



Students Grievance Redressal Committee (SGRC)

Reference: University Grants Commission (Redress of Grievances of Students) Regulations, 2023.

1. Preamble

In accordance with the provisions of the University Grants Commission (UGC) Regulations on Grievance Redressal and in pursuance of the institution's commitment to providing a fair, transparent, and student-friendly academic environment, the Students Grievance Redressal Committee (SGRC) is constituted.

The Committee serves as a formal mechanism for addressing grievances of students relating to academic, administrative, infrastructural, financial, hostel, examination, and other student welfare matters. The institution is committed to ensuring that all grievances are resolved promptly, impartially, and confidentially while safeguarding the rights and dignity of all stakeholders.

2. Objectives

The objectives of the Students Grievance Redressal Committee are to:

1. Provide a transparent, accessible, and responsive mechanism for grievance redressal.
2. Ensure fair and timely resolution of student grievances.
3. Promote a harmonious academic environment free from discrimination, harassment, and unfair practices.
4. Safeguard the rights and interests of students.
5. Strengthen institutional accountability and continuous quality improvement.
6. Comply with UGC Regulations and support NAAC/NBA quality assurance requirements.

3. Scope

The Committee shall address grievances submitted by students related to:

- Academic matters
- Examination and evaluation issues
- Attendance-related concerns
- Scholarship and fee-related matters
- Hostel and transportation services

- Library and laboratory facilities
- Student amenities and infrastructure
- Administrative services
- Student welfare and support services
- Any other matter affecting students' academic and campus life

Stakeholders Covered

- Undergraduate Students
- Postgraduate Students
- Research Scholars
- Faculty Members (as respondents, where applicable)
- Administrative and Support Staff (as respondents, where applicable)

4. Constitution of the Committee

The Students Grievance Redressal Committee shall consist of:

- a) A Professor - Chairperson nominated by the Vice-Chancellor
- b) Four Professors/Senior Faculty Members of the Institution as Members.
- c) A representative from among students to be nominated on academic merit/ excellence in sports/performance in co-curricular Activities- Special Invitee.
- d) 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 competent authority may revise the composition from time to time.

(Page no.1003 from compendium of UGC regulations 1957-2023)

5. Roles and Responsibilities

Chairperson

- Preside over committee meetings.
- Ensure impartial and timely grievance resolution.
- Approve recommendations and reports.

Members

- Examine complaints objectively.
- Participate in investigations and hearings.
- Suggest corrective and preventive actions.
- Maintain confidentiality.

Member Secretary

- Receive and register grievances.
- Maintain records and documentation.
- Coordinate meetings and communications.
- Prepare minutes and reports.
- Monitor implementation of decisions.

6. Functions of the Committee

The Committee shall:

1. Receive and acknowledge grievances from students.
2. Scrutinize and classify grievances.
3. Conduct inquiries wherever necessary.
4. Provide an opportunity for all concerned parties to present their views.
5. Recommend corrective actions.
6. Monitor implementation of approved actions.
7. Maintain grievance records and documentation.
8. Identify recurring issues and recommend systemic improvements.
9. Submit periodic reports to the competent authority.

7. Meetings

Frequency

- The Committee shall meet at least once every quarter.
- Special meetings may be convened whenever required.

Quorum

- Minimum 50% of the total members including the Chairperson or nominated presiding officer.

Minutes

- Minutes of every meeting shall be recorded by the Member Secretary.
- Approved minutes shall be maintained as official records.

8. Procedure / Workflow

Step 1: Submission of Grievance

Students may submit grievances through:

- Online grievance portal
- Email
- Written application

- Suggestion/complaint box (where applicable)

Step 2: Registration

The grievance shall be registered and assigned a reference number.

Step 3: Preliminary Scrutiny

The Committee shall examine the admissibility and jurisdiction of the complaint.

Step 4: Investigation

Relevant information may be collected from concerned departments, faculty members, staff, or students.

Step 5: Hearing

If required, the complainant and concerned parties shall be invited for discussion.

Step 6: Decision and Recommendation

The Committee shall deliberate and recommend suitable action.

Step 7: Communication

The decision shall be communicated to the complainant and concerned authorities.

Step 8: Closure

The grievance shall be formally closed after implementation of the approved action.

Timeline

- Acknowledgement: Within 3 working days.
- Preliminary review: Within 7 working days.
- Resolution: Normally within 15–30 working days depending on the nature of the grievance.

9. Reporting Mechanism

The Committee shall submit:

- Quarterly reports to the Vice-Chancellor
- Annual summary reports to the Registrar.
- Relevant reports and data to IQAC for quality assurance and accreditation purposes.

The report shall include:

- Number of grievances received.
- Nature of grievances.
- Status of resolution.
- Corrective and preventive measures undertaken.

10. Tenure

The tenure of the Committee shall normally be three (3) years from the date of constitution.

Vacancies arising during the tenure may be filled by nomination of the competent authority for the remaining period.

11. Review and Amendments

- i. This policy shall be reviewed once every three years or earlier if required by statutory regulations.
- ii. Amendments may be made with the approval of the competent authority.
- iii. Any revision in UGC regulations or other statutory requirements shall automatically guide the implementation of this policy.

12. Confidentiality

All grievance proceedings, records, and deliberations shall be treated as confidential. Information shall be disclosed only to authorized persons involved in the grievance redressal process.

13. Effective Date

This policy shall come into effect from the date of approval by the Competent Authority and shall remain in force until further revision.

14. Ombudsperson

For compliance with UGC Regulations, the **Ombudsperson** functions as the appellate authority for grievances that remain unresolved or when a student is dissatisfied with the decision of the Students Grievance Redressal Committee (SGRC).

Purpose

The Ombudsperson shall serve as an independent authority to hear appeals from students who are aggrieved by the decisions of the Students Grievance Redressal Committee (SGRC) or where grievances remain unresolved within the prescribed time frame.

Appointment

The Ombudsperson shall be appointed by the University from among eminent persons in the field of education, administration, law, public service, or related areas, in accordance with UGC Regulations.

Powers and Functions

The Ombudsperson shall:

1. Receive and examine appeals against the decisions of the SGRC.
2. Provide an opportunity for hearing to all concerned parties.
3. Review records, documents, and recommendations submitted by the SGRC.
4. Seek additional information or clarification from the University, departments, or complainants, wherever necessary.
5. Recommend appropriate remedial measures for fair resolution of grievances.
6. Ensure adherence to principles of natural justice, transparency, and equity.
7. Advise the University on systemic improvements to minimize recurring grievances.

Appeal Procedure

1. A student aggrieved by the decision of the SGRC may submit an appeal to the Ombudsperson within 15 days from the date of communication of the SGRC's decision.
2. The appeal shall be submitted in the prescribed format along with supporting documents.
3. The Ombudsperson may conduct hearings either physically or through online mode.
4. The Ombudsperson shall endeavour to dispose of appeals within 30 days of receipt.

Reporting

The Ombudsperson may submit an annual report to the Vice-Chancellor indicating:

- Number of appeals received.
- Nature of grievances.

- Decisions rendered.
- Recommendations for institutional improvement.

Finality of Decision

The recommendations/decisions of the Ombudsperson shall ordinarily be binding on the University and shall be implemented by the concerned authorities within a reasonable period as prescribed by the University.

Confidentiality

All proceedings before the Ombudsperson shall be treated as confidential and records shall be maintained securely.


Vice Chancellor
Vice Chancellor
GMRIT Deemed to be University
GMR Nagar, RAJAM- 532 127