

# Swami Rama Himalayan University

## Office of the Registrar

SRHU/Reg/OO/2023-96

Date: 26<sup>th</sup> May, 2023

### OFFICE ORDER

I am directed to inform that in accordance with UGC (Redressal of Grievances of Students) Regulation, 2023, dated 11th April, 2023, the following two "Students' Grievance Redressal Committees (SGRC)" have been constituted for redressal of the Grievances of students of University:

**SGRC 1:** For redressal of the Grievances of students of UG/PG students under HIMS, HCN

**SGRC 2:** For redressal of the Grievances of students of UG/PG students HSST, HSMS, HSBS and HSYS.

These committees shall be comprising of the following members:

**SGRC 1:** For the students of HIMS (including Paramedical, MHA, Epidemiology, and Clinical Research) and HCN:

A Professor - Chairperson	Dr. D C Dhasmana Professor Himalayan Institute of Medical Sciences	Chairperson
Four Professors/Senior Faculty Members of the Institution as Members	Dr. Vinit Mehrotra Professor Himalayan Institute of Medical Sciences	Member
	Dr. Dushyant Gaur Professor Himalayan Institute of Medical Sciences	Member
	Dr. Veena Boswal Consultant Himalayan Institute of Medical Sciences	Member
	Dr. Kamli Prakash Professor Himalayan College of Nursing	Member
A person with Law background	Mr. Shakti Nautiyal Legal Associate	Member
Representatives from among students to be nominated on academic merit/ excellence in sports/ performance in co-curricular activities- Special Invitee	Ms. Simranjeet Kaur Student Representative MBBS Final Prof Part II, Batch 2020	Special Invitee
	Mr. Afzar Ali Student Representative BPT (Paramedical) Final Year, Batch 2019	Special Invitee
	Ms. Aakriti Bhandari Student Representative B.Sc. (Nursing) III Year, Batch 2020	Special Invitee

**SGRC 2:** For the students of HSST, HSMS, HSBS, HSYS:

A Professor - Chairperson	Dr. Vickram Sahai Principal Himalayan School of Management Studies	Chairperson
Four Professors/Senior Faculty Members of the Institution as Members	Dr. Vivek Kumar Assoc. Professor Himalayan School of Bio-Sciences	Member
	Dr. Pooja Baloni Assistant Professor Himalayan School of Science & Technology	Member
	Dr. Somlata Jha Asstt Professor Himalayan School of Yoga Sciences	Member
	Mr. Amar Sathe Asstt Professor Himalayan School of Management Studies	Member
A person with Law background	Mr. Piyush Dhyani Legal Assistant	Member
Representatives from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee	Mr. Lovish Sharma Student Representative B.Tech CSE VI Sem Batch2020	Special Invitee
	Ms. Vanshika Negi Student Representative MBA-II Sem, HSMS, Batch 2022	Special Invitee
	Mr. Rahul Gupta, M.Sc II Sem Student Representative M.Sc II Sem, HSBS, Batch 2022	Special Invitee
	Mr. Ashish Painuly Student Representative M.Sc II Sem, HSYS, Batch 2022	Special Invitee

**Terms, Conditions and Responsibilities of Committee Members**

1. The term of the Chairperson and members shall be for a period of two years.
2. The term of the special invitee shall be for a period of one year.
3. The student representative will be invited for their respective school/college grievances only.





4. The committee(s) shall entertain only those grievances of the students which are defined in Section 3(k) of UGC (Redressal of Grievances of Students) Regulation, 2023, dated 11th April, 2023, as mentioned below:
- i. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
  - ii. *Irregularity in the process under the declared admission policy of the institution;*
  - iii. Refusal to admit in accordance with the declared admission policy of the institution;
  - iv. Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
  - v. Publication by the institution 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 such institution, 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 institution, 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 such institution, or under the conditions, if any, prescribed by the Commission;
  - x. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - xi. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - xii. Non-transparent or unfair practices adopted by the institution 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 institution; and
  - xviii. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.
5. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
  6. A complaint from an aggrieved student relating to the Academic Unit/University shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
  7. The committee shall fix the date for hearing the complaint which shall be communicated to the University and the aggrieved student.
  8. In considering the grievances before it, the SGRC shall follow principles of natural justice.
  9. The SGRC shall send its report with recommendations, if any, to the competent authority 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.
  10. 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.

#### **Procedure for Grievance Redressal**

1. The aggrieved student may submit an application through the University online Portal for seeking redressal of grievances.
2. On receipt of an online complaint, the Registrar shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
3. The Students' Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved student.
4. An aggrieved student may appear either in person or authorize a representative to present the case.
5. Grievances not resolved by the Students' Grievance Redressal Committee may be referred to the Ombudsperson by the university.
6. 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.





7. The aggrieved student shall be provided with copies of the order under the signature of the Ombudsperson.
8. The University shall comply with the recommendations of the Ombudsperson.
9. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

This bears the approval of Competent Authority.

By Order,



Registrar

**Copy to:**

Hon'ble Chancellor  
Hon'ble Vice Chancellor  
The Advisor(s), SRHU  
Director, Strategic Planning and Research & Development  
Controller of Examinations  
Finance Officer  
Director, Medical Services  
Principals of all constituent colleges/schools-*to intimate all the faculty, staffs and students under your control*  
Chief Medical Superintendent  
Director, CRI  
Director, Operations  
Director, Students' Affairs & Welfare  
University Librarian  
OSD to Hon'ble Chancellor  
Research & Ph.D. Cell  
Nursing Superintendent  
Manager, MMD  
Manager, MT  
Audit Department  
HR Department  
Engineering Department  
IT Department  
Legal Cell  
Admission Cell  
Media Cell  
Placement Cell  
Estate Officer  
Dy. Security Officer  
All Notice Boards