



MALLA REDDY (MR)

Deemed To Be University

Recognized Under Section 3 of the UGC Act, 1956

Approved by AICTE, New Delhi,

Accredited by NAAC with 'A++' Grade (Cycle- III)

www.mrdu.edu.in

STUDENT GRIEVANCE REDRESSAL POLICY



Policy Code: MRDU/IQAC/SGRP/2025



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Malla Reddy (MR) Deemed to be University (MRDU) is a student-centric millennium university and it believes in fulfillment of the requirements of every student in his/her academic and research accomplishments and it also takes every effort to provide all support and guidance during their pursuit of knowledge in this institution. MRDU anticipates in advance of any impending grievance of the students, and it takes rapid and tangible action, in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations-2023 as notified in Official gazette dated 11th April 2023. Malla Reddy (MR) Deemed to be University has a grievance redressal committee in place to address the students' issues of all natures. The committee is constituted at the constituent college/unit level and at the university level for reviewing grievances across the departments and Centers.

1. POLICY STATEMENT

MRDU is committed to providing a student-centric ecosystem that ensures fairness, transparency, and prompt resolution of grievances. This Policy establishes a structured mechanism for receiving, evaluating, and redressing grievances of students in conformity with the **University Grants Commission (Grievance Redressal of Students) Regulations, 2023**.

The University upholds the right of every student to express concerns freely without fear of discrimination or retaliation and ensures that such grievances are addressed objectively and, in a time-bound manner, through both offline and online platforms.

2. OBJECTIVES

1. To provide a clear and accessible mechanism for redressal of student grievances at departmental and University levels.
2. To uphold the dignity of MRDU by promoting a compassionate, responsive, and accountable environment.
3. To strengthen student satisfaction, trust, and participation in institutional decision-making.
4. To implement the *principles of natural justice* and *confidentiality* in grievance handling.
5. To integrate an **Online Grievance Redressal System** that connects MRDU's internal portal with the **UGC Samadhaan Platform** for national-level compliance.

3. SCOPE AND APPLICABILITY

This Policy applies to all students of MRDU including those of constituent colleges, departments, centres, and online programmes covering both **academic** and **non-academic** grievances such as:

- Evaluation, examination, attendance, or teaching-learning issues.
- Hostel, library, transport, or campus facility concerns.
- Delay in issue of certificates
- Fees, scholarships, and financial assistance
- Grievances submitted via *offline* or *online* mode through the MRDU portal or the UGC Samadhaan system.

- Student welfare and administrative services
- Behavioural, administrative, or harassment-related matters not covered under separate policies (e.g., Anti-Ragging, POSH).

4. DEFINITIONS

For the purpose of this Policy, unless the context otherwise requires:

1. **“University”** means *Malla Reddy (MR) Deemed-to-be University*, including all its Schools, Departments, Centres, and affiliated entities.
2. **“Student”** refers to any individual enrolled in a programme of study offered by MRDU, whether full-time, part-time, residential, online, or exchange.
3. **“Grievance”** means any concern, complaint, or dissatisfaction raised by a student regarding academic, administrative, infrastructural, or welfare-related issues.
4. **“Student Grievance Redressal Committee (SGRC)”** means the University-level committee constituted under this Policy for receiving, hearing, and resolving student grievances referred by the DGRC or received directly through the University's grievance redressal mechanism.
5. **“Departmental Grievance Redressal Committee (DGRC)”** means the committee constituted at the School/Department level to receive, examine, and resolve student grievances as the first level of the grievance redressal mechanism under this Policy.
6. **“Ombudsperson”** refers to the independent authority appointed under *UGC (Grievance Redressal) Regulations, 2023* to hear appeals from aggrieved students after institutional remedies are exhausted.
7. **“Online Grievance Redressal System (OGRS)”** means the digital platform (UGC Samadhaan and MRDU's internal grievance portal) through which students may file, track, and receive responses to their grievances.
8. **“Complainant”** means a student who submits a grievance either in person, in writing, or online.
9. **“Working Days”** mean University working days excluding weekends, holidays, and declared closures.

