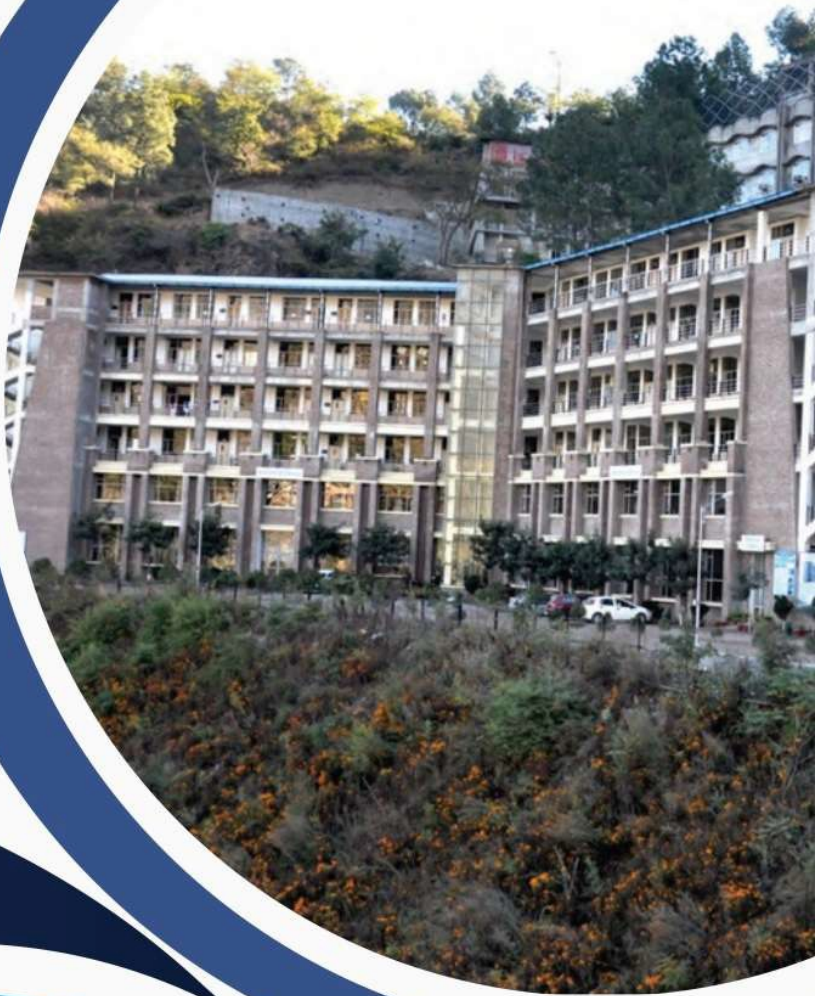


Criterion - 5
Student Support and Progression
NAAC – SSR (2nd Cycle)



ETERNAL UNIVERSITY

BARU SAHIB, SIRMOUR-173101
HIMACHAL PRADESH

5.1.4(3)

(Grievances Redressal Mechanism)



ETERNAL UNIVERSITY

BARU SAHIB, SIRMOUR-173101
HIMACHAL PRADESH

Grievance Redressal Mechanism

```
graph TD; A[Grievance Redressal Mechanism] --> B[Grievances related to Hostel(s)]; A --> C[Grievances related to the Institution]; B --> B1[Grievances escalated by students]; B1 --> B2[Grievances directed to Hostel warden]; B2 --> B3[Grievances directed to DSW]; B3 --> B4[Grievances directed to Hon'ble VC Sir]; C --> C1[Grievances escalated by students]; C1 --> C2[Grievances directed to Class Teacher]; C2 --> C3[Grievances directed to Dean]; C3 --> C4[Grievances directed to Hon'ble VC Sir];
```

Grievances related to Hostel(s)

