



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed to be University u/s 3 of UGC Act, 1956)

Accredited by NAAC with 'A<sup>++</sup>' Grade

Sector-01, Kamothe, Navi Mumbai - 410 209

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### Standard Operating Procedure (SOP)

of

### Students' Grievances Redressal Mechanism

(As per UGC regulations April 11, 2023)

- 1) Modes through which an aggrieved student may submit his/her grievance:
  - i. "In-person" submission of grievance (hard copy) to respective constituent college/school/department Head.

AND/OR

- ii. "Online" registration of grievance on "**ONLINE STUDENTS GRIEVANCES REGISTRATION PORTAL**" on the University website.

AND/OR


- iii. "Online" registration of grievance on "UGC's e-Samadhan Portal".

It is advisable and preferable that the aggrieved student should submit his/her grievance first to his/her respective constituent college/school/department Head for faster resolution.

- 2) Registered grievances at the University portal/UGC portal will be directed with comments to the respective Institute/College/School/Department Head within 15 working days of receipt of the grievance on the online portal.
- 3) The institute/College/School/Department Head will refer the grievance to the "Student Grievances Redressal Committee (SGRC)" of the Institute/College/School/Department immediately.
- 4) The respective "Student Grievance Redressal Committee" shall fix a date for hearing the grievance which shall be communicated to the institution head and the aggrieved student.

- 5) The aggrieved student may appear either in person or authorize a representative to present the case.
- 6) The chairperson of the “Student Grievance Redressal Committee” must ensure that the time period between receipt of the grievance by SGRC and redressing the grievance must not exceed 15 working days.
- 7) If the aggrieved student is not satisfied with the decision of the SGRC of the constituent unit/school/college/department, then he/she/constituent unit may approach Registrar within 15 days of receipt of a decision of the constituent unit/school/college/department level SGRC.
- 8) If the aggrieved Student is not satisfied with the decision of the ‘Student Grievance Redressal Committee’, then the Grievance shall be referred to the Ombudsperson by the aggrieved student/University within 15 days of receipt of a decision of SGRC.
- 9) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefor, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- 10) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student/University. Details of the Ombudsperson are displayed on the university homepage.
- 11) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the University shall place it for general information on its website.
- 12) The University/aggrieved student shall comply with the recommendations of the Ombudsperson.
- 13) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.
- 14) University has to submit its final response/report on the e-Samadhan portal of UGC if grievance received through e-Samadhan portal.
- 15) Assistant Registrar (Students affairs) shall maintain all records of the grievances and redressal reports at University.

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**Dr. Rajesh B. Goel**  
**Registrar**  
**MGM Institute of Health Sciences**  
**Navi Mumbai - 410209**