



संस्थापन सेवाएँ (विंग'अ') / Establishment Services (Wing 'A')
भारतीय प्रौद्योगिकी संस्थान रुड़की / Indian Institute of Technology Roorkee
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सं. सं0से0 (अ) / 3479 / ई-2281

दिनांक: 24 अक्टूबर 2017

अधिसूचना

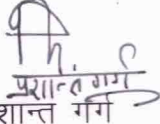
प्रो० प्रदीप कुमार, जानपद अभियांत्रिकी विभाग को तुरंत प्रभाव से एक वर्ष हेतु छात्र लोकपाल नियुक्त किया जाता है।

छात्र लोकपाल की पृष्ठभूमि एवं कार्यक्षेत्र, भूमिका व उत्तरदायित्व पीछे पृष्ठ पर अंकित है।

संस्थान के सभी अधिकारियों, संकाय सदस्यों, कर्मचारियों एवं छात्रों से अपेक्षा की जाती है कि वह छात्र लोकपाल का सहयोग करेंगे। छात्र लोकपाल निदेशक को रिपोर्ट करेंगे।

उपरोक्त आदेश निदेशक की स्वीकृति से जारी किया गया है।

प्रो० प्रदीप कुमार,
जानपद अभियांत्रिकी विभाग


प्रशान्त गर्ग
कुलसचिव

प्रतिलिपि:

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2. Channel-I

No. ES(A)/ 3479 /E-2281

Dated: 24th Oct. 2017

NOTIFICATION

Prof. Pradeep Kumar, Department of Civil Engineering is hereby appointed as Students' Ombudsperson for a period of one year with immediate effect.

The background and scope, role & responsibilities of Students' Ombudsperson are given on overleaf.

All authorities of the institute, faculty members, staff and students will be expected to cooperate with the Students' Ombudsperson. The Students' Ombudsperson will report to the Director.

This is issued with the approval of the Director.

Prof. Pradeep Kumar,
Department of Civil Engineering


Prashant Garg
Registrar

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कृ०प०उ०/P.T.O.

STUDENTS' OMBUDSPERSON

Background

Indian Institute of Technology Roorkee is widely respected for its quality education and research in science, technology, humanities and management. The competitive environment fostered in the institute encourages its students and faculty members to set up ambitious goals and take on big challenges. While this is definitely desirable for a world class institution of higher learning, occasionally this leads to issues involving students and faculty members. Such issues affect the interests of all the stakeholders. At times, it is difficult for a student to bring an issue to the notice of the appropriate authority because of (i) The sensitive nature of the issue (ii) The fear of coming in the public glare (iii) The fear of getting victimised. Further, sometimes simple issues get complicated because formal procedures are invoked.

To explore the possibility of instituting a position to handle such cases informally and with sensitivity, the Director had constituted the following group: (i) Prof. Apurbba Kumar Sharma, MIED (ii) Prof. Aalok Misra, Physics (iii) Dr. Shikha Jain, Counsellor and (iv) Shri Sankalp Asawa, former General Secretary (Academic Affairs), SAC. The group pointed out that the University Grant Commission (UGC), in Clause 4 (1) of its Regulation notified vide F.No.14-4/2012 (CPP-II), dated December, 2012 states "Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations." It may be stated here that a number of leading academic institutions including Harvard University (USA), Cornell University (USA), Washington State University (USA) and some of our sister IITs have an Ombudsperson to handle such issues.

This proposal was also discussed in the meeting of Heads of Departments/Centres with Academic Programs on August 23, 2017.

Scope, Role and Responsibilities

The Students' Ombudsperson will:

- Try to resolve any issue reported to him/her through an informal interaction with the concerned authorities.
- Report to the Director his/her understanding of cases which are unresolved.
- Report to the Director his/her understanding of cases referred to by the Director and, if possible, assist the Director in resolving such cases.
- Not disclose the identity of the student unless the student has consented for the same.
- Not replace, or supersede, formal procedures for grievances, complaints or appeals in the Institute.
- Limit the scope of his services to informal means of dispute resolution. Thus, to the extent possible, he shall stay away from any formal adjudicative or administrative procedure related to concerns brought to his attention.
- Provide feedback to the Director on gaps or inadequacies in existing procedures, processes, systemic issues, trends, if any.

If required, and if the student consents, the Students' Ombudsperson will refer the student to the appropriate authority in the institute.