



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

## Student-Centric Policy

### 1. Preamble

IES University, Bhopal, believes that students are the core stakeholders of the academic ecosystem and the ultimate beneficiaries of every institutional initiative. The University is committed to fostering a student-centric environment that ensures holistic development, participatory learning, inclusivity, well-being, and empowerment.

The Student-Centric Policy serves as the framework that guides all academic, administrative, and co-curricular processes from the perspective of students' growth, voice, and welfare. It upholds the values of respect, transparency, fairness, accessibility, and accountability in every interaction between students and the institution.

The policy is aligned with:

- The vision and mission of IES University;
- National Education Policy (NEP) 2020;
- The University Grants Commission (UGC) Guidelines on Student Participation and Grievance Redressal;
- NAAC Quality Benchmarks related to student satisfaction, support, and engagement;
- The Sustainable Development Goals (SDGs), particularly SDG-4 (Quality Education) and SDG-5 (Gender Equality).

### 2. Vision

To create an inclusive, nurturing, and empowering university environment where students are active participants in academic, administrative, and community life, leading to their holistic development, personal growth, and responsible citizenship.

### 3. Mission

1. To promote a learning culture centered on student engagement, creativity, and critical thinking.
2. To ensure a safe, equitable, and supportive campus environment.
3. To provide effective platforms for student welfare, counseling, and grievance redressal.
4. To encourage leadership, entrepreneurship, and lifelong learning among students.
5. To build a responsive institutional system where students' voices shape decision-making and governance.



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

## 4. Objectives of the Policy

The key objectives of the Student-Centric Policy are:

1. To enhance student participation in academic planning, quality assurance, and governance.
2. To strengthen student support mechanisms for welfare, scholarships, mentoring, and career growth.
3. To establish Chaupal — the Student Welfare and Grievance Redressal Cell, ensuring quick and empathetic resolution of student concerns.
4. To create opportunities for skill development, entrepreneurship, and innovation.
5. To foster student well-being through counseling, health care, and cultural engagement.
6. To ensure transparency, non-discrimination, and inclusivity in all student affairs.
7. To promote digital empowerment, research aptitude, and social responsibility among students.

## 5. Scope and Applicability

This policy applies to all students of IES University enrolled in diploma, undergraduate, postgraduate, and doctoral programs across all faculties, including:

- Engineering and Technology
- Management and Commerce
- Science and Humanities
- Pharmacy
- Ayurveda and Allied Health Sciences
- Nursing and Paramedical Sciences
- Law and Legal Studies
- Education
- Journalism and Mass Communication

It covers all aspects of the student life cycle—from admission to graduation—encompassing academic, administrative, extracurricular, and welfare dimensions.

## 6. Student-Centric Approach: Institutional Framework



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

IES University follows a participatory governance model where students are considered stakeholders in institutional growth. The University adopts a four-tier framework to operationalize student-centric practices:

## **Tier I: Academic Empowerment**

Focuses on curriculum flexibility, participatory learning, mentoring, and skill development.

## **Tier II: Administrative Accessibility**

Ensures quick service delivery, grievance redressal, and transparent communication.

## **Tier III: Welfare and Well-being**

Caters to physical, mental, emotional, and social support through various cells and committees.

## **Tier IV: Engagement and Leadership**

Encourages participation in clubs, associations, and decision-making bodies to build leadership capacity.

## **7. Core Components of Student-Centric Policy**

### **7.1 Academic Empowerment and Flexibility**

IES University promotes outcome-based, learner-centered education. Academic policies, teaching methodologies, and evaluation systems are structured to enhance student autonomy and active learning.

#### **Key Strategies:**

- Choice Based Credit System (CBCS) enabling elective selection across faculties.
- Blended Learning and Flipped Classrooms integrating technology and interactive pedagogy.
- Mentor–Mentee System to guide academic progression and personal growth.
- Bridge Courses and Remedial Classes for slow learners.
- Honors/Minor Degrees and Interdisciplinary Electives to broaden academic exposure.
- Student Feedback System on teaching, learning resources, and curriculum effectiveness.

### **7.2 Student Support and Welfare Mechanisms**

IES University prioritizes comprehensive welfare measures ensuring that no student is deprived of opportunities due to financial, social, or health-related constraints.

#### **a) Financial Support**



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

- Merit-cum-Means Scholarships, Government and Private Trust Scholarships.
- Fee concession for economically weaker students and wards of defense personnel.
- Support for students representing the University at state/national events.

## **b) Health and Wellness**

- Fully functional medical unit with regular health check-ups and emergency care.
- Tie-ups with hospitals for specialized treatment.
- Annual health awareness and blood donation camps.

## **c) Counseling and Psychological Support**

- Dedicated Counseling Cell under trained professionals.
- Workshops on stress management, exam anxiety, and life skills.
- Confidential counseling sessions for emotional well-being.

