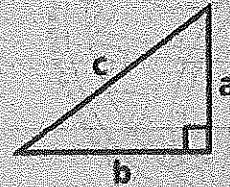


Approval Process Handbook

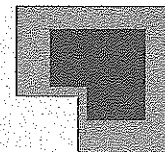
॥ दीर्घचतुरस्रस्याक्षणाया रज्जुः पार्श्वमानी तिर्यग् मानी
च यत् पृथग् भूते कुरुतस्तदुभयं करोति ॥

A rope stretched along the length of the diagonal produces an area which the vertical and horizontal sides makes together



$$c^2 = a^2 + b^2$$

BAUDHAYAN (800 BC - 740 BC)



c. Student Grievance Redressal Committee (SGRC)

- i. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- ii. Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
- iii. Principal of the College- Chairperson;
- iv. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category;
- v. A representative from among students of the College to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- vi. The term of the members and the special invitee shall be of two years.
- vii. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- viii. In considering the grievances before it, the SGRC shall follow principles of natural justice.
- ix. The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- x. Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

d. Appointment of OMBUDSMAN by the University

- i. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
- ii. There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- iii. For institutions which are offering diploma level course(s) and are affiliated to the Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.
- iv. For institutions which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.
- v. The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/ Institution of eminence).
- vi. The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as Ombudsperson, be in a conflict of interest with the Institution where his/her personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- vii. The Ombudsperson shall be appointed for a period of three years or until he or 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 the same State or region, as the case may be.
- viii. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

- ix. The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these Regulations.
 - x. No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.
 - xi. An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.
- f. Functions of Ombudsperson:
- i. The Ombudsperson shall hear appeals from an aggrieved student(s), only after the student has availed all other remedies provided under these Regulations.
 - ii. 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 of specific instance of discrimination is indicated.
 - iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
 - iv. 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).
- g. Procedure for Redressal of Grievances by Ombudspersons and Student Grievance Redressal Committees:
- i. Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
 - ii. On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
 - iii. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
 - iv. An aggrieved person may appear either in person or authorize a representative to present his/her case.
 - v. Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these Regulations.
 - vi. Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these Regulations.
 - vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefore as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
 - viii. The Institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
 - ix. The Institution shall comply with the recommendations of the Ombudsperson, and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.