

**University of  
Technology**

Serving Education Since 1976



# Complaint Redressal Mechanism

**UNIVERSITY OF TECHNOLOGY**

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**(A) ONLINE- Mechanism for Submission and Redressal of Student Grievances**

University of Technology has developed a structured **Grievance Redressal Mechanism** through a university website. Below is a step-by-step explanation of the process for **submission, tracking, and resolution** of grievances:

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**Step 1: Access the Grievance Portal**

- Students can log in through their **ERP system** via the university website.(uot.edu.in)
  - Use **ERP ID** and **Date of Birth** to authenticate and verify identity.
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**Step 2: Identify and Select Grievance Category**

- Students must select the **category** that closely matches their concern (e.g.,Result, Admission, Ragging etc.).
  - Accurate category selection helps in assigning the issue to the appropriate **department** for resolution.
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**Step 3: Submission of Grievance Details**

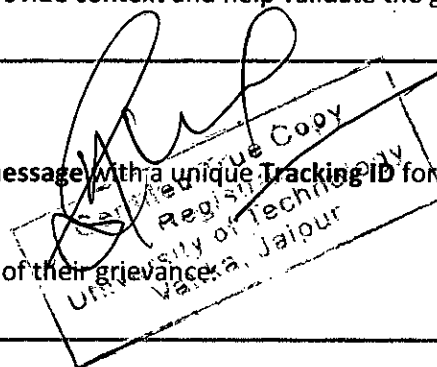
- Provide **clear and comprehensive information** about the grievance.
  - The details should cover:
    - Nature of the problem (with dates, if applicable)
    - Persons or services involved (if any)
    - Impact and requested resolution, if relevant.
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**Step 4: Upload Supporting Documents**

- Students are encouraged to attach a **written/typed application** or any relevant **supporting documents** (e.g., emails, circulars, notices) that provide context and help validate the grievance.
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**Step 5: Grievance Acknowledgment**

- Upon submission, the system generates a **text message** with a unique **Tracking ID** for the grievance.
- The student can use this **ID to monitor the status** of their grievance.



### Step 6: Grievance Processing and Redressal

- The grievance is forwarded to the **Grievance Redressal Committee** or concerned department.
  - The committee reviews the submission and may contact the student for **clarification or additional information**.
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### Step 7: Timeline for Resolution

- The university ensures a **time-bound resolution** depending on the complexity of the issue.
  - **Escalation mechanism** is in place for unresolved grievances, forwarding them to higher authorities (such as Dean or Registrar).
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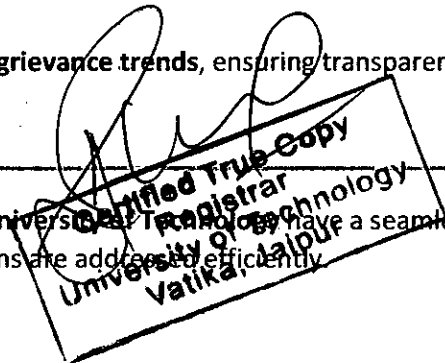
### Step 8: Final Resolution and Feedback

- The student is notified of the outcome through the portal .
  - If the student is satisfied, the grievance case is **closed**.
  - If unresolved or unsatisfactory, the student can **escalate the issue** for further review.
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### Monitoring and Reporting

- The university maintains a **dashboard to monitor grievance trends**, ensuring transparency and identifying systemic issues for improvement.
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This structured mechanism ensures that students at the University of Applied Technology have a seamless experience in **registering grievances** and that their concerns are addressed efficiently.





# Grievance Request Application Form

Fill out your registration and other details in form

Student Registration Number \*\*

Enter ERP Number

Student Date of Birth \*\*

dd-mm-yyyy



Dashboard

University Website

Certification Document

Grievance

Grievance Request

Grievance Request Status

Admission

Verification

University Fees

Examination

Download Admit Card

Result

Important Links

## University of Technology Student Grievance Form

### Important Information

This form is a digital platform for students to identify and apply for grievances, feedback, or queries. This platform ensures a time-bound mechanism for the redressal of grievances.

### Process of Grievance Submission

- 1. Fill Your ERP ID and Date of Birth:** This is essential for verifying your identity.
- 2. Select Closest Category of Your Grievance:** Helps in routing your grievance to the appropriate department.
- 3. Provide Detailed Information of Your Grievance:** A comprehensive description aids in understanding and resolving your issue.
- 4. Upload Written/Typed Application (if Any):** Supporting documents can provide additional context and evidence.

The user can register a grievance by following a simple procedure using their Student ID. The complaint gets recorded and a docket number shall be allotted, which will automatically be reflected in the Grievance Cell Executive Accounts. The concerned bureau shall resolve the issues within the stipulated time.

