

CUHP/REG/INT/2024/1869

September 10, 2024

CONSTITUTION – STUDENTS GRIEVANCE REDRESSAL COMMITTEE

In continuation to the previous office order/circular no. CUHP/REG/INT/2023/1728 dated June 30, 2023, owing to a change in the status/designation of a member, the composition of the Students' Grievance Redressal Committee has been revised as follows:

<u>Name & Employee ID</u>	<u>Designation</u>
Dr. Nitin Verma (CU915)	– Chairperson
Dr. Sita Ram (CU057)	– Member
Dr. Ashok Kumar (CU008)	– Member
Dr. Vijay Kumar Sinha (CU1025)	– Member
Dr. Gagandeep Kaur (CU956)	– Member
Ms. Anshika Mahajan (Student ID- 2217981018)	– Student Representative (Special Invitee)
Ms. Navdeep Kaur (CU901)	– Member Secretary

Procedure for Submission of Complaints

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- 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.

The Committee formed will deal with the complaints as listed below

- (a) The grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the Registrar and the aggrieved person either in writing or electronically, as may be feasible.
- (b) An aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
- (c) Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- (d) Grievance Redressal committee shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.
- (e) On the conclusion of proceedings, the Grievance Redressal Committee 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.

- (f) The order so passed shall be provided to the aggrieved student and the Registrar and shall be placed on the website of the University.
- (g) The University will comply with the other.
- (h) The term of the chairperson and members shall be for a period of two years.
- (i) The term of the special invitee shall be one year.
- (j) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

Action by Ombudsman

In Case, the student is not satisfied with the decision given by the Students' Grievance Redressal Committee. He/she may approach the Ombudsman in manner similar to that for Students' Grievance Redressal Committee.

The Ombudsman will follow the same procedure, as outlined above for the Students' Grievance Redressal Committee, to hear and dispose the complaint.

In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.

For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

Ombudsperson:

Prof. Dr. K K Raina
Vice Chancellor
MS Ramaiah University of Applied Sciences
Bengaluru, Karnataka, India



Registrar

Copy to:

- All Concerned
- Chalkpad/University Website