

Student Grievance Redressal Committee (SGRC)

The MM(DU) has constituted a Committee for handling and solving the grievance to express constructive and genuine concerns/grievances and to promote and maintain a sustainable, unbiased & Positive Educational Environment. It involves a process of investigation in which ‘Students Grievance Redressal Committee’ enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

Institutions of MM(DU)

1. MM Engineering College	7. MM College of Pharmacy
2. MM Institute of Management	8. MM College of Physiotherapy & Rehabilitation
3. MM Institute of Computer Science Technology & Business Management (MCA)	9. MM College of Nursing
4. MM Institute of Computer Science Technology & Business Management (Hotel Management)	10. MM Institute of Nursing
5. MM College of Dental Sciences & Research	11. Department of Agriculture
6. MM Institute of Medical Sciences & Research	12. Department of Law

Student Grievance Redressal Committee (SGRC)

- (i) A complaint from any aggrieved student relating to the institution shall be addressed to the Chairperson, Students’ Grievance Redressal Committee (SGRC).
- (ii) Composition of Students Grievance Redressal Committee (SGRC)
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.

- (iii) 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.
- (iv) The term of the Chairperson and Members shall be for a period of two years.
- (v) The term of the Special Invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural Justice.
- (viii) 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.
- (ix) 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.

Ombudsperson:-

There shall be a functionary designated as Ombudspersons to hear and decide on, appeals preferred against the decisions of the SGRCs. The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 Years. The Ombudsperson shall hear appeals from any aggrieved student, only after the student has availed all other remedies provided under these Regulations. 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).

Ombudsperson: - Dr. M.L. Ranga
(Ex. Vice Chancellor, Kurukshetra University),
H.No. 841/5, Urban Estate
Kurukshetra -136118.

List of Student Grievances include:

a) Grievances related to Admission

- i. Admission contrary to merit determined
- ii. Irregularity in the process
- iii. Refusal to admit in accordance with the declared Admission Policy of the Institution.
- iv. Demand of money in excess of that specified to be changed in the declared Admission Policy of the Institute.
- v. Delay in payment of scholarships

b) Grievances that are Academic in nature

- i. Academic Quality
- ii. Integrity dispute
- iii. Course material

- iv. Class time table
 - v. Inadequate learning resources (IT, Library, Labs/Equipment, etc.)
 - vi. Attendance
 - vii. Internal Assessment
 - viii. Co-curricular activities
 - ix. Grade Dispute
 - x. Publishing false or misleading information not based on facts
 - xi. Non-transparent or unfair practices adopted
 - xii. Denial of quality of education
- c) Against Faculty and Staff**
- i. Academic delivery & quality
 - ii. Classroom conduct
 - iii. Regularity & punctuality
 - iv. Any discrimination / victimization of students
- d) Grievances related to Examination**
- i. Registration/Re-registration/Student Records
 - ii. Mid-Semester/End-Semester/Supplementary exam scheduling/ date sheet
 - iii. Evaluation of answer books Grading/results
 - iv. Re-checking/Re- evaluation
 - v. De-barred/Year back cases
 - vi. Delay in conducting examinations
 - vii. Delay in the declaration of results
- e) Grievances related to Summer Internship & Placements**
- i. Discrimination in summer Internship selection
 - ii. Discrimination or non-adherence of placement procedures /rules
- f) Grievances related to Amenities & Services**
- i. Common services (Transportation/Canteen/Medical, etc.)
 - ii. Extra-curricular facilities
 - iii. Student Financial Aid
 - iv. Identity Cards
- g) Grievances related to Stay in Hostel**
- i. Quality of Food and Hygiene
 - ii. Hostel amenities
- h) Grievances related to Finance**
- i. Fees and Dues
 - ii. Fee Concessions
- I) Grievance related to Student Conflict**
- i. Conflict between Students of same Program
- J) Harassment by fellow Students or Faculty/Staff etc.**
- i. Bullying
- K) Grievances of Alleged Discrimination**
- i. SC/ST/OBC
 - ii. Minorities
 - iii. Persons with disabilities

L) Others

- i. Any action initiated/taken contrary to the
 - a. Statutes
 - b. Ordinances
 - c. Rules
 - d. Regulations
 - e. Guidelines of the Institution
- ii. Any action initiated/taken contrary to the regulations/guidelines made/issues by the Commission.

Internal Complaint Committee: -

An ICC is an Internal Complaints Committee at a work place to receive and redress complaints of sexual harassments. A committee constituted for redressal of Complaints by the aggrieved person and making recommendations for resolving to the University.

Discrimination Committee: -

MM(DU) established a Discrimination committee to avoid the discrimination among the students such as treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people, because of their race, gender, sexuality, etc.,

Anti-Ragging Committee: -

MM(DU) established an Anti-Ragging Committee inculcating Culture of Ragging Free Environment in the Campus. The Anti-Ragging Squad will work under the supervision of Anti Ragging Committee and to engage in the works of checking places like Hostels, Buses, Canteens, Classrooms and other places of student congregation. Anti-Ragging Committee will be involved in designing strategies and action plan for curbing the Menace of Ragging in the college by adopting array of activities. The Committee also would conduct awareness programmes from time-to-time in the campus.

Time Taken to Resolve the Grievance: -

- 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.
- Any student aggrieved by the decision of the Students Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of **15 days from the date of receipt** of such decision.
- The Ombudsperson shall make all efforts to resolve the grievance within a period of **30 days of receiving the appeal** from the aggrieved student(s).