5. CONSTITUTION OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

5.1 Composition

- (i) A student may submit a grievance to the **Departmental Grievance Redressal Committee (DGRC)** or directly through the University's Online Grievance Redressal System. Grievances requiring University-level consideration shall be placed before the Chairperson, Student Grievance Redressal Committee (SGRC).
 - Every Institution shall constitute such number of **Student Grievance Redressal Committees (SGRCs)** as may be required to consider and redress student grievances, with the following composition: As per the *UGC Grievance Redressal Regulations (2023)*,
 - a) A Professor - **Chairperson**
 - b) Four Professors/Senior Faculty Members of the Institution as **Members**.

- c) A representative from among the students, nominated on the basis of academic merit, excellence in sports, or performance in co-curricular activities – **Special Invitee**.
- (i) At least one member or the Chairperson shall be a woman, and at least one member or the Chairperson shall belong to the SC/ST/OBC category.

5.2 Tenure

- a) The term of the chairperson and members shall be for a period of two years.
- b) The term of the special invitee shall be one year.
- c) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three members.

5.3 Departmental Grievance Redressal Committee (DGRC):

Each School/Department shall constitute a Departmental Grievance Redressal Committee (DGRC) to serve as the first-level grievance redressal mechanism for students. The DGRC shall receive, examine, and resolve grievances relating to academic, administrative, and student support services within the Department in a fair, transparent, and time-bound manner. The Committee shall encourage amicable resolution through discussion and counselling wherever appropriate, maintain records of grievances and actions taken, and ensure confidentiality throughout the process. Grievances that cannot be resolved at the departmental level, or those falling outside the jurisdiction of the DGRC, shall be forwarded to the University Student Grievance Redressal Committee (SGRC) for further consideration.

5.4 Functions of the SGRC

1. Receive and acknowledge grievances referred by the Departmental Grievance Redressal Committee (DGRC) or grievances received directly through the University grievance portal.
2. Conduct fair and impartial inquiries following the principles of natural justice.
3. Recommend appropriate resolutions or corrective measures within the prescribed timelines.
4. Maintain digital records of all grievances handled by the Committee.
5. Submit periodic reports on grievance redressal to the Vice-Chancellor, IQAC, and other competent authorities, as applicable.

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

6.1 Modes of Filing a Grievance

Students may submit grievances through any of the following modes:

1. **Offline Mode:**
 - Written complaint submitted to the **Departmental Grievance Redressal Committee (DGRC)** through the Mentor, HoD, or Dean (Student Affair).
 - Complaints shall be acknowledged with a reference number.
2. **Online Mode:**
 - Submission via MRDU's **Online Grievance Portal**.

- Auto-acknowledgment email or SMS shall be generated for tracking purposes.
3. **Email Submission:**
- Students may also write to grievancecell@mrdu.edu.in with details and evidence.
 - The mail will be redirected to the relevant SGRC by the IQAC office.

6.2 Inquiry and Resolution Process

Our university shall adhere to the University Grants Commission's (UGC) Guidelines for Redressal of Grievances of Students, 2023 (notification date: April 11, 2023). Specifically:

- (i) Each institution shall, within a period of **three months** from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (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 institution 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) Institutions 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 institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

6.3 Resolution Timelines

Simplified 4-Level Grievance Redressal Mechanism

Level	Authority	Role
Level 1	Departmental Grievance Redressal Committee (DGRC)	Receive, examine, and attempt to resolve departmental grievances.
Level 2	Institution / Online Grievance Portal	Register grievances and forward unresolved or direct grievances to the SGRC.
Level 3	Student Grievance Redressal Committee (SGRC)	Conduct hearing, inquiry, and recommend appropriate resolution.
Level 4	Ombudsperson	Hear appeals and issue the final decision.

Important Timelines (As per UGC Regulations)

Activity	Time Limit
Submission of grievance to the Departmental Grievance Redressal Committee (DGRC) / Institution through the online portal	As and when the grievance arises
DGRC / Institution forwards unresolved/direct complaint to the SGRC	Within 15 days of receipt of the complaint
SGRC hearing and decision/recommendation	Within 15 working days of receipt of the complaint
Appeal to the Ombudsperson	Within 15 days of receipt of the SGRC decision
Ombudsperson disposes of the appeal	Within 30 days of receipt of the appeal

7. ONLINE GRIEVANCE REDRESSAL MECHANISM

In alignment with the *UGC (Grievance Redressal of Students) Regulations, 2023*, MRDU operates an **Online Grievance Redressal System (OGRS)** that enables students to submit, monitor, and receive redressal digitally through secure and transparent channels.

