



Dr.PAIU/ARC/2024-2025/02

01/08/2024

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)

As per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, the University's Grievance Redressal Committee (SGRC) has been constituted. The SGRC aims to look into the grievances defined in the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 and redress them as required.

Sr. No.	Name	Designation	Mobile	Email ID
1	Prof. Prachi Aiyer	Chairperson	9822355363	sgrc@drpaui.edu.in
2	Mr. Jawed Khan	Member	8806131786	jawedkhan_aicait@drpaui.edu.in
3	Dr. Shagufta Sayyed	Member	9860089238	shaguftasayyed_aims@drpaui.edu.in
4	Mrs. Gauri Jadhav	Member	9823657422	gaurijadhav_scmcs@drpaui.edu.in
5	Dr. Sushma Bhivsanee	Member	8208737045	sushmabhivasanee_ace@drpaui.edu.in
6	Mr. Rajat Sayyed	Member Secretary	9096286738	rajatsayyed_acp@drpaui.edu.in
7	Ms. Hadiya Khan	Student as a Special Invitee	8669503703	hadiyajkkhan@gmail.com
8	Prof. (Dr.) Sudhir Ghavane	Member	8806131786	swarnpriya_aims@drpaui.edu.in

- A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- The term of the chairperson and members shall be for a period of two years.
- The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- In considering the grievances before it, the SGRC shall follow principles of natural justice
- The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.


Dhananjay M. Palne
Registrar
Dr. PAIU



CC to:

- The Vice-Chancellor, Dr. PAIU
- All Deans & Concerned



• **Procedure For Redressal of Grievances By Student Grievance Redressal Committee And Ombudsperson:**

- 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 a complaint.
- 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.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- Grievances not resolved by the Students' Grievance Redressal Committee within the period provided in these regulations may be referred to the Ombudsperson by the university.
- Institutions shall extend cooperation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- 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
- The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- The institution shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

• **Steps of Student Grievance Redressal Process:**

1. Students lodge their complaints: Students are required to fill out the Online Student Grievance Form and submit the same. The grievances can also be raised by submitting a hardcopy letter to the Chairperson of the Student Grievance Redressal Committee (SGRC) or the University Authorities or by sending an email to grc@drpaui.edu.in along with the details.
2. Verification of the Complaint: On receiving the complaint, the Chairperson of the Student Grievance Redressal Committee (SGRC) will record and verify the complaint.
3. Action Taken: After verification of the complaint, the SGRC acts upon the complaint and takes the measures necessary to resolve the issue.
4. Information to the complainant on the redressal of the Complaint: Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed.

Dhananjay M. Palne
Registrar
Dr. PAIU



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