



**STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC)
AT HSNC UNIVERSITY, MUMBAI**

Student Grievance Redressal Committees (SGRC) is constituted at HSNC University, Mumbai as per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019/2023

A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

The composition of Students' Grievance Redressal Committees (SGRC) is as below:

S/N	Composition as per the regulations	Name and designation of the member
1.	A Professor – Chairperson for the term of two years	Dr. Satish Kolte Director Student Dev. Cell & National Service Scheme
2.	Four Professors/Senior Faculty Members of the Institution as Members	Dr. Jehangir Bharucha, HR College
3.		Dr. Geeta Nair, HR College
4.		Dr. Rajesh Samant, KC College
5.		Dr. Mandeep Kochar, BTT College
6.	At least one member shall be be from SC/ST/OBC category as Member	Dr. Ravikiran Garje, KC College
7.	A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee for one year	Ms. Manashni Umrigar, Student



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PROCEDURE FOR REDRESSAL OF GRIEVANCES

1. 'Grievance' means, and includes, complaint(s) made by an aggrieved student defined under the UGC regulations, (Redress of Grievances of Students) Regulations, 2019
2. The students may make an online complaint as per the attached form-1 on the following email id: sgrt@hsncu.edu.in or Contact/WhatsApp on the following no: **+91-8655962499**
3. On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students 'Grievance Redressal Committee (SGRT), along with its comments within 15 days of receipt of the complaint on the online portal.
4. The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
5. An aggrieved student may appear either in person or authorize a representative to present the case.
6. Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations or 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.
7. 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.
8. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
9. The institution shall comply with the recommendations of the Ombudsperson.
10. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
11. The meetings of SGRT may be conducted as and when required.



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DETAILS OF OMBUDSPERSON UNDER UNIVERSITY GRANTS COMMISSION (REDRESSAL OF GRIEVANCES OF STUDENTS) REGULATIONS, 2023

Prof. Vilas V Karjinni
Ex-Vice Chancellor, JSS Science and Technology University
Ombudsperson, HSNC University, Mumbai
Email: ombudsperson@hsncu.edu.in

APPOINTMENT OF OMBUDSPERSON:

1. The University shall appoint Ombudsperson for redressal of grievances of students of the University and Colleges/institutions affiliated with University Grants Commission (Redressal of Grievances Of Students) Regulations, 2023
2. The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
3. The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
4. The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
5. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective University and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
6. The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior.
7. No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.



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SELECTION OF OMBUDSPERSON:

The Ombudsperson in the University has been appointed on a part-time basis by the Selection Committee constituted and Chaired by the Provost and the approval of the Board of Governance of the University at its meeting held on 15th September 2023. The Selection Committee was constituted as under :

- 1) Dr. Hemalata K. Bagla, The Vice-Chancellor, Member-Secretary
- 2) Prof B.B. Sharma, External Expert
- 3) Dr. Pooja Ramchandani, Dean of Commerce and Management
- 4) Dr. Urmila Joshi, Dean of Science and Technology

FUNCTIONS OF OMBUDSPERSON:

1. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under University Grants Commission (Redressal of Grievances Of Students) Regulations, 2019/2023
2. 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 reevaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
3. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
4. 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).