7.1 Integration with UGC Samadhaan Portal

1. MRDU's Online Grievance Redressal Portal is linked with the **UGC Samadhaan Portal** (<https://samadhaan.ugc.ac.in>).
2. All grievances lodged through the UGC Samadhaan Portal shall be routed to the **IQAC**, which shall forward them to the appropriate **DGRC or SGRC**, as applicable, for necessary action.
3. The status of each case shall be updated online within the prescribed UGC timelines.

7.2 MRDU Online Grievance Portal

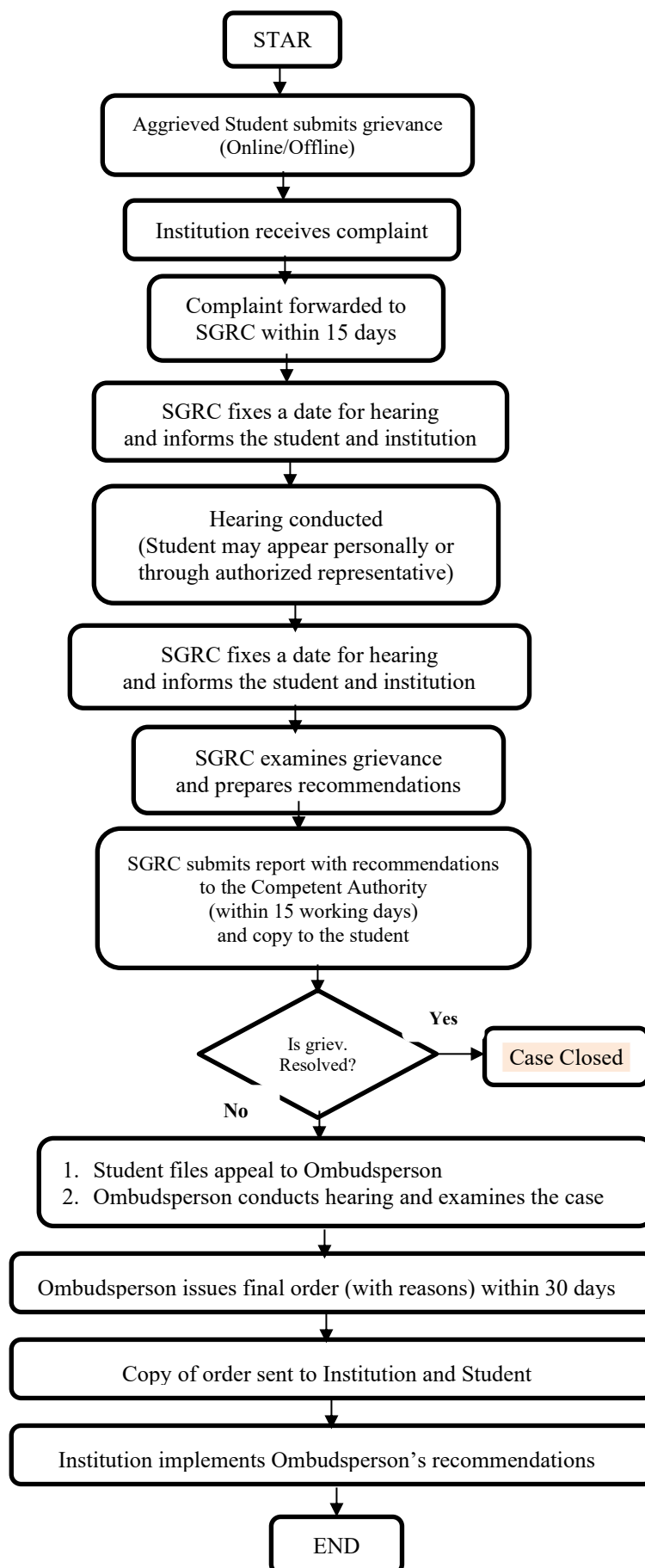
1. Students may file grievances directly on the **MRDU Student Grievance Portal** available under the "Student Support" section of the University website.
2. The portal contains:
 - Grievance submission form (academic / administrative / hostel / examination / financial).
 - Upload option for supporting documents.
 - Tracking ID for follow-up.
3. The portal is jointly managed by the **IQAC, Chairperson (SGRC)**, and **IT Cell**.
4. Every entry is time-stamped and automatically logged into the **Online Grievance Register** maintained by IQAC.

