

## **Students Grievance Redressal Committee SGRC as per UGC Regulation, 2023**

### **Objective:**

To provide opportunities for redressal of certain grievances of students already enrolled in the University, as well as those seeking admission to the University, and a mechanism thereto.

### **Definitions:**

- (a) “Aggrieved student” means a student, who has any complaint in the matters relating to or connected with the defined grievances.
- (b) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (c) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (d) “Declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the University by publication in the prospectus of the University.
- (e) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of defined things/cases as per clause 3 (1) (f) of UGC (Redressal of Grievances of students) Regulations, 2023.
- (f) “Ombudsperson” means the Ombudsperson appointed by the University.
- (g) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to a University, to the general public (including to those seeking admission in such University) by such University or any authority or person authorized by such University to do so;
- (h) “Student” means a person enrolled, or seeking admission to be enrolled, in the University, to which these regulations apply.
- (i) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under the regulations of UGC, at the University level.

### **Composition and Modus-Operandi**

- A complaint from an aggrieved student relating to the University shall be addressed to the Chairperson, Students’ Grievance Redressal Committee (SGRC).
- The composition of Grievance Redressal Committees (SGRC), will be as follows:

1. a) A Professor – Chairperson
  2. b) Four Professors/Senior Faculty Members of the Institution as Members.
  3. c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
  - The term of the chairperson and members shall be for a period of two years.
  - The term of the special invitee shall be one year.
  - The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
  - In considering the grievances before it, the SGRC shall follow principles of natural justice.
  - The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
  - Regulation for grievance may be revise time to time on the directive of UGC and as per Academic Regulation of the University.
  - Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

**Functions of Ombudsperson:**

- The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.

- The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

**SGRC Committee members with tenure:**

<b>Sl. No.</b>	<b>Name</b>	<b>Capacity</b>	<b>Tenure</b>	<b>Mobile Number</b>
1.	Dr. Brijesh Singh, (Dean Student Welfare)	Chairman	01.07.2024 to 30.06.2026	7500241465
2.	Dr. Gohar Taj, (Add. CPO)	Member	01.07.2024 to 30.06.2026	9654414485
3.	Dr. Sandeep Arora, (Dean, CBSH)	Member	01.07.2024 to 30.06.2026	7055621235
4.	Dr. Shivendra Kashyap, (Dean, Agriculture)	Member	01.07.2024 to 30.06.2026	7500241487
5.	Dr. Vivekanand SC/ST Nominnee	Member	01.07.2024 to 30.06.2026	7500241414
6.	UG IInd Year topper Studing in IIIrd year, (Student Nominnee)	Member	01.07.2024 to 30.06.2025	

**Ombudsperson:**

- Dr. Devendar Kumar, Ex- Professor/Ex-Dean, CABM
- Tenure: 01.07.2024-30.06.2027
- Contact number: +91-9837166135
- Email-ID: kumar\_drdevendar@rediffmail.com