



भारतीय समुद्री विश्वविद्यालय INDIAN MARITIME UNIVERSITY

(Central University, Govt. of India)

HEADQUARTERS

IMU-HQ/CA/15/01/2023/Ministry-UGC/2023

Date: 22.12.2023

CIRCULAR 2321

Sub: Constitution of Student Grievance Redressal Committee (SGRC)

Ref: 1. UGC (Redressal of Grievances of Students) Regulations, 2023
2. IMU-HQ/R/11/37/1/2019/Office Order dated 16.05.2019

1. UGC has issued Redressal of Grievances of Students Regulations 2023, to provide opportunities for redressal of grievances of students.
2. In this regard it is informed that an Online Student' Grievances Registration System is already in existence in IMU's Campuses and few of the Affiliated Institutions.
3. In order to cater the salient features of the UGC Regulations all the Campuses/Affiliated Institutions should initiate the following actions immediately and confirm the compliance to IMU-HQ before 27th December, 2023.

(a) Constitution of Student Grievance Redressal Committee (SGRC).

- i) Every Institution shall constitute Students' Grievance Redressal Committees (SGRC), to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/ performance in co-curricular activities-Special Invitee.

- ii) In case of non-availability of faculty member in the Professor cadre, senior most faculty member of the Campus/ Institute be nominated as Chairperson of the Committee.
- iii) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- iv) The term of the chairperson and members shall be for a period of two years.
- v) The term of the special invitee shall be one year.
- vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- viii) 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.
- ix) 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.

(b) Procedure for Redressal of Grievances by Student Grievance Redressal Committees and Ombudspersons:

- i) Each institution shall, within a period of three months from the date of issue of this circular, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- ii) Complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- iii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee (SGRC), along with its comments within 15 days of receipt of complaint on the online portal.



- iv) The Students' 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.
 - v) An aggrieved student may appear either in person or authorize a representative to present the case.
 - vi) Grievances not resolved by the Students' Grievance Redressal Committee within 15 working days may be referred to the Ombudsperson by the Campuses of IMU/AIs.
 - vii) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
 - viii) 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.
 - ix) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
 - x) The institution shall comply with the recommendations of the Ombudsperson.
 - xi) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- (c) Information regarding Ombudsperson and Student Grievance Redressal Committee(SGRC):
- i) The details with regard to the appointment of the Ombudsperson will be announced in due course.
 - ii) The details of Constitution of Students Grievance Redressal Committee (SGRC) and Ombudsperson details be uploaded on Institute's website and also arrangements to be made to display in prominent places of the Institution.

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- (d) With regard to the IMU's Campuses, the Circular cited at reference (2) is modified to the extent to align with the above instructions.
4. Constitution of the first SGRC be communicated to IMU-HQ before 27th December, 2023.

This issues with the approval of the Competent Authority.



Deputy Registrar (Academics)

To:

All Campus Directors of IMU/ Principals of Affiliated Institutes

Copy to:

1. Vice Chancellor
2. Pro- Vice Chancellor
3. Registrar/CoE
4. FO (i/c)
5. DR (A,L&S)/ AR(Academics)
6. IT - for uploading the same in IMU website
7. File