



Date-23/09/2024

Ref.No-2071 /VMSBUTU/2024

## ॥ कार्यालय ज्ञाप ॥

एतद्वारा सूचित किया जाता है कि यू0जी0सी0 के पत्र दिनांक 19 सितम्बर, 2024 एवं विश्वविद्यालय अनुदान आयोग रेगुलेशन, 2023 में निहित व्यवस्था के अन्तर्गत विश्वविद्यालय में अध्ययनरत छात्र/छात्राओं हेतु छात्र शिकायत निवारण प्रणाली "Students Grievances Redressal Committee" गठित की जानी है।

उपरोक्त हेतु मा0 कुलपति महोदय द्वारा यू0जी0सी0 में निहित व्यवस्था के अन्तर्गत निम्नानुसार समिति गठित की गयी है:-

Sl. No	Name	Position
1	Prof. M. K. Panda, Director, WIT Dehradun (Campus Institute of VMSBUTU) / Professor, Electrical Engg. Deptt., GBPIET, Pauri	Chairman
2	Prof. Ajit Singh, I/C Director, NPSEI, Pithoragarh (Campus Institute of VMSBUTU) / Professor, CSE, BTKIT Dwarahat)	Member
3	Prof. H. L. Mandoria, Director, AKIT, Tanakpur (Campus Institute of VMSBUTU)	Member
4	Dr. V. K. Patel, COE, VMSBUTU, Dehradun /Assoc. Prof., Mech. Engg. Deptt., GBPIET, Pauri)	Member
5	Dr. Rashmi Saini, Assoc. Professor, CSE, Faculty of Technology, VMSBUTU, Dehradun/ Assoc. Prof., CSE, GBPIET, Pauri	Member
6	Ms. Monika Mehta, IIIrd yr B. Tech. CSE, WIT, Dehradun (Campus Institute of VMSBUTU)	Special Invitee

उक्त कमेटी के क्रम संख्या 01 से 05 तक अग्रिम आदेशों अथवा 02 वर्ष जो भी पहले हो एवं क्रम संख्या 06 को 01 वर्ष तक के लिये नामित किया गया है।

कुलसचिव

प्रतिलिपि:-निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित।

- सचिव, विश्वविद्यालय अनुदान आयोग, नई दिल्ली के संज्ञानार्थ प्रेषित।
- निजी सचिव, कुलपति को मा0 कुलपति महोदय के संज्ञानार्थ।
- वित्त नियंत्रक, वीर माधो सिंह भण्डारी उत्तराखण्ड प्रौद्योगिकी विश्वविद्यालय, देहरादून।
- परीक्षा नियंत्रक, वीर माधो सिंह भण्डारी उत्तराखण्ड प्रौद्योगिकी विश्वविद्यालय, देहरादून।
- समन्वयक, फ़ैकल्टी ऑफ़ टेक्नोलॉजी, समन्वयक, फ़ैकल्टी ऑफ़ फार्मेसी, इंचार्ज, फ़ैकल्टी ऑफ़ मैनजमेंट, वीर माधो सिंह भण्डारी उत्तराखण्ड प्रौद्योगिकी विश्वविद्यालय, देहरादून को आवश्यक कार्यवाही हेतु प्रेषित।
- उपरोक्त गठित समिति सदस्यों को आवश्यक कार्यवाही हेतु प्रेषित।
- वैब मास्टर को इस आशय के साथ प्रेषित की उपरोक्त गठित समिति के सदस्यों एवं विश्वविद्यालय अनुदान आयोग, नई दिल्ली को ई0मेल0 के माध्यम से पत्र प्रेषित एवं "Students Grievances Redressal Mechanism" को विश्वविद्यालय की वैबसाइट में अपलोड करना सुनिश्चित करे।
- गार्ड फाईल।

कुलसचिव



# VEER MADHO SINGH BHANDARI UTTARAKHAND TECHNICAL UNIVERSITY DEHRADUN , UTTARAKHAND – INDIA

## Students Grievance Redressal Mechanism

*(As per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 of 11<sup>th</sup> April 2023)*

### 1.Objective:

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

### 2.Definitions:

- (a) "Aggrieved student" means a student, who has any complaint in the matters relating to or connected with the defined grievances.
- (b) "College" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (c) "Commission" means the University Grants Commission established under section 4 of 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) "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of defined things/cases as per clause 3 (1) (f) of UGC (Redressal of Grievances of students) Regulations, 2023.
- (f) "Ombudsperson" means the Ombudsperson appointed by the University.
- (g) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to a University, to the general public (including to those seeking admission in such University) by such University or any authority or person authorized by such University to do so;
- (h) "Student" means a person enrolled, or seeking admission to be enrolled, in the University, to which these regulations apply.
- (i) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under the regulations of UGC, at the University level.

### 3.Composition and General guidelines

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

The composition of Grievance Redressal Committees (SGRC), will be as follows:

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

SGRC will be governed by the following,

- a) 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.
- b) The term of the chairperson and members shall be for a period of two years.

- c) The term of the special invitee shall be one year.
- d) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- e) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- f) On receipt of an online complaint, it shall be referred to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- g) 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.
- h) An aggrieved student may appear either in person or authorize a representative to present the case.
- i) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- j) Regulation for grievance may be revise time to time on the directive of UGC and as decided by the University.
- k) 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.
- l) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

#### **5.Student Grievance Redressal Committee and its Tenure:**

Following SGRC has been constituted vide office order no. 2071/VMSBUTU/2024, Dated 23-09-2024 for the period indicated against the respective names.

Sl. No	Name	Position	Duration	Tenure		Mobile Number
				From	To*	
1	Prof. M. K. Panda, Director, WIT Dehradun (Campus Institute of VMSBUTU) / Professor, Electrical Engg. Deptt., GBPIET, Pauri	Chairman	2 years	23-09-2024	22-09-2026	9412990833
2	Prof. Ajit Singh I/C Director, NPSEI, Pithoragarh (Campus Institute of VMSBUTU) / Professor, CSE, BTKIT Dwarahat)	Member	2 years	23-09-2024	22-09-2026	7533800042
3	Prof. H. L. Mandoria Director, AKIT, Tanakpur (Campus Institute of VMSBUTU)	Member	2 years	23-09-2024	22-09-2026	7055290777
4	Dr. V. K. Patel COE, VMSBUTU, Dehradun /Assoc. Prof., Mech. Engg. Deptt., GBPIET, Pauri)	Member	2 years	23-09-2024	22-09-2026	9807822530
5	Dr. Rashmi Saini Assoc. Professor, CSE, Faculty of Technology, VMSBUTU,	Member	2 years	23-09-2024	22-09-2026	9412113642

	Dehradun /Assoc. Prof., CSE, GBPIET, Pauri					
6	Ms. Monika Mehta IIIrd yr B. Tech. CSE, WIT, Dehradun (Campus Institute of VMSBUTU)	Special Invitee	1 year	23-09-2024	22-09-2025	6398199351
*Subject to further orders of competent authority, if any under extraordinary circumstances,						

#### **6.Ombudsperson:**

Following has been appointed as Ombudsperson vide office order no. 4573/VMSBUTU/2024 dated 14.03.2024 for a period of 3 years or attainment of age of 70 years whichever is earlier.

Prof. Dinesh Kumar Nauriyal, Ex vice Chancellor, Kumaon University, Nainital / Retd. Professor of IIT Roorkee, Mob: 9897179179

#### **4.Functions of Ombudsperson:**

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (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-totaling 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.
- (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).

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