

Ref. No: GU/RO/OO/2024/0012

Dated: 24/06/2024

Notification

Subject: Re-constitution of Students Grievance Redressal Committee SGRC (UGC)

University has constituted a committee to address grievance raised by students of Gandhinagar University. As per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, composition of the institute's Student Grievance Redressal Committee is as follows All the Deans/Directors/HOIs/Principals/Students are here by informed to take note for the same.

Any aggrieved person may file a formal written complaint by e-mail addressed to the Chairperson of the SGRC, at email ID: ombudsman@gandhinagaruni.ac.in.

S.No.	Name	Role	Tenure	Contact Details
1	Dr. Nilesh Parihar, Professor	Chairperson	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	Member Secretary	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)	Ombudsperson	24/06/2024- 23/06/2026	9737070011 vckymehta26@ gmail.com

Issued with the approval of the Hon'ble Vice Chancellor.



Dy. Registrar (Academic Administration)

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.



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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



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- 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:

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