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.

Ref. No: MRV/Policies/005 **Date: 05.10.2026**

NOTIFICATION

In pursuance of the resolution passed by the Executive Council at its meeting held on 03/10/2026 **vide Resolution No. EC-08-07 as adopted on 3rd October 2026.**

It is hereby notified for the information of all concerned that **Malla Reddy Vishwavidyapeeth**, has published the **"Student Grievance Redressal (SGR) Policy"** for information to all concerned. The **Student Grievance Redressal (SGR) Policy Document** mainly comprises the following parts:

- **SGRC Duties & Constitution**
- **Lodging of Student Grievances**
- **Redressal Steps & Website Links**

The **Student Grievance Redressal (SGR) Policy Document** will serve as detailed guidelines and will be useful to all concerned. It will come into force with immediate effect.

MALLA REDDY VISHWAVIDYAPEETH ★ (Deemed to be University) ★ Suraram Hyderabad

Registrar

Copy to

1. Hon'ble Chancellor, Malla Reddy Vishwavidyapeeth
2. Hon'ble Vice Chancellor, Malla Reddy Vishwavidyapeeth
3. Pro Vice Chancellor, Academics & Accreditation, Malla Reddy Vishwavidyapeeth
4. Pro Vice Chancellor, MRTC, Malla Reddy Vishwavidyapeeth
5. Deans/ Principals/ Directors/ of all Constituent Colleges/Schools of Eminence, Malla Reddy Vishwavidyapeeth
6. Director (Research), Malla Reddy Vishwavidyapeeth
7. Controller of Examinations, Malla Reddy Vishwavidyapeeth
8. Finance Officer, Malla Reddy Vishwavidyapeeth
9. IQAC Coordinator, Malla Reddy Vishwavidyapeeth
10. Web master for uploading on the Malla Reddy Vishwavidyapeeth Website.

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MRV STUDENTS GRIEVANCE REDRESSAL POLICY

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC) POLICY

Introduction

Malla Reddy Vishwavidyapeeth (MRV) is a student-centric university and believes in the fulfilment of the requirements of every student in his/her academic and research accomplishments, and takes every effort to provide all necessary support, guidance, and assistance. MRV has established a Student Grievance Redressal Committee (SGRC) to address student grievances effectively and in a fair, transparent, and time-bound manner. The Committee is constituted at both the constituent college/unit level and the university level, in accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023, for reviewing grievances across departments and centres.

A grievance is understood as any documented expression of dissatisfaction by a student regarding an action, inaction, or standard of service academic or administrative of the University. Left unaddressed, such dissatisfaction can affect student well-being and erode institutional trust; MRV therefore expects all functionaries to devote adequate attention, time, and effort towards fair and timely resolution.

Definitions

- **Grievance:** Any concern, complaint, or communication written, verbal, or digital expressing dissatisfaction about an action, inaction, or the standard/deficiency of an academic or administrative service of MRV.
- **Complainant:** The student (or, where permitted, a parent or an authorized representative) who raises a grievance.
- **Respondent:** The individual, department, or unit against whom or which a grievance is raised.
- **Aggrieved Student:** A student, or a student seeking admission, who has been adversely affected by an act, omission, or decision of the University or its constituent unit.
- **Ombudsperson:** The part-time functionary appointed by MRV, in accordance with UGC Regulations, to hear and decide appeals against the decisions of the SGRC.

Vision and Mission

MRV envisions a transparent, ethical, and inclusive institutional culture where student grievances are resolved fairly and promptly, fostering trust, mutual respect, and harmony across all stakeholders. Towards this, MRV is committed to a grievance redressal mechanism that is confidential, impartial, accessible, and free from any fear of retaliation, upholding the University's core values of integrity, equity, and transparency.

Objectives of the SGRC

- To provide opportunities for redressal of grievances for students enrolled in constituent units/schools, departments, and centres, 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 or retaliation.
- To instill qualities of self-discipline and self-restraint in students, ensuring that, as far as possible, only genuine grievances are reported.
- To create awareness among students regarding the proper procedure for lodging and tracking grievances, including through information technology-enabled platforms.
- To establish a monitoring mechanism to periodically review the functioning of the grievance redressal system across constituent units.

Scope of the SGRC

The SGRC addresses the following categories of matters:

- **Academic matters:** Issues related to classes, examinations, evaluation, attendance shortages, clinical rotation completion, course content, and similar concerns.
- **Non-academic / administrative matters:** Misconduct, misbehaviour, or wrongdoing by staff or students that affects a student's well-being or learning environment, as well as concerns regarding administrative services, hostel, or campus facilities.

