



TEERTHANKER MAHAVEER UNIVERSITY

(Established under Govt. of U. P. Act No. 30, 2008)

Delhi Road, Moradabad (U.P)

E-Mail: registrar@tmu.ac.in

Accredited with NAAC **A** Grade
12-B Status from UGC

Phone No.: 0591-2476813

Ref. : TMU/R.O./2024-25/SGRC/001

Date: 21.09.2024

Circular

Sub: Regarding the Re-constitution of the Students' Grievance Redressal Committee (earlier University Grievance Redressal Committee).

In accordance with the provisions of the UGC (Redressal of Grievances of Students) Regulations, 2023, the University has re-constituted the Students' Grievance Redressal Committee (earlier University Grievance Redressal Committee).

Composition of Students' Grievance Redressal Committee (SGRC)

1.	A Professor	Chairperson
2.	Four Professors/Senior Faculty Members of the Institution	Member
3.	A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities	Special Invitee

* 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.

*The term of the Chairperson and members shall be for a period of two years.

*The term of the special invitee shall be one year.

*The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.

Students' Grievance Redressal Committee

In case of grievances not resolved by Department/College Grievance Redressal Cell (DGRC/CGRC), it shall be referred to the Students' Grievance Redressal Committee which is constituted as below:

1	Prof. Vipin Jain, Principal, TMIMT College of Management	Chairperson
2	Prof. M.P. Singh, Dean Students' Welfare	Member
3	Dr. Sudhir Singh, Professor Microbiology, TM Medical College & Research Centre	Member
4	Prof. Ankita Jain, Vice- Principal, TM Dental College & Research Centre	Member
5	Head of the Department/Principal of the College - Chairperson of the DGRC/CGRC	Member
6	A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities- from Concerned DGRC/CGRC	Special Invitee

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.

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.

Composition of Department/College Grievance Redressal Cell:

1	A Professor (Head of the Department/Principal of the College)	Chairperson
2	A Professor from outside the Department/College to be nominated by the Vice Chancellor	Member
3	A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities	Special Invitee
4	A faculty member well-versed with grievance redressal mechanism to be nominated by the Principal of the College	Member Secretary

Functions of Cell/ Committee:

To address the grievances of the students related with:

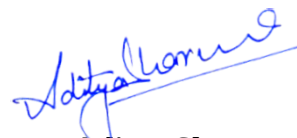
- i. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. Irregularity in the process under the declared admission policy of the institution;
- iii. Refusal to admit in accordance with the declared admission policy of the institution;
- iv. 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 institution;
- 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.

The DGRC/CGRC shall send its report with recommendations, if any, to the SGRC and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.

The College Principals/HoDs are requested to form the cell of their College/Department and send the same in the Registrar office for further approval of Hon'ble Vice Chancellor latest by 23.09.2024.

This is issued with the approval of Hon'ble Vice Chancellor.


Dr. Aditya Sharma
(Registrar)

Copy to:-

I

1. OSD to Hon'ble Chancellor for info. Please
2. P.S. to Hon'ble Chancellor for info. Please
3. P.S. to Hon'ble Group Vice Chairman for info. Please
4. Hon'ble Executive Director
5. Director (Administration)
6. Director (Hospital Administration)
7. Director- Governance (Dental & Allied Health Sciences)
8. Director HR
9. Director (Admissions)
10. Chief Warden
11. Chief Proctor
12. Finance Officer
13. Jt. Registrar (Alumni Relations)
14. Joint Registrar
15. Jt. Registrar (Administration)
16. Jt. Director (Security, Students Welfare & Admin.)
17. Jt. Director (TMU Entrance Test)
18. Dy. Director (Accounts)
19. Dy. Chief Warden
20. General Manager (IT)
21. Assistant Registrar (Registration & Migration)
22. Head (Social Media & Digital Marketing)
23. Head (Media)
24. Manager (Media)
25. Manager (Payroll)
26. Manager (Transport)
27. Electrical Engineer
28. Engineer(s) (Civil, Electrical, Maintenance, Fire, Emergency, other essential staff)
29. Sr. Executive (Constructions, Engg. & Maintenance)
30. Executive (Purchase & Stores)
31. Hostel Warden(s)
32. Audio-Visual Section
33. Guard File

II

1. Hon'ble Vice Chancellor
2. Dean (Academics)
3. Controller of Examinations
4. Deans/ Principals/ HoDs
5. Dean Students' Welfare
6. Director (CTLD)
7. Associate Dean (R&D)
8. Associate Dean (Academics)
9. Associate Dean (Ph.D. Cell)
10. University Librarian
11. Joint Director (CRC)
12. Member as above