

SHARDA UNIVERSITY

32, 34, Knowledge Park-III, Greater Noida-201310 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Notification/2022/026

April 16, 2022


Notification

Subject: Nodal Officer for Grievance Redressal of Students at Sharda University.

To facilitate grievance redressal of the students, the University had appointed Dr. Mridul Dharwal, Professor, School of Business Studies as 'Nodal Officer' for 'University Grants Commission (UGC) Students Grievance Redressal Portal' (<https://grievance.ugc.ac.in/default.aspx>) in September, 2019.

Now, Dr. Santhi Narayanan, Assistant Professor, School of Business Studies is hereby appointed as 'Nodal Officer' for Grievance Redressal of Students at Sharda University. Dr. Santhi Narayanan will manage/ coordinate/ redress the student's grievance through an exclusive online portal (<https://grievance.sharda.ac.in/>).

This bears the approval of the Competent Authority.


(Vivek Kumar Gupta)
Registrar
S.P. NARAYAN

To,

- All Students of the University

Copy for kind information:

- Chancellor/ Pro-Chancellor/ ED
- Vice-Chancellor
- All Advisors
- All Deans
- Controller of Examinations/ Finance Officer/ Chief Proctor
- All Directors
- All Administrative Heads of the respective Departments and Schools.
- Notification file

SHARDA UNIVERSITY

32, 34, Knowledge Park-III, Greater Noida-201310 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Notification/2021/38

12th April, 2021

Notification

Subject: Revised School Level Grievance Committee - reg.

The Notification No. SU/Reg./Notification/2020/112 dated 8th September, 2020 regarding the formation of three Committees (A) School-Level Student Grievance Redressal Committee (SLSGRC); (B) Institutional Student Grievance Redressal Committee (ISGRC) and (C) University Student Grievance Redressal Committee (USGRC)

School Level Student Grievance Redressal Committee (SLSGRC) for SAHS has been revised as below:

Committee status	Name of School	Dean / Chair Person	Two Professor from outside the School		Faculty of the School	Student Representative (Special Invitee)
Existing Committee	SAHS	Dr. Yogesh Tripathi	Dr. Ashok Singh, Professor, Physics, SBS	Dr. Pooja Rastogi, Professor, Forensic Medicine, SMSR	Ms. Supriya Awasthi, Associate Professor, SAHS	Ms. Ravneet Kaur, Student, B.Sc Forensic Science, Vth Sem
Revised Committee	SAHS	Dr. Sally Lukose	Dr. Ashok Singh, Professor, Physics, SBS	Dr. Pooja Rastogi, Professor, Forensic Medicine, SMSR	Dr. Karuna Singh, Professor, SAHS	Ms. Ravneet Kaur, Student, B.Sc Forensic Science, Vth Sem

This bears the approval of the Competent Authority.


12/4/21
(Ashok Kumar Singh)
Registrar

To,

- The Dean (SET, SBS, SBSR, SAP, SMFE, SHSS, SOL, SOE, SOP, SAHS and SAS)
- All Concerned in the aforesaid Committees

Copy to: (for kind information),

- Chancellor/ Pro-Chancellor/ ED
- Vice-Chancellor/ Pro Vice-Chancellor(s)
- All Deans/ Dean, Academic Affairs/ Dean, Research/ Dean, Students' Welfare
- Advisor Policy/ All Directors / PRO/ GM (Project)
- Finance Officer/ Controller of Examination/ Chief Proctor
- Medical Superintendent, Sharda Hospital
- Sr. Legal Officer/ PIO
- All OSDs/ Jt. Registrars/ Dy. Registrars/ Asst. Registrars/ AOs

SHARDA UNIVERSITY

32, 34, Knowledge Park-III, Greater Noida-201310 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Notification/2020/112

8th September, 2020

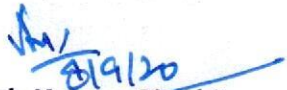
Notification

The University has notified 'Sharda University (Redressal of Grievances of Students), Ordinance, 2019' vide notification no. SU/Reg./Notification/2020/519 dated October 19, 2019.

As per sub-para A, B & C of para 5 mentioned in the aforesaid ordinance, the following Committees are formed and notified (copy enclosed):

- A. School-level Student Grievance Redressal Committee (SLSGRC)
- B. Institutional Student Grievance Redressal Committee (ISGRC)
- C. University Student Grievance Redressal Committee (USGRC)

The roles and responsibilities of the said committees are given in the Redressal of Grievances of Students), Ordinance, 2019.


