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**Approved by Gokula Education Foundation and affirmed by the  
Governing Council in its meeting held on 27/12/2021**

## **Policy For Student's Grievance Redressal Committee (SGRC)**

### **1. Introduction**

In accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019, the institution establishes a Student's Grievance Redressal Committee (SGRC) to address grievances of students in a fair, transparent and time-bound manner.

The Committee aims to provide an accessible and effective mechanism through which students may raise concerns relating to academic and administrative matters within the institution while ensuring adherence to the principles of natural justice.

### **2. Objectives of the Committee**

- a. To provide a formal mechanism for students to submit grievances related to academic and institutional matters.
- b. To ensure that grievances are addressed promptly, fairly and transparently.
- c. To safeguard the rights and dignity of students.
- d. To ensure adherence to principles of natural justice and equity.
- e. To promote a healthy academic environment within the institution.

### **3. Composition of the Committee**

The Student's Grievance Redressal Committee shall consist of the following members:

1. Chairperson – A Professor of the Institution.
2. Members – Four Professors/Senior Faculty Members of the Institution.
3. Student Representative (Special Invitee) – A student nominated on the basis of academic merit or excellence in sports or co-curricular activities.

Representation Requirements:

- At least one member or the Chairperson shall be a woman.
- At least one member or the Chairperson shall belong to the SC/ST/OBC category.

Term of Office:

- The Chairperson and Members shall hold office for a period of two years.
- The Student Special Invitee shall hold office for a period of one year.

Quorum:

- The quorum for meetings of the SGRC shall be three members including the Chairperson excluding the Student Special Invitee, who shall not be counted for quorum.

### **4. Nature of Grievances**

Students may submit grievances relating to:

- a. Academic matters including teaching, examinations and evaluation.
- b. Non-transparent or unfair administrative practices.
- c. Issues relating to institutional facilities such as library, classrooms or computer lab, etc.
- d. Any other matter affecting the academic environment of the institution (excluding matters handled by other statutory committees such as the Internal Complaints Committee or Anti-Ragging Committee).

## **5. Procedure for Submission of Complaints**

1. Any aggrieved student may submit a complaint to the Chairperson of the SGRC.
2. Complaints shall be submitted in writing or through the official institutional email.
3. The complaint must clearly state:
  - Name and details of the student
  - Nature of the grievance
  - Relevant supporting documents, if any
4. Anonymous complaints shall ordinarily not be entertained unless the matter involves serious institutional concern.

## **6. Procedure for Redressal**

1. Upon receipt of a complaint, the SGRC shall examine the grievance and initiate necessary action.
2. The Committee shall provide an opportunity of hearing to all concerned parties.
3. The Committee shall follow the principles of natural justice ensuring fairness and impartiality.
4. The Committee may call for documents, statements or any information necessary to conduct the enquiry.

## **7. Decision and Timeline**

1. The SGRC shall complete the grievance redressal process preferably within 15 working days from the date of receipt of the complaint.
2. The Committee shall submit its report with recommendations to the competent authority of the institution.
3. A copy of the decision shall be communicated to the aggrieved student.

## **8. Appeal**

If a student is dissatisfied with the decision of the SGRC, the student may file an appeal to the Ombudsperson appointed under the UGC Regulations within 15 days from the date of receipt of the SGRC decision.

## **9. Confidentiality**

All proceedings of the SGRC shall maintain confidentiality and sensitivity. The identity of the complainant shall be protected as far as possible during the grievance redressal process.

## **10. Powers of the Committee**

The SGRC may:

- a. Conduct enquiries regarding grievances.
- b. Seek information or clarification from departments or administrative units.
- c. Recommend corrective measures to the competent authority.
- d. Suggest institutional improvements to prevent recurrence of grievances.

## **11. Reporting and Record Maintenance**

The SGRC shall maintain proper records of:

- Complaints received
- Actions taken
- Decisions and recommendations made

These records shall be maintained by the institution for transparency and compliance with UGC regulations and may be reviewed for institutional quality assurance and improvement.