7.3 Confidentiality and Data Protection

1. All grievance data shall be treated as confidential and stored in secure institutional databases.
2. Access to grievance records shall be restricted to authorised committee members only.
3. Personal information shall not be disclosed without consent except as required by law.
4. IQAC shall ensure annual data backup and compliance with MRDU's *Data Protection and ICT Policy*.

7.4 Process flow for Online Grievance Handling

PROCESS FLOWCHART



8. APPEAL AND ROLE OF THE OMBUDSPERSON

8.1 Right to Appeal

1. A student who is dissatisfied with the decision or resolution provided by the **Student Grievance Redressal Committee (SGRC)** may appeal to the **Ombudsperson** within **15 working days** from the date of receipt of the decision.
2. The appeal shall be submitted in writing or through the **UGC Samadhaan Portal**, providing details of the grievance, prior proceedings, and reasons for dissatisfaction.
3. Appeals filed beyond the stipulated period may be accepted at the discretion of the Ombudsperson if sufficient cause is shown.

8.2 Appointment and Role of Ombudsperson

1. The **Ombudsperson** shall be appointed by the University as per *UGC (Grievance Redressal) Regulations, 2023*, with approval of the **Board of Management** and intimation to UGC.
2. The Ombudsperson shall be a senior academician or retired judge of high integrity and impartiality.
3. The functions of the Ombudsperson include:
 - The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
 - While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
 - The Ombudsperson may avail assistance of any person, as *amicus curiae*, for hearing complaints of alleged discrimination.
 - 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. The decision of the Ombudsperson shall be final and binding on all parties.
5. The University shall extend full cooperation, including access to records, to the Ombudsperson for effective functioning.

9.0 MONITORING, REPORTING, AND RECORD KEEPING

1. The **IQAC** shall serve as the nodal unit for maintaining records of all grievances received, actions taken, and timelines observed.
2. The **Chairperson (SGRC)** shall prepare quarterly and annual reports on grievance statistics, trends, and outcomes.
3. Reports shall be submitted to:
 - The **Vice-Chancellor** and **Board of Management**, and
 - The **UGC**, through the *Samadhaan portal*, as per regulatory requirements.
4. The University shall retain grievance-related documents (physical and digital) for a minimum of **five years**.
5. The IQAC shall periodically audit the functioning of SGRCs for compliance and efficiency.

10. AWARENESS, ACCESSIBILITY, AND PUBLIC DISCLOSURE

1. The details of this Policy, committee composition, contact details of the **Chairperson (SGRC)** and **Ombudsperson**, and links to the grievance portals shall be displayed:
 - On the University website under “Student Support”.
 - On all departmental and hostel notice boards.
 - During orientation and induction programmes for new students.
2. Awareness sessions on grievance redressal and student rights shall be conducted every semester by SGRC.
3. Periodic student surveys shall be conducted to evaluate the effectiveness and accessibility of the grievance mechanism.
4. The University shall ensure that no student is discriminated against, victimised, or penalised for lodging a bona fide grievance.

11. POLICY REVIEW AND DOCUMENT CONTROL

11.1 Policy Review

1. This Policy shall be reviewed **once every three years**, or earlier if required due to amendments in UGC Regulations.
2. Revisions shall be proposed by the **Dean (Students Affair), Chairperson (SGRC)** in consultation with **IQAC** and approved by the **Executive Council (EC)**.
3. Upon approval, the new version shall supersede all previous versions and be circulated to all Schools and Departments.




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