

NOTIFICATION

Students Grievance Redressal Committee (SGRC)

The Students Grievance Redressal Committee is constituted as under: -

S. No.	Name and Designation	Contact details	Role
1.	Dr. Goutam Sadhu Professor and Dean, Students Welfare	Email: gsadhu@iihmr.edu.in Mob No.: +91 81077 77867	Chair
2.	Dr. (Col.) Mahender Kumar Professor	Email: mahender@iihmr.edu.in Mob No.: +91 85270 83383	Member
3.	Dr. Mamta Chauhan Professor	Email: mamta@iihmr.edu.in Mob No.: +91 98296 83669	Member
4.	Dr. Manoj Pareek Associate Professor	Email: manoj.pareek@iihmr.edu.in Mob No.: +91 9821634907	Member
5.	Dr. Kajal Sitlani Assistant Professor	Email: kajal@iihmr.edu.in Mob No.: +91 80940 27555	Member

S. No.	Name of the Student Representative	Contact details	Role
1.	Ms. Ganatra Siddhi Piyush Batch (2025-27)	Email: ganatra.hm30@iihmr.in Mob No.: +91 97378 04333	Special Invitee

The tenure of the committee will be two years from the date of this notification (**till December 31, 2027**) and the tenure of the student representative will be one year. The ToR of the Committee will as per the applicable University Grants Commission (Redressal of Grievance of Students) Regulations 2023 or any other regulations prevalent as on date.

Dr. P.R. Sodani
President

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Terms of Reference

The objective of the committee is to provide opportunities for redressal of certain grievances of students already enrolled in University, as well as those seeking admission to University, and a mechanism thereto.

1. "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the University;
 - ii. irregularity in the process under the declared admission policy of the University;
 - iii. refusal to admit in accordance with the declared admission policy of the University;
 - iv. non-publication of a prospectus by the University, in accordance with the provisions;
 - v. publication by the University of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in University, 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 to be charged in the declared admission policy of the University;
 - viii. violation, by the University, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of University, or under the conditions, if any, prescribed by the Commission;
 - x. delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University, or in such calendar prescribed by the Commission;
 - xi. failure by the University to provide student amenities as set out in the prospectus, or is required to be extended by the University under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the University for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the University; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

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2. Student Grievance Redressal Committees (SGRC):

- i. "Students' Grievance Redressal Committee (SGRC)" means a committee constituted at the level of the University.
- ii. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- iii. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- iv. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- v. The SGRC shall send its report with recommendations, if any, to the President of the University and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- vi. Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to Ombudsperson.

3. Procedure for Redressal of Grievances:

- i. The University is having an online portal where any aggrieved student may submit an application seeking redressal of grievance.
 - ii. On receipt of an online complaint the Students' Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the President and the aggrieved student.
 - iii. An aggrieved student may appear either in person or authorize a representative to present the case.
 - iv. Grievances not resolved by the Students' Grievance Redressal Committee within the time period prescribed may be referred to the Ombudsperson by the President.
 - v. 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.
 - vi. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
 - vii. The University shall comply with the recommendations of the Ombudsperson.
 - viii. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
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