## **d) Safety and Gender Sensitization**

- Internal Complaints Committee (ICC) and Gender Sensitization Cell ensure a safe campus environment.
- Awareness campaigns under POSH (Prevention of Sexual Harassment) Act.

## **7.3 Student Welfare Cell – “CHAUPAL”**

### **Formation and Purpose**

To strengthen student welfare and ensure quick resolution of student issues, IES University has established **“Chaupal” – The Student Welfare and Grievance Redressal Cell.**

“Chaupal” symbolizes open dialogue, inclusiveness, and trust—inspired by the traditional Indian community forum where people gather to discuss and resolve matters amicably.

### **Objectives of Chaupal:**

1. To provide a fast-track platform for addressing student grievances related to academics, examinations, hostel, infrastructure, or personal issues.
2. To promote direct communication between students and administration.
3. To create a culture of transparency, empathy, and proactive support.



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

4. To ensure every complaint or suggestion is addressed within a defined timeline (maximum 10 working days).
5. To record, track, and report grievance trends for policy-level improvements.

## Composition of Chaupal:

- **Chairperson:** Dean (Student Welfare)
- **Member Secretary:** Student Welfare Officer
- **Members:** One faculty representative from each faculty, One senior student representative (nominated annually)
- **Advisory Members:** Registrar / Controller of Examinations

## Procedure:

1. Students may lodge grievances via written application, or during open Chaupal sessions.
2. The cell meets weekly to review new grievances.
3. Issues are classified as Academic / Administrative / Hostel / Financial / Behavioral.
4. Immediate cases (e.g., exam-related or harassment) are fast-tracked within 48 hours.
5. Action Taken Reports (ATR) are shared with the concerned department and complainant.

## Features of Chaupal:

- Confidential and non-retaliatory environment.
- Anonymous grievance submission option.
- Open Chaupal Day once a week for interaction between students and management.
- Integration with University ERP and Feedback System for tracking.

## Outcome of Chaupal:

“Chaupal” ensures that students feel heard, valued, and supported, reinforcing IES University’s commitment to student satisfaction and inclusive governance.

## 7.4 Mentorship and Counseling System

Each student is assigned a faculty mentor who provides academic guidance, career counseling, and emotional support.

## Mentor Responsibilities:



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

- Monitor academic performance and attendance.
- Identify learning difficulties and suggest remedial action.
- Motivate for research, innovation, and extracurricular participation.
- Maintain confidential records of interactions and progress.

The Departmental Mentoring Committee periodically reviews mentee outcomes and submits reports to the Dean (Academics).

## 7.5 Grievance Redressal and Feedback System

In addition to “Chaupal,” the University has a multi-level grievance redressal mechanism as per UGC (Grievance Redressal) Regulations, 2023:

Level	Authority	Focus Area	Resolution Time
Level 1	Faculty/Department	Academic and classroom-related issues	5 days
Level 2	Chaupal (Student Welfare Cell)	Institutional issues	10 days
Level 3	University Grievance Redressal Committee	Appeals and serious grievances	15 days
Level 4	Ombudsperson (External)	As per UGC norms	30 days

Feedback is collected online every semester on teaching-learning processes, infrastructure, and student satisfaction. Reports are analyzed by IQAC and shared with academic bodies for improvement.

## 7.6 Student Participation in Governance

IES University encourages student representation in academic and administrative bodies.

### Examples:

- Student members in IQAC, Anti-Ragging Committee, Hostel Committee, and Cultural Council.
- Representation in departmental boards for feedback on curriculum and student welfare.
- Student participation in annual quality assurance reviews and accreditation exercises.

## 7.7 Student Development and Leadership



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

The University promotes holistic growth through Student Development Programs (SDPs) focusing on life skills, leadership, and employability.

## Key Initiatives:

- **Student Clubs and Societies:** Robotics, Literary, Drama, Music, Sports, NSS, and Entrepreneurship Clubs.
- **Youth Leadership Program:** Seminars on leadership, decision-making, and ethics.
- **Student Innovation Cell:** Supports startup and incubation activities.
- **Cultural and Technical Fests:** Provide platforms for creativity and collaboration.

These activities are supervised by the Dean (Student Welfare) and supported by faculty coordinators.

## 7.8 Career Guidance and Skill Development

The Training and Placement Cell (TPC) at IES University focuses on employability, entrepreneurship, and career advancement.

### TPC Services:

- Career counseling and aptitude testing.
- Pre-placement training, soft skills, and personality development sessions.
- Industry-academia collaborations and MoUs for internships.
- Support for higher studies and competitive exams (GATE, CAT, UPSC).
- Entrepreneurship awareness through the Innovation and Incubation Cell.

