

STUDENTS GRIEVANCE REDRESSAL MECHANISM

The SRM University Delhi-NCR, Sonapat has an effective multi-tier Grievance Redressal Mechanism for students with defined objectives, consisting of several forums and committees, which focuses on careful and sensitive handling of student grievances. The following committees/cells/units are duly constituted for resolution of various types of grievances:

A. Academic and Curricular Issues

- a) Matters pertaining to Admissions: **Admission Grievance Committee**
- b) Matters pertaining to Teaching-Learning and Internal Assessment: **Teacher-In-Charges of respective Departments / Head of respective Departments**
- c) Matters pertaining to Examination: **Examination Grievance Committee**

B. Non-Academic Issues

- a) Matters pertaining to general discipline: **University Disciplinary Committee**
- b) Matters pertaining to discrimination: **Anti-Discrimination Committee**
- c) Matters pertaining to infrastructure: **Director Administration**
- d) Matters pertaining to sexual harassment: **Internal Complaints Committee**
- e) Matters pertaining to ragging: **Anti-Ragging Committee**

C. Hostel Issues

- a) Matters pertaining to Boys Hostel: **Discipline Committee for Hostel (Boys Hostel)**
- b) Matters pertaining to Girls Hostel: **Discipline Committee for Hostel (Girls Hostel)**

D. General Grievances

For any other grievances not categorized above: **Students Grievance Redressal Committee**

Students may register their grievances through the following channels

Offline

1. The aggrieved student(s) may directly approach the Convener of appropriate committee with a written application or through email.
2. In case of ragging related grievances, the aggrieved student (s) may directly inform any of the members of the Anti-Ragging Committee of SRM University Delhi-NCR, Sonapat on mobile or with written application/through email. The details



of the Anti-Ragging Committee and Anti Ragging Cell are published on the website.

3. Grievances, on plain paper, may be posted in complaint boxes fixed around the campus at the following places:
 - a) Outside Administrative Office
 - b) Outside Library Block
4. For matters of teaching-learning and internal assessment, students are advised to first express their grievance to the concerned faculty members. On non-resolution of grievance, the student may approach the Head of respective Department with a written application or through email.
5. Aggrieved student (s) may also submit their grievance in writing or through email to the Head of the concerned department/Dean of the faculty.

Online

The student may register their grievance through the Student portal or email.

Online Grievances in UGC and AICTE Portal

Students can also submit their grievances in the UGC and AICTE Grievance portal at the following links:-

- UGC Grievance Portal Link: <https://ugc.ac.in/grievance>
- AICTE Grievance Portal Link: <https://centralgrievances.aicte-india.org>

Students Grievance Redressal Matrix at SRM University Delhi-NCR, Sonapat

Nature of Grievance	Category of Grievance	Whom to contact	Contact Details
Academic	Admissions	Director Admission	doa@srmuniversity.ac.in
	Teaching-Learning and Internal Assessment	Teacher-In-Charges of respective Departments/ Head of respective Departments	
	Examination	Examination Grievance Committee	Through Student portal examcellsrmh@srmuniversity.ac.in
Non-Academic	General discipline in the University	Convenor University Disciplinary Committee	goswamipuneet@srmuniversity.ac.in
	Discrimination on the basis of Caste, Creed, Ethnicity, Disability, Gender, Language,	Anti-Discrimination Committee	sanziou.boro@srmuniversity.ac.in



	Region and Religion		
	Infrastructure	Director Administration	director.admin@srmuniversity.ac.in
	Ragging	Convenor Anti-Ragging Committee	Pawan.k@srmuniversity.ac.in
	Sexual Harassment	Convenor Internal Complaints Committee	neelu.c@srmuniversity.ac.in
Hostel	Residential	Wardens of respective hostels	For Boys Hostel: upendrasingh@srmuniversity.ac.in , warden@srmuniversity.ac.in For Girls Hostel: sanskritisingh@srmuniversity.ac.in
General	For grievances in any other matter other than the above	Nodal Officer Student Grievance Redressal Committee	skmalik@srmuniversity.ac.in

The appellate authority for all matters of student grievance at the University level is the Vice-Chancellor SRM University Delhi-NCR, Sonapat.



STUDENT GRIEVANCE REDRESSAL COMPLAINT FORM

** Denotes Required Field*

Student Name*

Registration No.*

Father's Name*

Department &

Programme*

Contact no.*

Email Id*

Address*

Complain Details*

Signature



Date:

REGISTRAR
SRM University, Delhi-NCR Sonapat,
Plot no. 39, R.G.E.C., P.S. Rai,
Sonapat (HR.)- 131029

Flowchart to Resolve Student Complaints and Grievances

This flowchart has been designed to demonstrate the process of resolving complaints & grievances of students

Step 1: Informal and Direct

Complaints can often be sorted out quickly if you raise them directly with the staff member concerned with the respective department. It's best to do this as soon as possible. If you don't feel comfortable speaking directly, you can bring your batch mate/friend with you, speak to another member of respective department or raise your concern by email.

Did this resolve your complaint?

YES
Complaint resolved.

NO

Step 2: Put it in writing

Put the complaint in writing to the head of following department:

- A. Academic & Curricular issues
- B. Non- Academic Issues
- C. Hostel Issues
- D. General Grievances

Did this resolve your complaint?

YES
Complaint resolved.

NO

Step 3: Formal Grievance

Submit a formal grievance using the prescribed form either online or offline in prescribed format

Student will receive an email within 48 hours in case of online complain and within 24 hrs. in case of offline complain working days from the respective department.

Investigation

The outcome of the investigation might be to:

You might be asked for more information, or to attend a meeting.

Respective department will investigate the matter and conduct a meeting of concern members.

Dismiss the grievance. If this happens, you will be notified in writing.

Propose a solution to resolve the grievance. You must accept or decline the solution..

Did you accept the proposed solution?

YES
Grievance Resolved.

NO

Step 4: Review by Appellate Authority

If you do not accept the proposed resolution, or want to appeal the decision to dismiss your grievance, you can approach the University Appellate Authority (Vice Chancellor Office) for further investigation

University Appellate Authority conduct an independent enquiry and constitute a committee of senior teachers

University will provide you decision and a proposed solution.

You might be asked for more information, or to attend a meeting.

Did you accept the proposed solution?

YES
Grievance Resolved.

NO

Step 5: Review by UGC / AICTE

You can seek an independent review of your grievance with the higher education. UGC: https://grievance.ugc.ac.in/login_home.aspx
AICTE: <https://www.aicte-india.org/bureaus/grievance-redressal>



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- v. publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified in the declared admission policy to be charged by such institution;

(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "University" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

i. Every higher educational institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;

(c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;

(d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;

publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)

- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.

(a) Nominee of the Governor of the State or his nominee - Chairperson

(b) Vice-Chancellor of a University of State to be nominated by the State Government – Member

(c) Vice-Chancellor of the concerned State University – Member

(d) Registrar of the concerned State University – Secretary (non-voting)

(vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-

(a) Nominee of University Grants Commission – Chairperson

(b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member

(c) The Vice Chancellor of the university – Member

(d) The Registrar of the university – Secretary (Non-Voting)

(vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.

(viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.

- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal