare)** for a minimum period of **five years**.
2. The confidentiality of complainants and witnesses shall be maintained throughout the process.
3. Periodic reports of grievances received and resolved shall be submitted to the **Vice-Chancellor** and presented during IQAC and BoM meetings.

10.8 Awareness and Accessibility

1. The grievance redressal framework, committee composition, and contact details shall be displayed on the University website and notice boards.
2. Awareness sessions and orientation programmes shall be conducted for new students every academic year.
3. A dedicated **Student Helpline Email / Portal** shall be maintained by IQAC for online submission of grievances.

11. POLICY REVIEW, IMPLEMENTATION RESPONSIBILITY, AND DOCUMENT CONTROL

11.1 Policy Implementation

1. The implementation of this Code shall be the responsibility of the **Dean (Student Welfare)** under the supervision of the **Vice-Chancellor**.
2. The **Heads of Schools / Departments, Wardens, and Faculty Mentors** shall ensure that all students are made aware of this Code at the time of admission and orientation.

3. Each student shall sign a **Student Undertaking Form** acknowledging that they have read, understood, and agreed to abide by the provisions of this Code.
4. The Code shall be disseminated through the University website, student handbooks, and digital portals.
5. The **IQAC** shall monitor adherence to the Code through regular audits, feedback mechanisms, and disciplinary reviews.

11.2 Monitoring and Compliance

1. The **Dean (Student Welfare)** shall periodically submit a summary of disciplinary cases and grievance redressal reports to the **IQAC** and **Vice-Chancellor**.
2. The **IQAC** shall review compliance with this policy as part of its institutional quality assurance framework.
3. The University shall take appropriate action against any violation of the Code in accordance with due process.
4. The policy's effectiveness shall be assessed through student feedback, disciplinary statistics, and audit reviews.

11.3 Policy Review Cycle

1. This policy shall be reviewed once every **three years**, or earlier if mandated by UGC, AICTE, or University directives.
2. All revisions shall be approved by the **competent authority** upon the recommendation of the **Dean (Student Affair and Progression)** and **IQAC**.
3. Once revised, the updated version shall supersede all earlier editions and be circulated institution-wide.




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