

## Students Grievance Redressal Committee SGRC (UGC)

### Objectives:

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

### Composition and Modus-Operandi

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
  1. A Professor – Chairperson
  2. Four Professors/Senior Faculty Members of the Institution as Members.
  3. 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.
- 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).

### **List of Student Grievances (Not Limited to): -**

#### **a) Grievance related to Admission**

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance
- iv. Demand of money in excess
- v. Violation of any law in regard to reservation of seats
- vi. Delay in payment of scholarships

#### **b) Grievances that are Academic in nature**

- i. Academic Quality
- ii. Academic Integrity dispute
- iii. Course material
- iv. Class time table
- v. Inadequate learning resources (IT, Library, Labs / Equipment, etc.)
- vi. Attendance/directed reading



- vii. Internal Assessment
- viii. Co-curricular activities
- ix. Grade Dispute
- x. Non-publication of a prospectus
- xi. Publishing false or misleading information and not based on facts
- xii. Withholding of or refusal to return any of the documents
- xiii. Non-transparent or unfair practices adopted
- xiv. Denial of quality of education

**c) Against Faculty and staff**

- i. Academic delivery & quality
- ii. Classroom conduct
- iii. Regularity & punctuality
- iv. Any discrimination / victimization of students

**d) Grievance related to examination**

- i. Registration / Re-registration / Student Records
- ii. Mid-Semester / End-Semester / Supplementary exam scheduling / date sheet
- iii. Evaluation of answer books Grading / results
- iv. Re-checking/ Re- evaluation
- v. De-barred / Year back cases
- vi. Discrepancy in Diplomas / Degrees
- vii. Delay in conducting examinations
- viii. Delay in the declaration of results

**e) Grievance related to Summer Internship & Placements**

- i. Discrimination in summer Internship selection
- ii. Discrimination or non-adherence of placement procedures /rules

**f) Grievance related to Amenities & Services**

- i. Common services (Transportation / Canteen / Medical, etc.)
- ii. Extra-curricular facilities



- iii. Student Financial Aid
- iv. Travel Concession
- v. Identity Cards
- g) Grievance related to stay at hostel**
  - i. Quality of Food and Hygiene
  - ii. Hostel amenities
- h) Grievance related to finance**
  - i. Fees and Dues
  - ii. Fee Concessions
- i) Grievance related to student conflicts**
  - i. Conflict between students of same Program
  - ii. Intra-School conflicts
  - iii. Inter-School conflicts
- j) Harassment by fellow students or faculty/ staff etc.**
  - i. Bullying
- k) Grievances of alleged discrimination**
  - i. SC/ST/OBC
  - ii. Minorities
  - iii. Persons with disabilities
- l) Others**
  - i. Any action initiated/taken contrary to the
    - a. Statutes
    - b. Ordinances
    - c. Rules
    - d. Regulations
    - e. Guidelines of the institution
- m) Any action initiated/taken contrary to the regulations/guidelines made/issues by the commission.**



**Students Grievance Redressal Committee SGRC with tenure:**

S.No.	Name	Role	Tenure	Contact Details
1	Dr. Nilesh Parihar, Professor	<b>Chairperson</b>	24/06/2024- 23/06/2026	9929118025, nilesh.parihar@ gandhinagaruni.ac.in
2	Dr. Kaushik Kanada, Professor	Member	24/06/2024- 23/06/2026	9662606769, kaushik.kanada@ gandhinagaruni.ac.in
3	Dr. Virendra Chavda, Professor	Member	24/06/2024- 23/06/2026	7984397559, virendra.chavda@ gandhinagaruni.ac.in
4	Dr. Dhaval Acharya, Professor	Member	24/06/2024- 23/06/2026	9879863425 dhaval.acharya@ gandhinagaruni.ac.in
5	Dr. Jagruti Prajapati, Asso. Professor	<b>Member Secretary</b>	24/06/2024- 23/06/2026	9978793388, jagruti.prajapati@ gandhinagaruni.ac.in
6	Mr. Meet Piprotar, Student	Member	24/06/2024- 23/06/2026	9106669489 220101005070@ gandhinagaruni.ac.in
7	Mr. Vicky Bipin Mehta (Rt. District Judge)	<b>Ombudsperson</b>	24/06/2024- 23/06/2026	9737070011 vckymehta26@ gmail.com



