



No. 048/SSPU/Reg./2024

Date: 17/01/2024

NOTIFICATION

The University has adopted the Students Grievances Redressal Mechanism by appointing Ombudsperson on 26/12/2023. The mechanism will function through re - constitution of Students Grievances Redressal Committee (SGRC) with following function -

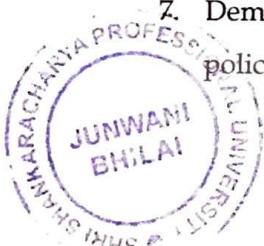
STUDENTS GRIEVANCE REDRESSAL COMMITTEE (SGRC)

(REFER UGC NOTIFICATION DATED 11/04/2023, UGC (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATION 2023)

OBJECTIVE - To provide opportunities for Redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

“Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

1. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
2. Irregularity in the process under the declared admission policy of the institution;
3. Refusal to admit in accordance with the declared admission policy of the institution;
4. Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
5. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
6. 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 program of study which such student does not intend to pursue;
7. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;





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8. 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;
9. 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;
10. 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;
11. 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;
12. Non-transparent or unfair practices adopted by the institution for the evaluation of students;
13. 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;
14. xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
15. Denial of quality education as promised at the time of admission or required to be provided;
16. 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;
17. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
18. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.





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The Constitution of Grievance Redressal Committee is as under in terms of
UGC (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATION 2023

S. No.	Name of Committee Member	Designation	Contact No.	E-Mail Id
1.	Dr. Sandip Kumar Shrivastava, Professor	Chairman	9826085301	mathssspu@gmail.com
2.	Dr. Swarnali Das Paul, Professor	Member	9977258200	swarnali34@gmail.com
3.	Dr. Nidhi Tiwari, Associate Professor	Member	8085535275	nidhitiwari0308@gmail.com
4.	Dr. Vimal Kumar, Assistant Professor	Member	7000072499	vmlkumar89@gmail.com
5.	Dr. Niharika Dewangan, Assistant Professor	Member	9893181040	niharikard97@gmail.com
6.	Mr. Shashwat Tripathi (B.Tech Hon. Course)	Student Representative (Special Invitee)	7389687002	

All concerned are requested to follow the UGC Regulation published in the gazette of India on 11 / 04 / 2023 under **UGC (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATION 2023**.

(P. K. Mishra)

Registrar

Shri Shankaracharya Professional Universit
Bhilai (C.G.)