



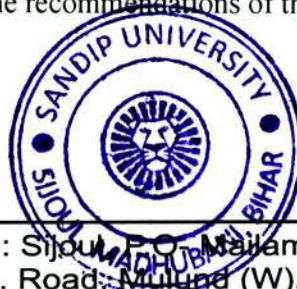
Ref. No: SUM/OO/2023/1136(B)

Date: 16-12-2023

**Subject:** Students Grievance Redressal Committee formation & Appointment of Ombudsperson, composition, roles, and non-compliance.

**1. Students Grievance Redressal Committee & Appointment of Ombudsperson**

- i. The University shall maintain an Online Portal where any aggrieved student may submit an application seeking redressal of grievance.
  - a. Complaint may be registered through online portal of Sandip University Sijoul ERP.
  - b. ERP URL: <https://erpsijoul.sandipuniversity.com/>
  - c. ERP Login ID: Already shared with students at the time of admission.
- ii. On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- iii. The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University Authority 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 Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the University.
- vi. University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- viii. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- ix. The University shall comply with the recommendations of the Ombudsperson.



*[Handwritten Signature]*  
Registrar  
SANDIP University  
Sijoul, Madhubani, Bihar



- x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

## 2. INFORMATION REGARDING OMBUDSPERSON AND STUDENT GRIEVANCE REDRESSAL COMMITTEES

- i. The University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

## 3. Functions of Ombudsperson

- i. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under the Sandip university Sijoul regulations.
- ii. The Ombudsperson may avail assistance of any person working within Sandip university Sijoul, as amicus curiae, for hearing complaints of alleged discrimination.
- iii. 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).

## 4. Consequences of Non-compliance

- i. The Commission shall in respect of any Institution, which willfully contravenes the University Grants Commission (Redressal of Grievance of Students) Regulations, 2023, or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee, as the case may be, proceed to take one or more action(s) as specified under the UGC Regulations in this regard.

This bears the approval of the Competent Authority.

  
Registrar  
Registrar 16/12/23  
SANDIP University  
Sijoul, Madhubani, Bihar

Copy to:

- OA to Hon'ble Vice Chancellor
- OSD-Sandip Foundation
- Dr. Sweta Jha
- Office of Dean Academics
- All Deans / HODs
- Director Students Welfare
- COE Office
- Administration Heads / Student Section / All concerned

