



MIND POWER UNIVERSITY

Bhimtal, Nainital

(Established by the Government of Uttarakhand as per Section 2(f) of UGC Act-1956)

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Ensdt. No. MPU/2024-25/RO/130502

Dated: 13/05/2024

OFFICE ORDER

STUDENTS GRIEVANCE REDRESSAL COMMITTEE

In Office Order 13/05/2024 compliance with the directives of the University Grants Commission (UGC), a Student Grievance Redressal Committee (SGRC) has been constituted to address and resolve grievances related to both academic and administrative matters faced by the students. This committee will deal with the Grievances which are related to the common problems of both academic and administrative nature.

Composition of the Committee (Quorum- 05 members):

Sr. No.	Name	Designation	Position in Committee
1	Mr. K.D Singh	Additional DSW	Chairperson
2	Dr. Suresh Kumar Yadav	Dean Academics	Member
3	Dr. Uday Pratap Singh	Dean, School of Computer Science, Engineering & Technology	Member
4	Dr. Raman Yadav	Dean, School of Allied Sciences	Member
5	Ms. Vaishali Dubey	Assistant Professor	Member
6	Ms. Karishma Yadav	Student MBA	Member
7	Mrs. Sakshi Pant	Student MBA	Member
8	Mr. Anil Kumar	Assistant Professor	Member

Ombudsperson

In line with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, Mind Power University, Bhimtal, Nainital, Uttarakhand has appointed an Ombudsperson to handle appeals against the decisions of the Students' Grievance Redressal Committee (SGRC).

Contact Details of the Ombudsperson:

Name: Dr. Jagdish Prasad,

Director (Mind Power University) Former Director Higher Education Uttarakhand

Phone: +91 7060048899

The said office order is being issued in compliance with the Honourable Vice-Chancellor.



A copy of the above is forwarded to the following for information & necessary action:-

1. P.A. to the Chancellor (for kind information).
2. Pro-Chancellor (for kind information).
3. P.A. to the Vice-Chancellor (for kind information).
4. P.A. to the Registrar.
5. All the concerned Members/ Officials and their personal file.
6. In-charge, IT-cell, MPU, Bhimtal.

STUDENT GRIEVANCE REDRESSAL POLICY

The University has a Students' Grievance Redressal Committee. The functions of the Committee are to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Committee is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Redressal Committee or Chairman.

Objective:-

The objective of the Grievance Redressal Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the University with the following objectives:

- Upholding the dignity of the University by ensuring strife free atmosphere in the University through promoting cordial Student-Student relationship and Student teacher relationship etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box will be installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics/Administration in the University.
- Advising Students of the University to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and University administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive tanner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Chairman.

Scope:

The Committee deals with Grievances received in writing from the students about any of the following matters:-

Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.

Financial Matters: Related to dues and payments for various items from library, hostels



Other Matters: Related to certain misgivings about harassment of any form, ragging, conditions of sanitation, preparation of food, availability of transport etc.,

Functions:-

The cases are to be attended promptly on receipt of written grievances from the students.

The Committee formally meets to review all cases, prepares a statistical report about the number of cases received, attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure: -

- The setting of the Grievance Redressal Committee for students will be widely published.
- The students may feel free to put up a grievance in the format attached and drop it in boxes placed at conspicuous locations.
- The Grievance Redressal Committee will set upon those cases which have been forwarded along with the necessary documents.
- The Grievance Redressal Committee will take up only those matters which have not been solved by the different departments.
- Grievances related to fees will be taken up only if the relevant financial documents like demand drafts are attached.

The Committee is requested to contribute effectively to dispose the grievances at the earliest

A registry to register the complaint is established and kept in the Registrar office under the supervision of Dr. Hirdesh Kumar (Registrar Mind Power University). On receipt of the complaint, the staff in-charge of the registry will submit the same to the Member Secretary of the "Grievance Redressal Committee". The Committee will meet, with an information to the complainant on their day of convenience. An aggrieved student or parent may appear in person to present his/her cases.

In the case, the complainant not satisfied with the decision of the Committee, they may send their appeals to the "OMBUDSMAN" appointed by the Vice Chancellor. The OMBUDSMAN will fix a date for hearing the complainant which shall be communicated to the aggrieved person.

All shall comply with the order of the ombudsman. Any order of the OMBUDSMAN not complied with by the concerned, will be reported to Office of Chancellor for appropriate action.

In case of any false/frivolous complaint, the ombudsman may order appropriate action against complaint.

Exclusions:-

The Grievance Redressal Committee shall not entertain the following issues:

- Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University.
- Decisions with regard to award of scholarship, fee concessions, medals, etc.
- Decisions made by the University with regard to disciplinary matters and misconduct.
- Decisions of the University about admissions in any courses offered by the Institute.
- Decisions by competent authority on assessment and examination result.

Establishment of a Grievance Redressal Committee.

In order to comply with the UGC Regulation for addressing, student or parent's grievance in a Technical Institution, "Student Grievance Redressal Committee of Mind Power University, Bhimtal



has been constituted with following Staff in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

