

Student Grievance Redressal Committee (SGRC)

(As per AICTE Regulations, 2019 & UGC Redressal of Grievances of Students Regulations, 2023)

1. Introduction

To ensure a fair, transparent, and student-friendly environment on campus, Orange City Institute of Management hereby constitutes the **Student Grievance Redressal Committee (SGRC)** in compliance with the statutory guidelines of:

- **AICTE (Redressal of Grievances of Students) Regulations, 2019**
- **UGC Redressal of Student Grievances Regulations, 2023**

The committee aims to address academic, administrative, and campus-related grievances of students promptly and effectively.

2. Objectives of the SGRC

1. To create a mechanism for redressal of student grievances in a time-bound manner.
2. To maintain a harmonious and supportive campus environment.
3. To uphold the dignity, rights, and interests of students.
4. To ensure transparency in academic and administrative processes.
5. To recommend corrective measures to prevent recurrence of similar issues.

3. Constitution of the Student Grievance Redressal Committee (2024–Onwards)

Sr. No.	Name / Designation	Role in Committee	Category
1	Prof. Ashish Ingale	Chairperson	Senior Faculty Member
2	Prof. Vaibhav Ambekar	Member	Faculty Member
3	Prof. Arpana Chaudhary	Member	Faculty Member
4	Police Representative – Khapri Police Station	Member	External Representative(Law & Order)
5	NGO Representative	Member	External Member (Social Sector)
6	Student Representative	Member	Student (Selected/Nominated)

Note: The inclusion of a police representative and NGO representative strengthens transparency and credibility, aligning with UGC/AICTE best practices.

4. Scope of Grievances

The SGRC shall handle the following types of grievances:

- Academic issues (exams, evaluation, attendance, classes)
- Administrative issues (certificates, fees, documentation)
- Conduct-related issues within the college

- Harassment, discrimination, or unfair treatment (excluding sexual harassment—handled by ICC)
- Any matter that affects student welfare or dignity

5. Functions of the Committee

1. Receive written/e-mail grievances from students.
2. Acknowledge complaints within **3 working days**.
3. Examine and investigate complaints through meetings, documentation, and interactions.
4. Resolve grievances within **15 to 30 days** as per regulations.
5. Maintain confidentiality throughout the process.
6. Recommend preventive/corrective actions to the Head of Institution.
7. Maintain a grievance register (physical & digital).
8. Submit periodic reports to IQAC, University, and AICTE as required.

6. Meeting Protocol

- SGRC shall meet **once every quarter** or as needed for urgent matters.
- A minimum of **50% quorum** is required, with the Chairperson's presence mandatory.
- Minutes of meetings shall be documented and preserved.

7. Student Grievance Submission Channels

Students may submit grievances through:

- Grievance Submission Form (offline)
- Official Grievance Email ID
- Suggestion/Complaint Box
- Direct submission to SGRC Chairperson

8. Confidentiality Clause

All complaints, identities, and proceedings shall remain strictly confidential. Any breach of confidentiality by any member shall lead to disciplinary action as per institutional policy.

9. Tenure of the Committee

The committee shall function from **2024–Onwards**, with reconstitution as per institutional requirements or regulatory updates.

10. Commitment Statement

The Student Grievance Redressal Committee of OCIM is committed to ensuring justice, fairness, and student welfare by providing a transparent and responsive grievance-handling mechanism.



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