

Swami Rama Himalayan University

Office of the Registrar

SRHU/Reg/OO/2025-241

Date: 26th August, 2025

OFFICE ORDER

1. I am directed to inform that for redressal of the grievances of students of the University, following two "**Students' Grievance Redressal Committees (SGRC)**" have been constituted for the Academic Session 2025-2026:

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

SGRC 2: For redressal of the Grievances of students of UG/PG students SST, SMS, SBS, SYS SPS and CLIM.

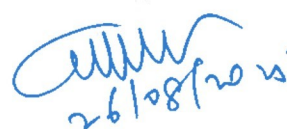
These committees shall be comprising of the following members:

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

A Professor	Dr. D.C Dhasmana Professor, HIMS	Chairperson
Four Professors/Senior Faculty Members of the Institution as Members	Dr. Vinit Mehrotra Professor, HIMS	Member
	Dr. Dushyant Gaur Professor, HIMS	Member & Secretary
	Dr. Veena Boswal Assistant Professor, HIMS	Member
	Dr. Kamali Prakash Professor, HCN	Member
A person with Law background	Mr. Shakti Nautiyal Legal Associate	Member
Six (6) Representatives from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities Special Invitee nominated by Chairperson		Special Invitee

SGRC 2: For the students of SST, SMS, SBS, SYS, SPS and CLIM:

A Professor	Dr. Vivek Kumar Professor, SBS	Chairperson
Four Professors/Senior Faculty Members of the Institution as Members	Dr. Rajat Praveen Dimri Associate Professor, SMS	Member & Secretary
	Dr. Pooja Baloni Assistant Professor, SST	Member
	Dr. Somlata Jha Assistant Professor, SYS	Member
	Mr. Abhishek Chandola Assistant Professor, SPS	Member
A person with Law background	Mr. Gagandeep Singh Legal Assistant	Member
Six (6) Representatives from among students to be nominated on academic merit/excellence in sports/performance in		Special Invitee


 Page 1 of 4

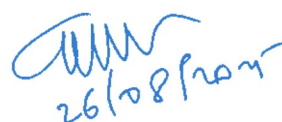
co-curricular activities Special Invitee nominated by Chairperson		
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2. Terms & Conditions:

S. No.	Clause	Details
1.	Quorum	Three (3) members excluding the special invitee
2.	Tenure of the Committee	Perpetual
3.	Tenure of the Chairperson	2 Years
4.	Tenure of Members	2 Years (1 year for Special invitee)
5.	Frequency of Meetings	As and when required
6.	Meeting Notice and Agenda	The Secretary with prior approval of the Chairperson shall circulate the Notice for hearing the complaint to all the members.
7.	Minutes of the Meeting	The Secretary shall record the proceedings of the meetings and the same shall be signed by the Chairperson and the Secretary. A signed copy of the proceedings of each meeting shall be forwarded to the Registrar within three (3) working days. The Secretary shall forward report with recommendation of the committee, in each case, to the competent authority with a copy thereof to the aggrieved student preferably within fifteen (15) days from the date of receipt of the complaint. Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen (15) days from the date of receipt of such decision.
8.	Duties and functions of the Committee	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: (a) Admission contrary to merit determined in accordance with the declared admission policy of the institution; (b) Irregularity in the process under the declared admission policy of the institution; (c) Refusal to admit in accordance with the declared admission policy of the institution; (d) Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations; (e) Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts; (f) 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;

Signature
26/08/2023

		(g)	Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
		(h)	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;
		(i)	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;
		(j)	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;
		(k)	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;
		(l)	Non-transparent or unfair practices adopted by the institution for the evaluation of students;
		(m)	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;
		(n)	Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
		(o)	Denial of quality education as promised at the time of admission or required to be provided;
		(p)	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;
		(q)	Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
		(r)	Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.
9.	Procedure for Grievance Redressal	(a)	The aggrieved student may submit an application through the University online Portal for seeking redressal of grievances;
		(b)	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;
		(c)	The Students' Grievance Redressal Committee shall fix a date for hearing the complaint which shall be


26/08/2024

			communicated to the University and the aggrieved student;
		(d)	An aggrieved student may appear either in person or authorize a representative to present the case;
		(e)	Grievances not resolved by the Students' Grievance Redressal Committee may be referred to the Ombudsperson by the university;
		(f)	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;
		(g)	The aggrieved student shall be provided with copies of the order under the signature of the Ombudsperson;
		(h)	The University shall comply with the recommendations of the Ombudsperson; and
		(i)	The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

3. This bears approval of the competent authority.


26/08/2025
Registrar

Copy to:

Hon'ble President
Hon'ble Vice-Chancellor
Director General (Academic Development)
Pro-Vice-Chancellor

} for kind information please

Hheads of all Constituent Academic Units - to intimate all the departments under their control

Finance Officer
Controller of Examinations
University Librarian
OSD to President
Medical Superintendent
Director, Students' Affairs & Welfare
Director, Research
Director, IQAC
Director, CRI
Director, Nursing
Director, HCIE
Director, CDOE
Nursing Superintendent
Coordinator, CLIM
Manager Estate
Person(s) Concerned
All Notice Boards

Advisors
Director, Hospital Services
Director, Operations
Director, RDI
Director, SRC
Chief Human Resource Officer
Head Media & Publicity Department
GM- IT Department
DGM-Infrastructural Dev. & Maint. Department
GM- HRD
GM- MMD
Manager - MT
Head, Audit Department
Head, Legal Department
In-charge – Admissions Department
In-charge – Placement Department
In-charge – CPACE Communications
In-charge – CPACE Student Development
Dy. Security Officer


26/08/2025