

Student grievance procedure

As per UGC Regulation and Guidelines, the SGRC is a University-Level Committee – not a School Level Committee. Any Case which might not get resolved at SGRC Level, shall be put forward to the Ombudsperson appointed by the University for this purpose. The following Important Points from the UGC Guidelines in connection with this aspect are highlighted below.

- i) An aggrieved student may appear either in person or authorize a representative to present the case.
- ii) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- iii) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- iv) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- v) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- vi) The institution shall comply with the recommendations of the Ombudsperson.
- vii) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.