Grievances escalated by students

Grievances directed to Hostel warden

Grievances directed to DSW

Grievances directed to Hon'ble VC Sir

Grievances related to the Institution

Grievances escalated by students

Grievances directed to Class Teacher

Grievances directed to Dean

Grievances directed to Hon'ble VC Sir



H.P PRIVATE EDUCATIONAL INSTITUTIONS REGULATORY COMMISSION (HP-PERC)

MAJITHA HOUSE COMPLEX, SHIMLA-171002 (HP)
Tel.: 0177-2629665, 2629663 Fax:+91-177-2629664 Email- secy-perc-hp@nic.in Website: hp.gov.in/hpperc

NOTICE

It is mandatory under the Himachal Pradesh Private Educational Institutions (Regulatory Commission) Act, 2010 that all the Private Higher Educational Institutions in the State shall offer approved courses, make admissions on merit, charge fees as approved by the State Govt. conduct fair examination/evaluation and adhere to the relevant regulatory body norms regarding faculty and infrastructure.

Any **violation of the norms** by the private educational institution **can attract penal provisions** under section 11 of the Act *ibid*.

For any **grievance/complaints** concerning any academic or administrative lapse(s), such as overcharging of fees, admission in contravention of norms, malpractices in teaching and examinations, and deficiencies in faculty and infrastructure please contact the **Secretary/Public Grievance Officer, HP-PERC** at the above address/email along with relevant supporting documents, if any, for taking necessary action.

BY ORDER
CHAIRPERSON



Eternal University

Baru Sahib (Himachal Pradesh)

(Established under Himachal Pradesh Government Act No.3 of 2009.)
Recognized by UGC, AICTE, INC, NCTE, DSIR, DBT and DRDO

World Peace Through Value Based Education

www.Eternaluniversity.edu.in



VISIT UGC WEBSITE
www.ugc.ac.in &
www.antiragging.in
TO SEE UGC ANTI
RAGGING REGULATIONS.

Helpline 1800-180-5522 (24x7 Toll Free)
or Send an e-mail to helpline@antiragging.in



SAY NO TO RAGGING

RAGGING IS A PUNISHABLE OFFENCE! DON'T INDULGE IN RAGGING

DON'T BE A MUTE SPECTATOR TO RAGGING REPORT RAGGING INCIDENTS IMMEDIATELY

WHAT IS RAGGING?

ANY ACT RESULTING IN:

- ✓ MENTAL / PHYSICAL / SEXUAL ABUSE
- ✓ VERBAL ABUSE
- ✓ INDECENT BEHAVIOR
- ✓ CRIMINAL INTIMIDATION / WRONG FULL RESTRAINT
- ✓ UNDERMINING HUMAN DIGNITY
- ✓ FINANCIAL EXPLOITATION / EXTORTION
- ✓ USE FORCE

A STUDENT INDULGING IN A RAGGING CAN BE:

- ✓ EXPELLED FROM THE INSTITUTION
- ✓ BANNED FROM THE HOSTEL
- ✓ HIS/HER SCHOLARSHIP CAN BE WITHDRAWN
- ✓ DENIED ADMISSION TO ANY INSTITUTION
- ✓ PROSECUTED FOR CRIMINAL ACTION
- ✓ INSTITUTION HAVE BEEN ASKED TO FILE THE FIR WITH LOCAL POLICE AGAINST THOSE WHO RAG/ABET RAGGING.



JOIN HANDS TO MAKE YOUR CAMPUS RAGGING FREE

ARE YOU BEING RAGGED

Immediately call : 9816400546, 9805098724 | contact@eternaluniversity.edu.in

COMPLAINT BOX

EMERGENCY CONTACT NUMBER
BARU SAHIB

FIRE DEPARTMENT

MOB NO : 8968244981

INT.COM : 101

AMBULNCE

MOB NO. 8091014404

INT.COM : 102, 103

ENQUIRY OFFICE

MOB NO. 9816400509

MAIN BARRIER SECURITY

MOB NO. 8629899046

INT.COM : 1104