



# Indian Institute of Technology Jodhpur

No. IITJ/DIR/2024-25/09

Date: 16 July 2024

## Office Order

**Subject: Appointment of Student Ombudsperson(s) at IIT Jodhpur**

The Board of Governors in its 37<sup>th</sup> Meeting held on 29 June 2024 has approved the appointment of Student Ombudsperson(s) at IIT Jodhpur. In order to have an external and independent system of addressing grievances from students one external Ombudsperson is also hereby appointed. The external Ombudsperson will visit the Institute to interact and address the student(s) grievances.

The following two Ombudspersons are appointed with immediate effect:

- Prof. Jaywant H. Arakeri  
Department of Mechanical Engineering  
eMail: jaywant@iitj.ac.in  
Phone: (0291) 280 1530
- Shri Vikas Kumar IPS  
IG, Jodhpur Range  
eMail: vikas244@gmail.com

Details regarding the background, duration of appointment and functions of Student Ombudsperson are attached as Annexure I.

अविनाश कुमार अग्रवाल  
16/07/2024  
Director

### Copy to:

1. Deputy Director – for information
2. All Deans/ ADs/PICs/Heads
3. Registrar
4. All Faculty Members
5. All Staff Members
6. All Students
7. All Offices
8. Webmaster: for uploading in the INTRANET of the Institute Website

**Details of Student Ombudsperson(s)****Background Note:**

The Institute is committed to maintain a safe campus environment while ensuring that the Well-being of students is protected, fostering and nurturing an inclusive atmosphere on the campus and to ensure that the students have a supportive environment for their academic and personal growth as the students are the primary stakeholders of the Institute.

It is pertinent to mention that IIT Jodhpur has a robust system for Mental and overall Wellbeing of the Students such as dedicated Students Wellbeing Committee, Student Counsellors and other associated measures. In order to further strengthen the existing Wellbeing mechanism for students, the proposal to appoint Student Ombudsperson(s) was discussed in the Deans Group Meeting held on 08.06.2024. The proposal endorsed by the Deans was placed before the Board of Governors in its 37<sup>th</sup> Meeting held on 29<sup>th</sup> June 2024 and the BoG appreciated and approved the same.

**Duration of appointment of Ombudsperson(s):**

The term of Ombudsperson would be one year from the date of appointment and can be renewed, depending on performance.

**Broad functions (but not limited to) of Student Ombudsperson(s):**

1. Any aggrieved student on any issue faced by him/her related to the Institute affairs / matters may file a complaint to the Institute Ombudsman(s), either through an email or typed / handwritten complaint detailing the issues faced.
2. The Complainant will be non-anonymous to the Ombudsman(s). Complete anonymity of the Complainant will be maintained throughout.
3. On receipt of the complaint, the Ombudsperson maintaining strict anonymity of the complainant, forwards the same to the concerned Department / Discipline / Office for detailed comments. The Ombudsperson can investigate the matter on his own and interact with all sections of Campus community including faculty member and staff to find the facts of the matter.
4. On receipt of the Ombudsperson's information, the concerned Department / Discipline provides necessary details after conducting suitable scrutiny without any impartiality.
5. After consultation with the Complainant, the Ombudsperson shall evaluate the information and presents the case before the Institute's Director, for a final decision.
6. The decision taken by the Director of the Institute will be final and binding on all the parties.
7. To ensure that the students have a supportive environment for their academic and personal growth within the framework of the Institute.
8. To work closely with the students, their Faculty Supervisors and extend support to them while ensuring overall wellbeing.
9. To liaise with the Institute Administration / Committees constituted by the Institute to ensure that grievances are resolved in a time-bound manner.

ओमिश कुमार अग्रवाल  
16 जून 2024  
Director