## 7.9 Inclusivity and Equal Opportunity

The University ensures an inclusive campus respecting diversity of gender, language, region, and background.

### Initiatives:

- **Equal Opportunity Cell** for differently-abled and marginalized students.
- **Scholarships and remedial classes** for first-generation learners.
- **Gender Sensitization Programs** promoting equity and safety.
- **Language and communication labs** to support students from vernacular backgrounds.



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

## 7.10 Health, Hygiene, and Safety

IES University emphasizes safety and well-being through structured policies:

- Round-the-clock campus security and CCTV surveillance.
- Separate hostels for boys and girls with wardens.
- Fire safety measures and emergency drills.
- Campus Doctor on Call and ambulance service.
- Regular health awareness camps on nutrition, mental health, and substance abuse prevention.

## 7.11 Student Exchange, Research, and International Exposure

- Collaboration with partner universities for student exchange programs.
- Participation in national and international conferences, internships, and summer schools.
- Encouragement for research publications, patents, and start-ups.
- Financial support for students presenting research at recognized forums.

## 7.12 Co-curricular and Extension Activities

Through NSS, NCC, and Unnat Bharat Abhiyan, students are encouraged to engage in social service and nation-building.

### Examples:

- Literacy and digital awareness programs in adopted villages.
- Health and hygiene campaigns.
- Environment conservation drives and plantation activities.
- Blood donation and community outreach camps.

These activities build empathy, leadership, and civic responsibility among students.

## 7.13 Student Recognition and Awards

To motivate performance and discipline, IES University recognizes students through:

- Academic Excellence Awards



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

- Best Innovator Award
- Leadership and Volunteerism Award
- Best Outgoing Student Award
- Sports and Cultural Merit Awards

All awards are conferred annually on University Foundation Day or Convocation.

## 7.14 Digital Empowerment

The University promotes digital learning and communication by:

- Providing access to Learning Management System (LMS) and e-resources.
- Digital attendance, result tracking, and feedback submission.
- Student access to virtual labs, NPTEL, SWAYAM, and Coursera.

## 7.15 Student Safety and Anti-Ragging Policy

The University strictly adheres to the UGC Regulations on Curbing Ragging (2009).

### Measures:

- Display of anti-ragging helpline numbers and posters.
- Orientation programs for awareness.
- CCTV-monitored hostels and corridors.
- Anonymous reporting system through “Chaupal.”
- Severe disciplinary action for offenders, including suspension or expulsion.

## 7.16 Feedback and Continuous Improvement

The Internal Quality Assurance Cell (IQAC) collects, analyzes, and acts upon student feedback on all aspects of university functioning.

The feedback process ensures:

- Student anonymity and confidentiality.
- Data-driven decision-making for academic and infrastructural improvements.
- Publication of Student Satisfaction Survey (SSS) results in IQAC Annual Reports.

## 8. Implementation Mechanism



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

Level	Implementing Body	Responsibility
University Level	Vice-Chancellor / Dean (Student Welfare)	Strategic direction, policy approval
Faculty Level	Faculty Dean / Faculty Advisor	Coordination and monitoring
Department Level	HOD / Mentor	Day-to-day support, mentoring
Cell Level	Chaupal / TPC / Counseling Cell	Student welfare and grievance management
IQAC	Review and reporting	Quality assurance and feedback action

## Monitoring Indicators

- Number of grievances resolved through Chaupal.
- Student satisfaction and feedback trends.
- Student participation in clubs, research, and governance.
- Improvement in placement, internships, and academic outcomes.
- Gender and inclusivity index.

## 9. Review and Amendment

This policy shall be reviewed every three years or earlier, if required, by the Academic Council in consultation with IQAC and the Dean (Student Welfare).

Feedback from student representatives will be incorporated into the revised version.

## 10. Expected Outcomes

Upon implementation, the Student-Centric Policy shall:

1. Enhance student satisfaction and institutional trust.
2. Reduce grievance resolution time and improve transparency.
3. Strengthen student engagement in university governance.
4. Improve employability, innovation, and life skills.
5. Establish IES University as a model student-friendly campus aligned with NAAC and NEP 2020 expectations.



# IES UNIVERSITY, BHOPAL

IES Campus Kalkheda, Ratibad Main Road, Bhopal (M.P.) – 462044

## 11. Conclusion

The Student-Centric Policy of IES University embodies the institution's firm belief that education must empower learners beyond academics. It aims to create a compassionate, participatory, and innovation-driven ecosystem where students are not passive recipients but active contributors to institutional excellence.

Through initiatives like Chaupal, mentorship systems, welfare programs, and inclusive governance, IES University ensures that every student feels supported, respected, and inspired to achieve their full potential — thereby realizing the university's motto of *“Empowering Minds, Enriching Lives.”*

**Approved by:**  
**Academic Council, IES University, Bhopal**

