



क्रमांक : 2631 / अका. / 2024

रायपुर, दिनांक : 14/02/2024

## ॥ अधिसूचना ॥

विद्यापारिषद् की स्थायी समिति की बैठक दिनांक 29.01.2024 में विषय सूची के निर्णय क्रमांक 08 में नवीन विनियम क्रमांक-210 "STUDENT GRIEVANCE REDRESSAL COMMITTEES AND OMBUDSPERSON" की अनुशंसा का कार्यपरिषद् की बैठक दिनांक 30.01.2024 में पूरक विषय सूची क्रमांक 01 में अनुमोदित किया गया है, जो निम्नांकित है -

### **Regulations No. 210 STUDENT GRIEVANCE REDRESSAL COMMITTEES AND OMBUDSPERSON**

In accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. A regulation is hereby framed based on above regulation which is published in the Gazette of India, dated 11 April 2023, New Delhi and adopted by Pt. Ravishankar Shukla University, Raipur.

#### **STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

- I. A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- II. The University will constitute a Students' Grievance Redressal Committees (SGRC) 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.
- 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.

**1. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

The University will appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations:

- I. There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- II. The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- III. The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- IV. 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.
- V. 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. The sitting fees will be proposed by the Academic Section, Pt. Ravishankar Shukla University and will be approved by the Executive Council.
- VI. The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- VII. 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 a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

## **2. FUNCTIONS OF OMBUDSPERSON:**

- I. The Ombudsperson shall hear appeals from an aggrieved student, 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 reevaluation or re-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or 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).

## **3. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

- I. The University shall have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- II. On receipt of an online complaint, the Registrar of the University shall refer the complaint to the Students' Grievance Redressal Committee, along with comments of competent authority within 15 days of receipt of complaint on the online portal.
- III. 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.
- IV. An aggrieved student may appear either in person or authorise a representative to present the case.
- V. Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- VI. The University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- VII. 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.
- VIII. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- IX. The institution shall comply with the recommendations of the Ombudsperson.

X. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

**4. INFORMATION AND REGARDING OMBUDSPERSONS STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

The University 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.

In case of any controversy regarding grievances of the students the guidelines of original notification- University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 will be applicable.


आदेशानुसार,  
14/02/24  
कुलसचिव

पृ. क्रमांक : 2632 / अका. / 2024

रायपुर, दिनांक : 14 / 02 / 2024

प्रतिलिपि :-

01. माननीय राज्यपाल एवं कुलाधिपति महोदय के अवर सचिव, छत्तीसगढ़ राजभवन, रायपुर
02. सचिव, छत्तीसगढ़ शासन, उच्च शिक्षा विभाग, मंत्रालय, महानदी भवन, अटल नगर, नवा रायपुर
03. सचिव, छत्तीसगढ़ शासन, वित्त विभाग, मंत्रालय, महानदी भवन, अटल नगर, नवा रायपुर
04. आयुक्त, उच्च शिक्षा, ब्लॉक-सी-3, द्वितीय एवं तृतीय तल, इन्द्रावती भवन, अटल नगर, नवा रायपुर
05. अध्यक्ष, समस्त अध्ययनशाला/प्राचार्य, संबद्ध समस्त महाविद्यालय,
06. समस्त विभागीय अधिकारी,
07. कुलपति के सचिव/कुलसचिव के निजी सहायक,  
पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर को सूचनार्थ एवं आवश्यक कार्यवाही हेतु अग्रेषित।

  
उप-कुलसचिव (अका.)