



MALLA REDDY VISHWAVIDYAPEETH

(DEEMED TO BE UNIVERSITY)

Recognised Under Section 3 of The UGC Act, 1956, Vide Notification No.9-4/2024-U.3(A) by
Department of Higher Education, Ministry of Education, Government of India.

MRV STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC) POLICY

Malla Reddy Vishwavidyapeeth (MRV) is a Student centric university and believes in fulfillment of the requirements of every student in his/her academic and research accomplishments and takes every effort to provide all support and guidance and their requirements. MRV has established a grievance redressal committee to address student grievances effectively. The committee is constituted at the constituent college/unit level and at the university level for reviewing grievances across departments and centers.

Objectives of SGRC

- To provide opportunities for redressal of grievances for students enrolled in constituent units, departments, and centers, as well as for those seeking admission.
- To promote a peaceful and congenial educational environment by fostering a compassionate, receptive, and responsible attitude among all stakeholders.
- To uphold the dignity and decorum of the institution by ensuring that students study in a stress-free atmosphere, fostering warm relationships between students and teachers.
- To encourage students to express their grievances without fear of persecution.
- To instill qualities of self-discipline and self-restraint in students, ensuring that as far as possible only genuine grievances are reported.

Scope of SGRC

SGRC addresses the following matters:

- **Academic matters:** This includes issues related to classes, examinations, attendance shortages, clinical rotation completion, etc.
- **Non-academic matters:** This covers misconduct, misbehavior, or any wrongdoing that affects students' well-being and learning environment.

Duties and Purpose of SGRC

- To provide guidelines for the functioning of the student grievance redressal committee at the constituent units and schools of eminence.
- To review all grievances redressed by the constituent units and schools of eminence and address grievances raised by students in departments.
- To address grievances directly at the university level when necessary and through the UGC portal as applicable.
- To take necessary actions if grievances are not addressed at the institution level.

Constitution of SGRC

- (i) The Vice Chancellor of the university shall constitute the SGRC. The committee shall review the grievances raised from the constituent units, schools, departments, as applicable. The constitution of the committee shall be as follows:
 - a) A senior professor of the university – Chairperson
 - b) Two principals from constituent units, other than those involved in the grievance being reviewed – Members
 - c) A student representative nominated by the Vice Chancellor based on academic merit, excellence in sports, or performance in co-curricular activities – Invitee
 - d) The Student Welfare Officer (or equivalent) – Member Secretary
- (ii) The Chairperson, members, and invitees shall serve a term of two years.
- (iii) The quorum for the meeting, including the Chairperson but excluding the invitee, shall be three.
- (iv) In considering grievances, the SGRC shall adhere to principles of natural justice.
- (v) The SGRC shall submit its report and recommendations to the Principal of the concerned constituent unit or Head of Department, with a copy to the aggrieved person, within 15 days of receiving the grievance.

Procedure for Redressal of Grievances by the Student Grievance Redressal Committee

Grievance Lodging

- Students may submit their grievances in writing (**online/Offline/Drop in Complaint Box**), clearly outlining the nature of the grievance.
- Grievances should be addressed to the Dean of the respective unit or the concerned officer as the case may be.

Redressal Mechanism

- Upon receipt of a grievance, the Dean of the respective constituent unit shall convene a meeting of the grievance redressal committee.
- The meeting should be scheduled to allow for the necessary baseline information to be gathered for discussion.
- Clear proceedings of the meeting, including deliberations and decisions, should be recorded.
- The decision of the committee should be communicated to the aggrieved student.
- If the student is not satisfied with the decision, they may approach the university grievance committee.
- The university-level grievance committee will also address grievances from departments.
- If a student is aggrieved by the SGRC's decision, they may appeal to the nominated Ombudsperson within 15 days, in compliance with UGC regulations.
- The university shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant if a complaint is found to be false or frivolous.
- The student grievance redressal committee shall periodically review the redressal mechanism of the constituent units.
- The appellate authority shall be the Vice Chancellor, Malla Reddy Vishwavidyapeeth with respect to the student grievance mechanism.
- All grievances and Action Taken will be displayed in the individual institutions websites.

University Reserves its rights to modify, amend or replace this policy.

This policy ensures that student grievances are addressed effectively, fairly, and in a timely manner at all levels of the institution.

Website Links:

- 1.) <https://mrvv.edu.in/sgrc-ombudsperson/>
- 2.) <https://docs.google.com/forms/d/1mGRPlvwT05SmhAtY4xo1WzzoJdGqCARfdcEE/TITCO8E/edit>
- 3.) <https://samadhaan.ugc.ac.in/>