In particular, and without limiting the general scope above, the SGRC shall be competent to receive and examine grievances relating to:

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a. Admission made contrary to the merit determined under the declared admission policy of MRV.

b. Irregularity in the admission process adopted by a constituent unit/school.

c. Refusal of admission in violation of the declared admission policy.

d. Withholding or refusal to return certificates, degrees, diplomas, or other documents deposited at the time of admission, with a view to compelling payment of fees for a course the student does not intend to pursue.

e. Demand for fees in excess of what is specified in the declared admission policy or approved by the competent authority.

f. Breach of the applicable policy for reservation in admission.

g. Delay in the conduct of examinations or declaration of results beyond the academic calendar.

h. Non-provision of student amenities promised or required to be provided by the institution.

i. Denial of quality education as promised at the time of admission.

j. Non-transparent or unfair evaluation practices.

k. Harassment or victimization of students, including sexual harassment (to be additionally routed to the Internal Complaints Committee, as applicable).

l. Refund of fees on withdrawal of admission, as per MRV's instructions issued from time to time.

Duties and Purpose of the 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 to address grievances raised by students in departments.
- To address grievances directly at the university level when necessary, and through the UGC's online grievance portal, as applicable.
- To take necessary action where grievances remain unaddressed at the institution level.
- To develop and implement periodic awareness initiatives on the grievance redressal process and the functioning of the SGRC.
- To recommend policy or process amendments based on recurring or systemic grievances identified through case review.

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Constitution of the SGRC — University Level

The Vice Chancellor of the University shall constitute the SGRC, which shall review grievances raised from the constituent units, schools, and departments, as applicable. In line with UGC Regulations, the composition shall ensure adequate representation and shall be as follows:

Sl. No.	Member	Role
1	Vice Chancellor's nominee — a senior Professor of the university	Chairperson
2	Two Professors/Associate Professors of Constituent Colleges/Schools	Members
3	Clinical Psychologist	Member
4	A student representative, nominated by the Vice Chancellor on the basis of academic merit, sporting excellence, or co-curricular performance	Special Invitee
5	Student Welfare Officer (or equivalent)	Member Secretary

One of the members of the committee shall be a woman.

The Chairperson, members, and invitees shall serve a term of two years; the term of a special invitee shall be one year.

i. The quorum for a meeting, including the Chairperson but excluding the invitee, shall be three, or at least 50% of the members, whichever is higher.

ii. In considering grievances, the SGRC shall adhere to the principles of natural justice.

iii. The SGRC shall meet at least once every six months, or more frequently as necessary; special meetings may be convened for urgent matters.

iv. 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 student, within 15 working days of receiving the grievance.

v. A member who does not attend three consecutive meetings without leave of absence shall cease to be a member; any resulting vacancy shall be filled by the Vice Chancellor within one month.

vi. Decisions shall be taken by simple majority; in the event of a tie, the Chairperson shall have a casting vote. Minutes of every meeting shall be recorded and shared with the concerned authority.

Constitution of the Grievance Redressal Committee — Constituent College / School Level

Every constituent college or unit of MRV shall constitute its own Grievance Redressal Committee to address grievances at the first instance, with the following composition:

Sl. No.	Member	Role
1	Dean / Principal / Head of the constituent college/school	Chairperson
2	Three senior faculty members of the college, nominated on rotation	Members
3	A student of the college where the grievance has arisen, nominated on academic merit	Special Invitee (grievance-specific)
4	College-level Student Welfare Officer / Coordinator	Member Secretary

One of the members of the committee shall be a woman.

Types of Grievances Handled

- **Academic Grievances:** Issues relating to examinations, evaluation, course materials, attendance, or faculty conduct in the classroom or clinical setting.
- **Administrative Grievances:** Concerns regarding the functioning of departments, policies, fees, or administrative staff.
- **Staff and Faculty-Related Grievances:** Complaints regarding the behaviour of faculty or staff, including unfair treatment.
- **Facilities Grievances:** Issues relating to campus facilities, including hostels, libraries, canteens, transport, or infrastructure.

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Procedure for Redressal of Grievances

Grievance Lodging

- Students may submit their grievances in writing (online / offline / drop-in complaint box), clearly outlining the nature of the grievance, relevant facts, dates, supporting documents, and the relief sought.
- Grievances should be addressed to the Dean of the respective unit/school, the Chairperson of the college-level Grievance Redressal Committee, or the concerned officer, as the case may be.
- Anonymous grievances may also be considered, provided they contain sufficient detail to enable a fair enquiry.

Redressal Mechanism

- Upon receipt of a grievance, the concerned office shall send an acknowledgement to the complainant, stating the authority to whom the grievance has been forwarded and the escalation contact if the grievance remains unresolved within the specified timeframe.
- The Dean of the respective constituent unit/school shall convene a meeting of the Grievance Redressal Committee, scheduled to allow the necessary baseline information to be gathered for discussion.
- Clear proceedings of the meeting, including deliberations and decisions, shall be recorded, and the decision communicated to the aggrieved student.
- If the student is not satisfied with the decision, they may approach the university-level SGRC, which shall also address grievances escalated 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, but only after having exhausted the institutional remedies available at the college and university level.
- 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 SGRC shall periodically review the redressal mechanism of the constituent units/schools and shall submit an annual grievance report to the University administration, detailing grievances received, resolved, and pending, along with any systemic trends or recommendations.

