



Bharath Institute of Higher Education and Research

(Deemed to be University)

Office of the Dean of Engineering,

Sree Balaji Institute of Science and Technology (SBIST),

7, Works Road, Chromepet, Chennai – 600044

SBIST/GRV/ORD/2025-26/002

Date: 01 October 2025

OFFICE ORDER

ESTABLISHMENT OF GRIEVANCE REDRESSAL COMMITTEE (GRC)

AND APPOINTMENT OF OMBUDSMAN

*(In Compliance with UGC (Redressal of Grievances of Students) Regulations, 2019
and AICTE Approval Process Handbook)*

1. PREAMBLE

In pursuance of the provisions contained in:

- **UGC (Redressal of Grievances of Students) Regulations, 2019,**
- **AICTE Approval Process Handbook (Latest Edition),**
- Principles of Natural Justice, Institutional Governance and Administrative Fairness,

The Institution hereby establishes a **Grievance Redressal Committee (GRC)** to ensure a fair, impartial, transparent, confidential, and time-bound redressal of grievances of students, faculty, and staff.

The Committee shall function as an internal quasi-judicial body to adjudicate grievances in accordance with regulatory norms and institutional policies.

2. OBJECTIVES

The Grievance Redressal Committee is constituted with the following objectives:

1. To provide a structured and accessible mechanism for redressal of grievances.
2. To uphold the dignity and academic integrity of the Institution.
3. To ensure fairness, impartiality, and natural justice in grievance handling.

4. To prevent victimization, discrimination, arbitrariness, or administrative irregularities.
5. To promote accountability, transparency, and regulatory compliance.
6. To provide an institutional remedy prior to escalation to the University Ombudsman or statutory authorities.

3. SCOPE OF JURISDICTION

The Grievance Redressal Committee shall entertain grievances relating to:

Academic Matters

- Curriculum delivery and mentoring
- Evaluation, assessment, and examination issues
- Attendance-related concerns
- Academic records

Administrative Matters

- Infrastructure and facilities
- Hostel and transport
- Institutional services
- Service matters (non-disciplinary in nature)

Financial Matters

- Fees and refund issues
- Scholarship disbursement

Harassment / Unfair Treatment

- Cases not falling under the jurisdiction of the Internal Complaints Committee (Sexual Harassment), Anti-Ragging Committee, or SC/ST Committee.

Matters under statutory committees shall be referred to the appropriate authority.

Frivolous, malicious, or anonymous complaints without prima facie evidence may be dismissed with recorded reasons.

4. CONSTITUTION OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC)

The Grievance Redressal Committee is constituted as follows:

| S. No. | Name | Designation | Role in Committee |
|---------------|------------------|--------------------|--------------------------|
| 1 | Dr. J. Indumathi | Dean | Chairperson |

| | | | |
|---|------------------------|-----------------------|------------------|
| | | | |
| 2 | Senior Faculty Member | Professor | Member |
| 3 | Faculty Member | Associate Professor | Member |
| 4 | Administrative Officer | Office Superintendent | Member Secretary |
| 5 | Student Representative | Final Year Student | Member |
| 6 | Parent Representative | Parent | Member |

Governance Safeguards

- Members shall disclose any conflict of interest and recuse themselves where necessary.
- Adequate gender and stakeholder representation shall be ensured.
- The Member Secretary shall maintain official records and documentation.

5. TENURE OF THE COMMITTEE

1. The Committee shall function for **one academic year**.
2. It shall be reconstituted annually or as per regulatory requirements.
3. Vacancies arising during the tenure shall be filled by nomination by the Competent Authority.

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

6.1 Submission of Complaint

Grievances may be submitted:

- In writing to the Chairperson
- Through institutional grievance email
- Through online grievance portal (if available)

Complaint must contain:

- Name and contact details of complainant
- Nature of grievance
- Supporting documentary evidence

Anonymous complaints may be considered at the discretion of the Committee.

6.2 Acknowledgement

Acknowledgement shall be issued within **48 hours** of receipt of complaint.

6.3 Preliminary Scrutiny

The Committee shall determine admissibility and jurisdiction within **five (5) working days**.

6.4 Inquiry and Hearing

- Both complainant and respondent shall be provided an opportunity to present their case.
- Proceedings shall adhere strictly to principles of natural justice.
- All proceedings shall be recorded in writing.
- Inquiry shall ordinarily be completed within **7–15 working days**, extendable with recorded reasons.
- Confidentiality shall be strictly maintained.

6.5 Decision and Communication

The Committee shall:

- Record findings with detailed reasoning.
- Recommend corrective and remedial measures.
- Submit the report to the Head of Institution for implementation.
- Communicate the decision formally to the complainant.

7. CONFIDENTIALITY AND PROTECTION AGAINST RETALIATION

1. All grievance proceedings shall remain confidential.
2. No complainant, respondent, or witness shall be subjected to victimization or retaliation.
3. Any act of retaliation shall attract disciplinary action as per institutional rules.

8. RECORD MAINTENANCE AND COMPLIANCE

The Institution shall maintain:

- Grievance Register
- Minutes of GRC Meetings

- Action Taken Reports
- Annual Grievance Summary Report

These records shall be made available during:

- AICTE inspections
- UGC compliance verification
- NAAC / NBA accreditation audits
- Governing Body reviews

UNIVERSITY OMBUDSMAN MECHANISM

9. APPOINTMENT OF UNIVERSITY OMBUDSMAN

As mandated under UGC Regulations, the University has appointed an Ombudsman to consider appeals against decisions of the Institutional Grievance Redressal Committee.

Details of the University Ombudsman

| Particulars | Details |
|--------------------|--|
| Name | Prof. Dr. Chidambaram |
| Designation | University Ombudsman |
| University | Bharath Institute of Higher Education & Research (Deemed to be University) |
| Email | spk16062014@gmail.com |
| Contact Number | +91 94443 27336 |
| Office Address | University Administrative Office, Bharath University, Chennai |

The Ombudsman shall:

- Consider appeals after exhaustion of institutional remedies
- Ensure compliance with UGC / AICTE regulations
- Conduct hearings, if necessary
- Issue recommendations binding as per University regulations

10. AICTE-APPOINTED OMBUDSMAN (IF UNIVERSITY OMBUDSMAN IS UNAVAILABLE)

In the absence of University Ombudsman:

| Particulars | Details |
|-------------|---|
| Name | Dr. Devi Singh |
| Designation | AICTE Ombudsman |
| Address | Public Grievance Redressal Cell, AICTE, Nelson Mandela Marg, Vasant Kunj, New Delhi – 110070 |
| Email | pubgrv@aicte-india.org |

11. APPEAL PROCEDURE

1. Appeal may be filed before the University Ombudsman within the prescribed time after exhausting institutional remedies.
2. Appeal must be supported with documentary evidence.
3. The Ombudsman may seek clarification or conduct hearings.
4. The decision/recommendation shall be communicated to both the student and the Institution.

12. REGULATORY COMPLIANCE DECLARATION

This Grievance Redressal Mechanism:

- Is established in strict conformity with **UGC (Redressal of Grievances of Students) Regulations, 2019**.
- Complies with **AICTE Approval Process Handbook requirements**.
- Is displayed on the institutional website under **Mandatory Disclosure**.
- Shall be reviewed periodically and amended as per statutory updates.

J. Indumathi