(Ashok Kumar Singh)
Registrar

To,

- The Dean (SET, SBS, SBSR, SAP, SMFE, SHSS, SOL, SOE, SOP, SAHS and SAS)
- All Concerned in the aforesaid Committees

Copy to (for kind information):

1. Chancellor/ Pro-Chancellor/ ED
2. Vice-Chancellor/ Pro-Vice-Chancellor
3. All the Deans of School of Studies
4. Dean, Academic Affairs/ Students' Welfare/ Research and Chief Proctor
5. All Directors/ PRO
6. Finance Officer/ Controller of Examinations
7. All OSDs/ Jt. Registrars/ Dy. Registrars/ Asstt. Registrars/ AOs
8. Notification file

Student Grievance Redressal Committee

Institutional Student Grievance Redressal Committee (ISGRC)

The Sharda University (Redressal of Grievances of Students), Ordinance, 2019 provides the following constitution

- (a) Dean/Senior Professor of University, nominated by the Vice-Chancellor- Chairperson
- (b) Dean, Students Welfare - Member
- (c) One senior non-academic functionary nominated by the Vice-Chancellor - Member
- (d) Proctor - Member
- (e) A representative from among students of the University to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

Dean/ Senior Professor – Chairperson	Dean Students Welfare	Senior non-academic functionary	Proctor	Student representative (Special invitee)
Prof. Arti Koul Kachroo, Dean SOE	Dr. Nirupma Gupta	Col. Sandeep Rana	Dr. Daleep Parimoo	Vipin Pratap Singh 2019005732.vipin@ug.sharda.ac.in

University Student Grievance Redressal Committee (USGRC)

The Sharda University (Redressal of Grievances of Students), Ordinance, 2019 provides the following constitution

- a) Pro-Vice Chancellor or in his absence a Dean nominated by the Vice-Chancellor - Chairperson
- b) Dean, Student Welfare or equivalent - Member
- c) Two Deans drawn from the Schools of the Studies, other than those connected with reports of SLSGRC under review, to be nominated by the Vice-Chancellor - Members
- d) One Professor of the University nominated by the Vice-Chancellor- Member
- e) Two representatives from among students of the college to be nominated by the Vice-Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitees.

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

Pro Vice Chancellor – Chairperson	Dean Students Welfare	Two Deans	Professor	Two student representatives (Special invitee)
Prof. Pradeep Kulshrestha, Dean SOL	Dr. Nirupma Gupta	Two deans from the Schools other than those connected with reports of SLSGRC under review	Dr. Pooja Rastogi, Forensic medicine, Professor SMSR	Puneet Sharma 2019002289.puneet@pg.sharda.ac.in Kime Amung Asherah 2017013894.kimeamung@ug.sharda.ac.in



Kishore

School Level Student Grievance Redressal Committee (SLSGRC)

The Sharda University (Redressal of Grievances of Students), Ordinance, 2019 provides the following constitution

- a) Dean of the School – Chairperson
- b) Two Professors, from outside the School to be nominated by the Vice Chancellor – Members
- c) A Faculty of the School, well-versed with the mechanism of grievance redressal, to be nominated by the Chairperson– Member
- d) A representative from among students at the School to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