#### Note :

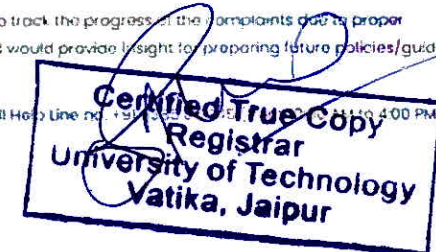
Before Filling up the Form , It is required to go though

#### Important Web Pages of our Site (हमारी साइट के महत्वपूर्ण वेब पज)

- 1. Admission Help - Documents and Tutorials** (जयरा सहायता - दस्तावेज और ट्यूटोरियल) Admission Help Page
- 2. Important Documents and Formats** (महत्वपूर्ण दस्तावेज और फॉर्मट) Important Documents and Formats
- 3. Important Web Links of UOT** (UOT के महत्वपूर्ण वेब लिंक) Important Web Links

- Students are required to file various complaints through a single platform. It will be easier to track the progress of the complaints due to proper documentation and docket numbers. The information and grievances received and resolved would provide insight for preparing future policies/guidelines/Regulations.

- In case of any assistance, student can visit FAQ page at <https://uot.edu.in/faq-page/> or call Help Line no. 9959200000 (9 AM to 4:00 PM) except on Sunday or National Holidays).





# University of Technology

- Dashboard
- University Website
- Certification Document
- Grievance
- Admission
- Verification
- University Fees
- Examination
- Download Admit Card
- Result

## Grievance Form

Upload the Required Documents & Proceed for Submission

<b>REP No. *</b> 73158	<b>Full Name *</b> Aryan Verma	<b>Email No. *</b> 343VCRMAaryan@gmail.com
<b>Motile No. *</b> 5684106417	<b>Grievance Type *</b> -- Select Grievance Type -- Related to Result / Marksheet Related to Admission / Enrolment Ragging Complaint Related to Studies / Notes Availability	<b>Detailed Information *</b> Enter Detailed Information
<b>Alternate Mobile No. *</b> (Enter a Different Mobile No.)		<b>Have you Discussed the above mentioned problem with any Staff before? *</b> <input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Upload Application (If Any). Only PDF/ JPG/ PNG* Allowed</b> <input type="button" value="Choose File"/> No file chosen		

Certified True Copy  
Registrar  
University of Technology  
12:45 AM  
11/25/2024

## **(B) OFFLINE Addressing Student Complaints Received in the Suggestion Box**

At the University of Technology, Jaipur, we prioritize the effective resolution of student concerns to foster a supportive and inclusive learning environment. Complaints and suggestions submitted via the suggestion box are handled through a structured and transparent process to ensure fair redressal. Below is an overview of how the system operates:



### **1. Regular Monitoring**

The suggestion box is checked regularly, typically on a bi-weekly or monthly basis, by a designated committee member or administrative staff.

A secure process ensures that the contents of the box remain confidential and accessible only to authorized personnel.

### **2. Categorization of Complaints**

Upon retrieval, the complaints and suggestions are categorized into broad themes, such as:

Academic issues (e.g., curriculum, teaching quality).

Infrastructure concerns (e.g., library, hostel, cafeteria, IT facilities).

Student welfare (e.g., harassment, bullying, grievances related to inclusivity).

Administrative matters (e.g., delays in services, fee-related queries).

### **3. Formation of a Grievance Redressal Sub-Committee**

A sub-committee, which includes faculty, administrative staff, and student representatives, is responsible for addressing the complaints.

If the complaint is sensitive (e.g., harassment), it is forwarded to the appropriate body, such as the Gender Sensitization Committee or Anti-Ragging Committee.

### **4. Investigation and Resolution**

The sub-committee conducts a detailed review of the complaint to understand its nature and context.

Stakeholders, including students and faculty, are consulted if necessary, to gather additional information.

Solutions are identified, ranging from immediate action for urgent issues (e.g., repairing damaged infrastructure) to long-term measures (e.g., policy changes or awareness campaigns).

### **5. Communication with the Complainant**

If the complaint is not anonymous, the concerned student is informed of the progress and the resolution of their complaint.

Anonymous complaints are addressed with equal seriousness, and outcomes are implemented across the institution as necessary.

### **6. Feedback and Follow-Up**

Students are encouraged to provide feedback on how effectively their concerns have been resolved.

A periodic review of recurring complaints is undertaken to identify systemic issues and implement preventive measures.

## **7. Reporting and Transparency**

A summary of the complaints received, actions taken, and resolutions achieved is presented to the Student Council or published in an internal bulletin (without breaching confidentiality).

This ensures accountability and demonstrates the university's commitment to addressing student grievances.

For UNIVERSITY OF TECHNOLOGY

Registrar  Registrar