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- The appellate authority in respect of the student grievance mechanism shall be the Vice Chancellor, Malla Reddy Vishwavidyapeeth.
- All grievances and the corresponding action taken shall be displayed, in a manner that protects individual identity, on the websites of the respective constituent institutions.

Indicative Timelines

Stage	Action	Timeline
1	Acknowledgement of the grievance on receipt	Within 24 hours
2	Referral of the grievance to the concerned SGRC, with comments	Within the same day made
3	Resolution of simple / routine grievances	Within 2 working days
4	Resolution of complex grievances requiring detailed enquiry	Within 5 working days
5	SGRC report and recommendation to competent authority, with a copy to the aggrieved student	Within 7 working days of receipt of the grievance
6	Appeal to the Ombudsperson, if aggrieved by the SGRC decision	Within next day of the SGRC decision
7	Ombudsperson's disposal of the appeal	Within next 2 days of receiving the appeal

Appointment and Role of the Ombudsperson

- MRV shall appoint one or more part-time Ombudspersons for the redressal of student grievances, in accordance with UGC Regulations.
- The Ombudsperson shall be a retired Vice-Chancellor, a retired Professor with at least 10 years' experience as Dean/HOD at a State/Central University, Institution of National Importance, or Deemed-to-be University, or a former District Judge.
- The Ombudsperson shall not be in a position of conflict of interest with MRV, whether by personal relationship, professional affiliation, or financial interest, at the time of appointment or during the tenure of office.
- The Ombudsperson shall be appointed for a period of three years, or until attaining the age of 70 years, whichever is earlier, and shall be eligible for reappointment for one further term.
- The Ombudsperson shall hear appeals only after the student has exhausted all other remedies available under this policy, and shall make all efforts to resolve the appeal within 30 days of receipt.

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- The Ombudsperson may avail the assistance of any person as amicus curiae while hearing complaints of alleged discrimination.
- On conclusion of proceedings, the Ombudsperson shall pass a reasoned order, with copies provided to both the institution and the aggrieved student; MRV shall comply with the recommendations of the Ombudsperson.

Confidentiality and Protection from Retaliation

- The identity of the complainant, respondent, and witnesses, along with statements and evidence, shall be treated as strictly confidential and disclosed only to persons directly involved in the enquiry.
- Retaliation of any kind against a student for having lodged a bona fide grievance is strictly prohibited and shall itself be treated as a disciplinary matter.
- Anonymous reporting is permitted, provided sufficient detail is furnished to enable a fair and effective enquiry.

Outcomes and Disciplinary Consequences

Where a grievance is found valid, the SGRC may recommend one or more of the following, depending on the nature and severity of the matter:

- Counselling or mediation for minor or first-instance issues.
- A formal apology or corrective action by the concerned staff/faculty member or department.
- Written warning or reprimand to the respondent.
- Policy or process correction where the grievance reveals a systemic or recurring issue.
- Reference to the appropriate disciplinary authority for suspension, financial penalty, or other action in serious or repeated cases.

Where a complaint is found to be false, frivolous, or made with mala fide intent, the SGRC or Ombudsperson may recommend appropriate action against the complainant, in accordance with MRV's disciplinary rules.

Consequences of Non-Compliance with UGC Regulations

MRV recognizes that, under the UGC (Redressal of Grievances of Students) Regulations, 2023, wilful contravention of these regulations or repeated failure to comply with the recommendations of the Ombudsperson or the SGRC may expose an institution to regulatory action by the Commission, including withholding of grants, restrictions on online/ODL course offerings, public notice of non-

compliance, or reference to the affiliating or Central/State authority for further action. MRV is committed to full and timely compliance with these Regulations to avoid any such consequence and, more importantly, to safeguard the interests of its students.

Awareness, Training, and Continuous Improvement

- MRV shall organize periodic awareness campaigns to familiarize students, faculty, and staff with the grievance redressal procedure.
- Regular training shall be conducted for SGRC and college-level committee members to strengthen their competency in handling grievances impartially and effectively.
- The University website and student handbooks shall be kept updated with the grievance policy, FAQs, and contact details of the SGRC and Ombudsperson.
- Feedback from students shall be periodically solicited to assess and improve the effectiveness of the grievance redressal mechanism.

This policy ensures that student grievances are addressed effectively, fairly, and in a timely manner at all levels of the institution. MRV reserves its rights to modify, amend, or replace this Policy at any time.

Website Links

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1. MRV SGRC / Ombudsperson Page — https://mrvv.edu.in/sgrc-ombudsperson/
2. Online Grievance Submission Form — https://docs.google.com/forms/d/1mGRPIvwT05SmhAtY4xo1WzzoJdGqCARfdcEETITCO8E/edit
3. UGC SAMADHAN Portal — https://samadhaan.ugc.ac.in/

MRV reserves its rights to modify, amend, or replace this Policy, including withdrawal, at any time.

— Office of the IQAC / Students Grievance Redressal Committee, MRV

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Sd/-

Registrar