

RECONSTITUTION OF STUDENTS' GRIEVANCE REDRESSAL COMMITTEE(SGRC)

In order to comply with the mandatory requirement suggested by the University Grants Commission, New Delhi, vide its Notification dated 11th April, 2023 (Redressal of Grievances of students) Regulations, 2023, TAU has constituted the Students Grievance Redressal Committee (SGRC). The SGRC is constituted to address the grievances and the complaints, if any, from the student's community of all streams of the Schools under TAU.

Constitution of SGRC:

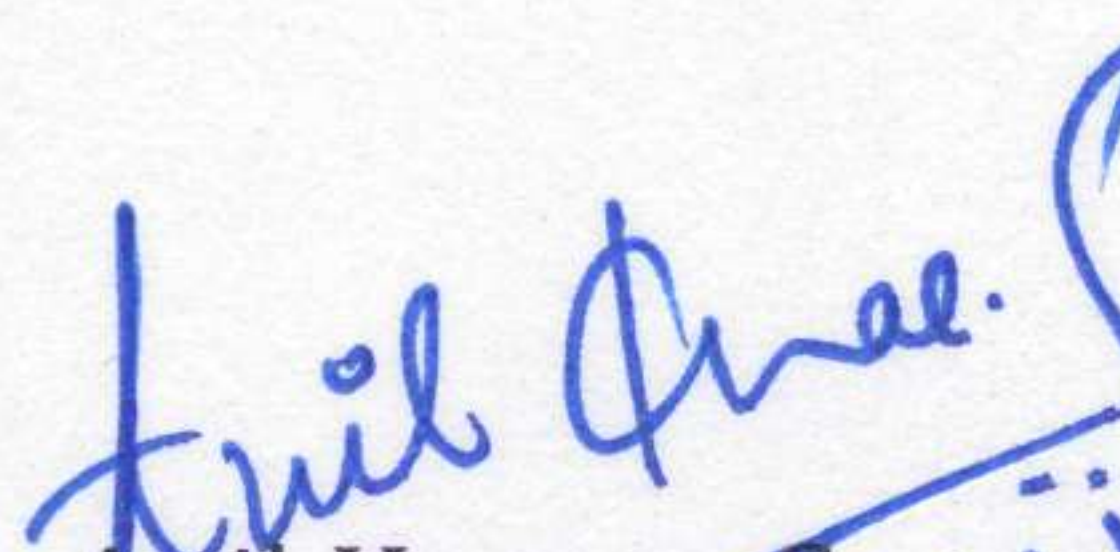
Sl. No.	Name	Department/School	Role
1	Prof. D. Jagadeesan	Dean (i/c), SoT	Chairman
2	Dr. Shani S S	Asst. Professor, SoHS	Member
3	Dr. Sai Kalyani	Asst. Professor, Dept. of BMS, SoHS	Member
4	Dr. Hariharan	Asst. Professor, Dept. of Psychology, SoHS	Member
5	Ms. L S Charu Vinayasree	II Year MBA Student	Member
6	Mr. Daniel V	Asst. Professor, Dept. of RDT, Div. of AHS, SoHS.	Convener

Prof Dr K. Murugavel, Retd. Prof., Bharathiar University was appointed as Ombudsman for the University.

The SGRC shall function under the overall supervision of the Registrar.

The Objectives, functions and duties of the Students Grievance Redressal Committee is attached.

The validity of the Students Grievance Redressal Cell Committee is for a period of ONE YEAR effective from the issue of date of these proceedings.


Anil Kumar. S
REGISTRAR
16/6/26

The Apollo University
Murukambattu, Chittoor-517127, A.P.

Copies to:
The Charman and members of SGRC
UH/DGM/PA to R

TAU/CAO/R/Est-SGRC (REVISED)/340/2026

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GUIDELINES FOR STUDENT GRIEVANCE REDRESSAL COMMITTEE

Objectives:

The objectives of the Students' Grievance Redressal Cell (SGRC) is to;

- Address the grievances and the complaints, if any, from the students and to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious academic /educational atmosphere in the institute.
- To uphold the dignity of the University for free atmosphere promoting cordial students' relationship and student-teacher rapport.
- Encouraging the Students to express their grievances / problems/ complaints, if any, freely and frankly, without any fear of being victimized.
- Advising Students of the University to respect the rights and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to spread affectionate atmosphere and to refrain from inciting Students against other Students, teachers and College administration and not to behave in a vindictive manner towards any of them for any reason.
- To resolve the grievances / problems/ complaints, if any, brought before the Committee unbiased, fair and in just manner, without deviating the University norms.
- To ensure an approachable and responsible attitude among the staff towards the students to uphold harmony on the campus.

Registering Grievances:

- All aggrieved students of The Apollo University and or their parents can approach the Chairperson of the TAU Students Grievance Redressal Committee (SGRC) of The Apollo University in the first instance.
- If they are not satisfied with the decision of the Committee, they may then send their appeals to the "Ombudsman" directly.

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Scope of the grievances addressed:

- Matters Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, evaluation practices or other examination related matters.
- Matters related to dues and payments for various items from library, hostels etc.
- Matters related to victimization by administrators teachers, fellow students, certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.
- Irregularity, if any, in the admission process adopted by the institute
- Complaints of alleged discrimination by students from SC/ST/OBC, women, minority or disabled categories
- Non-payment or delay in payment of scholarships to any students that such institution is committed under the conditions.
- On provision of student amenities as may have been promised or required to be provided by the institution

Exclusions of Grievances / Complaints.

Students Grievance Redressal Committee (SGRC) **shall not entertain** following issues.

1. Decisions of the Academic Council / Board of studies and other academic / administrative committees constituted by TAU.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by TAU under the Discipline Rules and Misconduct.
4. Complaints regarding semester examinations are to be addressed to the Controller of the examinations and only if the redressal is not found then the student may approach SGRC.
5. Complaints regarding sexual harassment should be addressed to the Internal Complaints Committee (ICC).
6. Students are bound by rules of the University regarding decorum, behavior etc., clearly listed in the University Ordinances.

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Grievance Redressal Procedure (GRP)

1. On receipt of an application by the Committee, the Chairman of the Students Grievance Redressal Committee (SGRC) shall inform within three working days to the Ombudsman and shall immediately provide a copy to the Student Grievance Redressal Committee (SGRC) for information with a note that the Committee will process the grievance and shall submit the report thereafter to the Ombudsman.
2. The Chairman of the Students Grievance Redressal Cell Committee (SGRC) thereon deliberates the issue, including interaction with the aggrieved and will submit its final report within seven working days to the Registrar, TAU, with a copy to the Ombudsman.
3. The Registrar's office will inform the decision of the Students Grievance Redressal Committee through Email/in hard copy to the complainant within four working days of receiving the same, with a copy to the Ombudsman.
4. The recommendations of the Students Grievance Redressal Committee shall be taken into consideration. In case the complainant is not satisfied with the recommendations, he/she can submit an application to the Ombudsman appealing against the decision of the Student Grievance Redressal Committee (SGRC) within four working days of receiving the recommendation.
5. On receipt of appeal, the Ombudsman shall fix a date within five working days for hearing the complaint, which shall be communicated to the university and the aggrieved persons either in writing (hard copy) or electronically(email), as may be feasible.
6. On the conclusion of the hearing proceedings, the Ombudsman shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue within two working days of completing the hearing through Email or Hard copy, as may be feasible.
7. The decision of the Ombudsman in consultation with the Registrar shall be final for all purposes.