



SANT BABA BHAG SINGH UNIVERSITY
UNIVERSITY INSTITUTE OF LAW
Village, Khiala, P.O Padhiana, Distt Jalandhar-144030

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Student Grievance Redressal Committee (SGRC) Policy

University Institute of Law

Sant Baba Bhag Singh University, Jalandhar, Punjab

I. Preamble

The University Institute of Law, Sant Baba Bhag Singh University, Jalandhar, is committed to ensuring a fair, transparent, and student-friendly academic environment.

In accordance with the UGC (Redressal of Grievances of Students) Regulations, 2019 and 2023 and the Bar Council of India Rules of Legal Education, the Institute establishes a Student Grievance Redressal Committee (SGRC) to address grievances of students in a structured and time-bound manner

II. Objectives

1. To establish a transparent grievance redressal mechanism.
2. To ensure timely resolution of student complaints.
3. To protect the rights and dignity of students.
4. To maintain a fair academic environment.
5. To address academic, administrative, and infrastructure-related grievances.
6. To ensure non-discrimination and equality.
7. To promote accountability in institutional administration.
8. To strengthen student participation in governance.

III. Legal Framework

1. UGC Act, 1956
2. UGC (Redressal of Grievances of Students) Regulations, 2019
3. UGC (Redressal of Grievances of Students) Regulations, 2023
4. Bar Council of India Rules of Legal Education

5. Sant Baba Bhag Singh University Act and Statutes

6. National Education Policy 2020

IV. Definition of Grievance

A grievance refers to any complaint or dissatisfaction raised by a student concerning academic, administrative, or institutional matters affecting their education or welfare.

V. Composition of the Committee

Chairperson: Director / Dean, University Institute of Law

Members:

- Senior Faculty Member
- One Female Faculty Member
- One Faculty Member belonging to SC/ST/OBC category
- Administrative Representative
- Student Representative (Senior Year)
- Student Representative (Junior Year)

Member Secretary

Faculty Coordinator / Registrar Nominee

As per UGC regulations:

- At least one member must be a woman
- One member must belong to SC/ST/OBC category.

VI. TENURE OF MEMBERS

- The tenure of the members shall be two years.
- Student representatives shall serve for one academic year.
- Members may be reappointed based on institutional requirements.

Students may submit grievances through:

- Online grievance portal
- Email submission
- Written application to SGRC
- Complaint box placed in the institute

Protection Against Victimization

No student shall be subjected to retaliation, harassment, or discrimination for filing a grievance.

VII. FUNCTIONS OF THE COMMITTEE

The Student Grievance Redressal Committee shall:

1. Receive and examine student grievances.
2. Conduct **fair hearings** for all parties involved.
3. Maintain **confidentiality of complaints**.
4. Recommend appropriate action to university authorities.
5. Ensure **time-bound resolution** of complaints.
6. Monitor implementation of decisions.
7. Maintain records of complaints and actions taken.
8. Submit **annual grievance reports** to the university administration.
9. Promote awareness among students about grievance procedures.

VIII. TYPES OF GRIEVANCES HANDLED

The SGRC shall address complaints relating to:

Academic Issues

- Internal assessment disputes
- Unfair grading
- Curriculum delivery
- Attendance-related grievances

Administrative Issues

- Fee disputes
- Scholarship delays
- Document withholding

Infrastructure Issues

- Library facilities
- Hostel conditions
- Classroom infrastructure

Student Welfare

- Harassment
- Discrimination
- Student services

IX. PROCEDURE FOR FILING A GRIEVANCE

The complaint should include:

- Name and Roll Number
- Course and Year
- Detailed description of grievance
- Supporting documents

X. PROCESS OF GRIEVANCE REDRESSAL

The process shall involve the following steps:

Step 1: Receipt of Complaint

The grievance shall be acknowledged within **3 working days**.

Step 2: Preliminary Review

The committee examines whether the grievance falls within its jurisdiction.

Step 3: Hearing

The committee may:

- Call the complainant
- Seek written responses from concerned authorities
- Examine evidence

Step 4: Decision

The committee shall provide recommendations within **15 working days**.

Step 5: Communication

The decision shall be communicated to the student and concerned department.

XI. APPEAL MECHANISM

If the student is not satisfied with the decision of the SGRC, the student may appeal to the **University Ombudsperson**.

The Ombudsperson shall be:

- A **retired Vice-Chancellor / retired Professor / former District Judge** with relevant experience.

The decision of the Ombudsperson shall be **final and binding**.

XII. TIME LIMIT FOR REDRESSAL

Stage	Time Limit
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Stage	Time Limit
Acknowledgement of complaint	3 days
Initial review	7 days
Final decision	15-30 days

XIII. CONFIDENTIALITY

All complaints shall be handled with strict confidentiality. The identity of the complainant shall not be disclosed unless required for investigation.

PROTECTION AGAINST VICTIMIZATION

No student shall be subjected to:

- Harassment
- Discrimination
- Academic retaliation

for filing a grievance.

XIV. EXCLUSIONS

The committee shall not entertain grievances related to:

- Sexual harassment (handled by **Internal Complaints Committee**)
- Ragging (handled by **Anti-Ragging Committee**)
- Disciplinary matters already decided by university authorities
- Court cases under litigation

XV. AWARENESS AND PUBLICITY

The university shall:

- Publish the grievance policy on the **official website**
- Display committee details on **notice boards**
- Organize **student awareness programs**

UGC also directs universities to provide **online grievance submission portals** for students.

XVI. RECORD MAINTENANCE

The committee shall maintain:

- Register of grievances
- Investigation reports
- Decisions and recommendations

- Annual grievance report

Records shall be preserved for **minimum five years**.

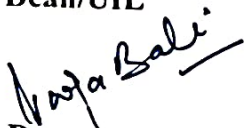
XVII. REVIEW OF POLICY

This policy shall be reviewed every **three years** or earlier if required by:

- UGC amendments
- Bar Council of India regulations
- University statutes

EFFECTIVE DATE

This policy shall come into force with immediate effect upon approval by the Office of Dean/UII


Dean

Dean, University Institute of Law
Sant Baba Bhag Singh University,
Village Khiala, P.O. Padhiana,
Distt. Jalandhar-144030 (PB).

University institute of Law
Sant Baba Bhag Singh University (SBBSU)