S.No	Name of School	Dean – Chairperson	Two Professors, from outside the School		Faculty of the School	Student representative (Special invitee)
1.	SHSS	Prof. Anubha Vashisht	Prof. Sunil Joshi, Professor, SBS	Prof. Anup Pant, Professor, SBS	Dr. Toran Talwar, Assistant Professor SHSS	Ms. Vanshita Sharma 2nd Year
2.	SNSR	Prof. R. SreeRaja Kumar	Prof. Vinti Agarwal, Professor, SBS	Prof. Shhilpi Sinha, Professor, SAP	Prof. Kiran Sharma, Professor & HOD, SNSR	Ms. Rakhi Sachan, BSc III year Student
3.	SET	Prof Parma Nand	Prof. Arti Koul Kachroo, Dean SOE	Prof. Pradeep Kulshrestha, Dean SOL	Col Vivek Mathur, Professor, SET	Mr. Mahesh Kumar, CSE, IVth Year
4.	SDS	Dr. M. Siddharth	Dr. R. K. Dubey, HOD Pharmacology, SMSR	Prof. Ankur Chaudhary, Dept. of Computer Science, SET	Dr. Ekta Chaudhary, Professor & HOD, Cons & Endo, SDS	Ms. Fiza Alam, BDS First Year, SDS
5.	SMSR	Dr. Manisha Jindal	Dr. Yogesh Tripathi, Dean SAHS	Dr. Deepak Bhargava, Professor & HOD. Oral Path & Micro, SDS	Dr. Ashutosh Niranjana, Professor Surgery & MS, Sharda Hospital	Sahej Preet Kaur Gujral - MBBS 2018 Batch
6.	SOL	Prof. Pradeep Kulshrestha	Prof. Ritu Sood, Dean, SMFE	Prof Ombir Chaudhary, SBS	<i>Richa Sharma</i> Ass# Professor, SOL	Mr. Pranjal Chaturvedi, BA LLB 2018-23 Batch
7.	SAHS	Dr Yogesh Tripathi	Dr Ashok Singh. Professor, Physics SBS	Dr. Pooja Rastogi Professor, Forensic Medicine, SMSR	Ms Supriya Awasthi, Associate Professor, SAHS	Ms. Ravneet Kaur BSc forensic sciences 5th semester
8.	SBS	Prof Deepankar Chakrabarti	Prof Ankur Chaudhary, Department of Computer Science, SET	Prof. Shradha, Professor, SHSS	Dr. Swati Bansal, Assistant Professor- SBS	Mr Shubham Singh (MBA Integrated 5th Semester)
9.	SMFE	Prof. Ritu S. Sood	Prof. Pradeep Kulshrestha, Professor and Dean of SOL	Prof. Anubha Vashisht, Dean, SHSS	Dr. Amit Chawla - Associate Professor and HOD of SMFE	Mr. Anam Ansari - Student of BA(JMC) 2019-2022 Batch
10.	SOE	Prof. Arti Koul Kachroo	Prof. Ashok Kumar (SBSR)	Dr. Shardha, Professor, SHSS	Dr. Sarita Verma, Assistant Professor SOE	Ms. Divya John- System Id— 2017004376

Palakishan

11.	SOP	Dr. Vijender Singh	Dr. M. Siddharth, Dean, SDS	Prof. H. S. Gaur, Dean, SBSR	Dr. Gunjan Singh, Assistant Professor, SOP	Mr. Vipul Tayagi, Student 5 th Semester
12.	SBSR	Prof H.S. Gaur	Prof. Bhim Singh, SET	Prof. Arti Koul Kachroo, Dean SOE	Dr. Vinay Kumar Verma, Associate Professor, SBSR	Ms. Priyadarshini Srivastava, Ph.D. Student
13.	SAS	Prof H.S. Gaur	Prof. Hari Shankar Shyam, SBS	Dr. Vijender Singh, SOP	Dr Uzma Khan, Assistant Professor, SAS	Ms. Ovia M, B.Sc. (Hons)Ag, III Year
14.	SAP	Prof. Shhilpi Sinha	Prof. Daleep Parimoo, SHSUN	Prof. Ritu Sood, SMFE	Mr. Jitender Lal, Associate Professor, SAP	Mr. Rishabh Anand- 2017011026

Pallavi Sharma
7/9/2020

(Pallavi Sharma)

Member, IQAC

(V P S Arora)

(V P S Arora)
07.09.2020
Director, IQAC

Approved

(Signature)

(Vice Chancellor)

(officiating)

07.09.2020

Vice-Chancellor
Sharda University
Plot No.- 32-34, Knowledge Park - III
Greater Noida - 201306 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Notification/2019/519

October 11, 2019

Notification

In supersession of the SU/Reg./Notification/2075/264 dated October 5, 2015, the University hereby makes the following Ordinance namely **Sharda University (Redressal of Grievances of Students), Ordinance, 2019**. It was considered and approved vide item no. 17.12 in its 17th Meeting of the Executive Council held on September 21, 2019.

1. SHORT TITLE AND COMMENCEMENT:

The Ordinance shall be called as Sharda University (Redressal of Grievances of Students) Ordinance, 2019 and shall come into force from the date of its notification.

