

University Grants Commission (Redressal of Grievance of Students) Regulations, 2023

Definition: -

“University” means a University so defined in clause(f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under section 3 thereof.

“Student” Means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal/Open and Distance Learning (ODL)/ Online.

- a) “Act” means the University Grants Commission Act, 1956 (3 of 1956)
- b) “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievance defined under these regulations
- c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act
- d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956
- e) “declared admission policy” means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution
- f) “grievance” means and includes complaint(s) made by an aggrieved student in respect of the following

“Students” Grievance Redressal Committee (SGRC) means a committee constituted under these regulations at the level of an institution.

Student Grievance Redressal Committee (SGRC)

SRMIST has constituted a Committee for handling and solving the grievance to express constructive & genuine concerns/grievances. To promote and maintain a sustainable, unbiased & Positive Educational Environment. It involves a process of investigation in which ‘Students Grievance Redressal Committee’ enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Team of SGRC: -

College/Faculty/Intuition at Kattankulathur campus

1. College of Engineering & Technology
2. College of Science & Humanities
3. Medical college and Research Centre / School of Public Health
4. Dental College
5. College of Pharmacy
6. College of Nursing
7. College of P.T
8. College of O.T
9. School of Law
10. College of Management

11. College of Agricultural Sciences
12. Institute of Hotel Management
13. Directorate of Distance Education /Online Education

Other Campuses

1. Ramapuram - [E&T] and other
Faculties
Dental College
2. Vadapalani - [E&T] and other
Faculties
3. Trichy - [E&T] and other
Faculties
4. NCR, Delhi. - for all Faculties

Ombudsperson:-

There shall be one or more part-time functionaries designated as Ombudspersons to hear and decide on, appeals preferred against the decisions of the USGRCs. Provided that there shall not be more than one ombudsperson for a State in respect of all the State universities (Public as well as Private) in that State who shall be appointed by the State Government, provided further that there shall not be more than one Ombudsperson for a region in respect of the Central universities and institutions deemed to be universities in that region who shall be appointed by the Central Government. The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 Years. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations. 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).

Ombudsperson person: - Dr.VM Ponniah, Online and Distance Education.
- ombudsperson@srmist.edu.in

List of Student Grievances: -

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

ii. Any action initiated/taken contrary to the regulations/guidelines made/issues by the commission.

Internal Complaints Committee: -

An ICC, as the name suggest, is an internal complaints committee of a work place to receive and redress complaints of sexual harassments. A committee constituted for redressal of Complaints by the Aggrieved person and making recommendations for resolution to the management team.

Discrimination Committee: -

SRMIST established a Discrimination committee to avoid the discrimination among the students such as treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their race, gender, sexuality, etc.,

Anti-Ragging Committee: -

SRMIST established an Anti-Ragging Committee inculcating Culture of Ragging Free Environment in the Campus. The Anti-Ragging Squad will work under the supervision of Anti Ragging Committee and to engage in the works of checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation. Anti-Ragging Committee will be involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting array of activities. The Committee also would conduct awareness programmes from time-to-time in the campus.

Time taken to resolve the Grievance: -

- 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 compliant.
- Any student aggrieved by the decision of the students Grievance Redressal Committee may prefer an appeal to the ombudsperson, within a period of **15 days from the date of receipt** of such decision.
- The Ombudsperson shall make all efforts to resolve the grievance within a period of **30 days of receiving the appeal** from the aggrieved student(s).

***Disclaimer: -** All the other polices & regulations of SRMIST will remain viable & applicable.