

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

As per the UGC guidelines (Gazette notification CG-DL-E-11042023-245095 dt 11 April 2023), a Student Grievance Redressal Committee (SGRC) has been constituted at SAM Global University. It aims to look into the complaints lodged by any student and redress it as per requirement. Students can reach out to SGRC with their grievances, if any, in the campus through an online grievance form.

The SGU Students' Grievances Redressal Committee will respond to grievances raised by students who are either presently enrolled or have previously been enrolled in one of the academic programmes offered by SGU, or who are presently in the process of applying to such programmes.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

1. On receipt of an online complaint through SGRC Portal, The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
2. An aggrieved student may appear either in person or authorize a representative to present the case.
3. 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.
4. Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson of SGU.
5. 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.
6. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
7. The institution shall comply with the recommendations of the Ombudsperson.
8. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

STEPS OF STUDENT GRIEVANCE REDRESSAL PROCESS:

STEP 1: LODGING OF COMPLAINT

Students are required to fill out the Student Grievance Form and submit the same to University SGRC Portal or as a handwritten letter to the Chairperson of the Student Grievance Redressal Committee (SGRC).

STEP 2: VERIFICATION

On receiving the complaint, the Chairperson of the Student Grievance Redressal Committee (SGRC) will record and verify the complaint.

STEP 3: ACTION

After verification of the complaint, the Department acts upon the complaint and takes the measures necessary to resolve the issue.

STEP 4: INTIMATING THE STUDENT

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the SGRC.

Constitution of SGRC

Clause	Name	Position	Tenure
UGC	Dr. Manoj Shukla	Chairman	2 Years
<i>Four Professors/Senior Faculty Members of the Institution as Members</i>			
1	Dr. Vidhi Verma	Member	2 Years
2	Dr. Ruchi Upadhyay	Member	2 Years
3	Dr. P.K. Pandey	Member	2 Years
4	Dr. Tasneem Khan	Member	2 Years
<i>A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.</i>			
1	Mr. Roshan Singrole		1 Year

*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.