

Ref:

30 September 2021

**UNIVERSITY STUDENTS GRIEVANCE REDRESSAL COMMITTEE**

In accordance with the provisions in the RV University Act – Chapter V, Clause (33), UGC Notification of 6 May 2019 in the Gazette of India, University Students Grievance Redressal committee has been constituted with the following members.

1	Prof. (Dr.) M. S. Krupashankara, Registrar, RV University	Chairperson
2	Dr. Soundarya Iyer, Assistant Professor, School of Liberal Arts & Sciences	Member
3	Dr. Subhasis Mishra, Associate Professor, School of Economics & Finance	Member
4	Mr. Devaraj B, Assistant Professor, School of Design	Member
5	Mr. Stanley, Bachelor of Business Administration, Student Representative	Member
6	Mr. Titto Antony Adam, Programme Head - Admissions (Prog Director)	Member Secretary

**PROCEDURES & FUNCTIONS OF University Students Grievance Redressal Committee:**

- (1) A Senior Professor shall be the Chairperson of the committee
- (2) Quorum for the meeting shall be THREE members.
- (3) The agenda and notice of the meeting shall be issued ONE week before the scheduled date and time.
- (4) A hard copy and a soft copy of the proceedings of the meeting, duly signed by the members in attendance shall be in the custody of the ‘Registrar, RV University’.
- (5) The committee shall meet TWO times in a year (Jan & Aug).
- (6) However, the Chairperson shall call a meeting within THREE days of receipt of online complaint and submit the report to the Vice Chancellor within 15 days or earlier from the date of receipt of the complaint.
- (7) The committee shall perform the following functions
  - (a) IN considering the grievance before it, the committee shall follow the principles of natural justice.
  - (b) Ensure that an on-line portal is created on the University website and is functional at all times.
  - (c) And all other procedures and functions as mentioned in the 6 May 2019 – Gazette of Govt. of India on Students Grievance Redressal.



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**DURATION/TENURE:** The term of office for University Students Grievance Redressal Committee members shall be for TWO years.

**Prof. (Dr.) Y.S.R. Murthy**  
**Vice Chancellor**

**DURATION/TENURE:** The term of office for University Students Grievance Redressal Committee members shall be for TWO years,

**D. University Student Grievance Redressal Committee (USGRC)**

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
  - a) A senior Professor of the University – Chairperson;
  - b) Dean, Student Welfare or equivalent – Member;
  - c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice Chancellor – Members;
  - d) One Professor of the University – Member;
  - e) A representative 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 invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

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[PART III—SEC. 4]

- (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 Principal of the College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

- (i) Each institution shall, within a period of three months 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 institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (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 institution 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 shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which 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 there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.