2. OBJECTIVE:

To provide opportunities for the redressal of certain grievances of students already enrolled in the University, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION UNLESS THE CONTEXT OTHERWISE REQUIRES:

- a. "Act" means the Sharda University Uttar Pradesh Act, 2009 (14 of 2009);
- b. "Aggrieved Student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- c. "Commission" means the University Grants Commission established under the UGC Act, 1956.
- d. "Declared Admission Policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the University by publication in the prospectus of the University.
- e. "Department and School of the University" means Departments of Studies, Schools of Studies, respectively, and includes a centre of studies and research established/ maintained/ constituent to the University in accordance with the University Act, Statutes and Ordinances.
- f. "Government" means State Government of Uttar Pradesh.
- g. "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - 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 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;

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- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the University, 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 University, or under the conditions, if any, prescribed by the Commission;
 - x. delay by the University 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 or the State Government;
 - xi. failure by the University to provide student amenities as set out in the prospectus, or is required to be extended by the University under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the University 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, or as may be notified by the Commission;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided; and
 - 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.
- h. "Institution" means, an institution established within the University for a particular discipline or activity;
- i. "Institutional Student Grievance Redressal Committee" (ISGRC) means a committee constituted under this notification at the level of the University, for dealing with grievances which do not relate to a School, Department or Centre of the University, e.g. Administration, Accounts, Admission Cell, International Division, Examination Cell, Inter-Hostel Administration(Hostel & Mess/Food), Estates, Maintenance, House Keeping, Student Welfare & Sports, Transport, Security and other common facilities.
- j. "Ombudsperson" means the Ombudsperson appointed by the State Government in terms of UGC (Redress of Grievances of Students) Regulations, 2019;
- k. "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to University, to the general public (including to those seeking admission in the University) by the University or any authority or person authorized by it to do so;
- l. "School Level Student Grievance Redressal Committee" (SLSGRC) means a committee constituted under this Ordinance, for a School, Department, or Centre within the School.
- m. "Student" means a person enrolled, or seeking admission to be enrolled, in the University;
- n. "University" means the Sharda University Uttar Pradesh established under the Sharda University Act, 2009; and

- o. "University Student Grievance Redressal Committee" (USGRC) means a committee constituted at the level of the University under this Ordinance, for dealing with the grievances arising out of decisions of the SLSGRC and ISGRC.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) The University, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to the University and the general public, namely:
 - (a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the University, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - (b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - (c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the University;
 - (d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - (e) each component of the fee, deposits and other charges payable by the students admitted to the University for pursuing a course or program of study, and the other terms and conditions of such payment;
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, along with details of minimum and maximum fine as may be imposed.
 - (g) the percentage of tuition fee and other charges refundable to a student admitted to the University in case such student withdraws from the University before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
 - (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the University;
 - (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
 - (k) Any other information as may be specified by the Commission and the State Government:

Provided that the University shall publish/upload information referred to in the above clauses, (a) to (k) of this ordinance, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media:



Contd...../4

- (2) The University shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

A. School Level Student Grievance Redressal Committee (SLSGRC)

- (i) There shall be a School Level Student Grievance Redressal Committee (SLSGRC) constituted at the level of each School of Studies. The composition of the Committee shall be as under:
- a) Dean of the School - Chairperson;
 - b) Two Professors, from outside the School to be nominated by the Vice Chancellor- Members;
 - c) A Faculty of the School, well-versed with the mechanism of grievance redressal, to be nominated by the Chairperson- Member;
 - d) A representative from among students of the School to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee.

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

- (ii) The term of the Chairperson, members of the Committee and the nominees shall be of two years.
- (iii) The quorum for the meeting of SLSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) Any complaint relating to the School, Department or Centre of the School shall be addressed by the aggrieved student to the administrative officer of the said School, who will either deal with it at the School level or shall remit it to the concerned Department or Centre of the School.
- (v) In case the said grievance does not get resolved within five (05) working days of the receipt of the complaint in the School, the same shall automatically be forwarded to the SLSGRC.
- (vi) In considering the grievances before it, the SLSGRC shall follow principles of natural justice.
- (vii) The SLSGRC shall submit its report with recommendations, if any, to the Registrar of the University, with a copy thereof to the aggrieved student, within a period of fifteen (15) days from the date of receipt of the complaint.
- (viii) In case the aggrieved student remains unsatisfied, he may take up the matter to the level of University Student Grievance Redressal Committee (USGRC). Likewise, the University may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of USGRC.

B. Institutional Student Grievance Redressal Committee (ISGRC)

- (i) There shall be a Institutional Student Grievance Redressal Committee (ISGRC) constituted by the Vice Chancellor at the level of the University to deal with such complaint that do not relate to any academic Department, School or Centre of the University. The composition of the Committee shall be as under:
- (a) Dean/Senior Professor of University, nominated by the Vice-Chancellor- Chairperson;
 - (b) Dean, Students Welfare - Member;



- (c) One senior non-academic functionary nominated by the Vice-Chancellor - Member;
- (d) Proctor - Member;
- (e) A representative from among students of the University to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee.

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

- (ii) The term of the members/nominee of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) Any complaint other than those relating to the School, Department or Centre of the School shall be addressed by the aggrieved student to the concerned administrative head, who will deal with it at his level, in consultation with his staff.
- (v) In case the said grievance does not get resolved within five (05) working days of the receipt of the complaint in the Department, the same shall automatically be forwarded to the ISGRC.
- (vi) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (vii) The ISGRC shall send its report with recommendations, if any, to the Registrar of the University, along with a copy thereof to the aggrieved student, within a period of 15 workings days from the date of receipt of the grievance.
- (viii) In case the aggrieved student remains unsatisfied, he may take up the matter to the level of University Student Grievance Redressal Committee (USGRC). Likewise, the University may either accept the recommendations for follow up action or may, at its discretion, take up the matter to the level of USGRC.

C. University Student Grievance Redressal Committee (USGRC)

- (i) The Vice Chancellor of the University shall constitute such numbers of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more SLSGRC or the ISGRC.
 - a) Pro-Vice Chancellor or in his absence a Dean nominated by the Vice-Chancellor - Chairperson;
 - b) Dean, Student Welfare or equivalent - Member;
 - c) Two Deans drawn from the Schools of the Studies, other than those connected with reports of SLSGRC under review, to be nominated by the Vice-Chancellor - Members;
 - d) One Professor of the University nominated by the Vice-Chancellor- Member;
 - e) Two representatives from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities - Special Invitees.

Note: To ensure representation of women on the committee, the Vice-Chancellor of the University may induct one women faculty.

- (ii) The Chairperson, members and the special invitee/nominee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.



- (iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (v) The USGRC shall send its report and recommendations, if any, to the Dean of the School, Heads of Department & Centre, or the Registrar and other administrative Heads, with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance by the Committee, for necessary compliance and report to the Vice-Chancellor.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Vice-Chancellor who shall, within a period of fifteen days from the date of receipt of the appeal, take a final view which shall be communicated to the aggrieved student within the next three working days.

6. OMBUDSPERSON:

Any student aggrieved by the decision of the University Student Grievance Redressal Committee and disposal of the appeal by the Vice-Chancellor, may prefer further appeal to the Ombudsperson appointed by the State Government in terms of the University Grants Commission (Redress of Grievances of Students) Regulation, 2019, within a period of fifteen days;

pending appointment of the Ombudsperson by the State Government, the Vice-Chancellor, Sharda University shall be the final authority for disposal of the appeal.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under this Ordinance.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND STUDENT

GRIEVANCE REDRESSAL COMMITTEE:

- (i) The University shall, within a period of one month from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the University shall, depending on the nature of complaint refer the complaint to the appropriate Administrative Officer in the Schools of Studies (for academics) or the Head of the Service Departments (other than academics) for appropriate necessary action, as indicated in the preceding para-5 of the Notification, through the Grievance Redressal Committee(s).
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the concerned officials in the University and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.

- (v) Grievances not resolved by the University Student Grievance Redressal Committee or on appeal to the Vice Chancellor, shall be referred by the student to Ombudsperson, within the stipulated period.
- (vi) University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; any failure to do so may be reported by the Ombudsperson to the Commission, who shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief to the aggrieved student, as may be appropriate.
- (viii) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the University shall place it for general information on its website.
- (ix) The University shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the University to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSON AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

The University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student Grievance Redressal Committee(s) under its purview, and the Ombudsperson for the purpose of appeal.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which willfully contravenes the University Grants Commission (Redress of Grievance of Students) Regulation, 2019, or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, proceed to take one or more action(s) as specified under the UGC Regulations in this regard.


(Ashok Kumar Singh)
Registrar (Officiating)

To,

- The Dean
(SET/SBS&R/SAP/SACDMS/ SOL/SHSS/SBS/SOE/SOP/SMS&R/SDS/SNS&R and SAHS)

Copy to (for kind information);

1. Chancellor/ Pro-Chancellor/ ED
2. Vice-Chancellor/ Pro Vice-Chancellor
3. Principal Advisor
4. All Deans/ Directors
5. Dean, Academic Affairs/ Students' Welfare/ Research and Chief Proctor
6. Finance Officer/ Controller of Examinations
7. Chief Warden/ Sr. Security Officer (SSO) / Legal Officer/ PIO/ PRO
8. All OSDs/ Jt. Registrars/ Dy. Registrars/ Assistant Registrars/ AOs
9. Notification file