

CONSTITUTION 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 students community of all streams of the Schools under TAU. .

Constitution of SGRC:

#	Name	Department/School	Role
1	Dr K. Bhaskar Reddy	Dean , AIPS & i/c Dean SoHS	Chairman
2	Dr C..Sunil kumar	Dean, SoT	Member
3	Dr Sethurama Subbaiah	HoD, Dept of SW , SoSW	Member
4	Dr I . Ramaiah	Dean , SoM	Member
5	Dr P. Madhav	Coordinator , Dept of AHS	Member
6	Ms L S Charu Vinayasree	2 nd Year MBA	Member
7	Dr S.S. Shani	Asst Prof, Dept. of Social Work	Convener

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

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 two years.



Prof. M. Potharaju

REGISTRAR
REGISTRAR

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

Copies to:

The Charman and members of SGRC

COO /EA to VC /PA to R/ SM-HR

Ref: TAU/CAO/R/Est-SGRC/49(REVISED)/2024

01.06.2024

GUIDELINES FOR STUDENTS' 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.

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 teachers, fellow students, certain misgivings about conditions of sanitation, preparation of food, availability of transport etc.
- Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- Irregularity, if any, in the admission process adopted by the institute
- Refusing admission in accordance with the declared admission policy of the institute
- Withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with the institution concerned by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue
- Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution
- Breach of the policy for reservation in admission as may be applicable
- 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

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 Grievance Redressal Committee (GRC) 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 decision of the Students Grievance Redressal Committee should normally considered as final.
5. In case the complainant is not satisfied with the decision, he/she can submit an application to the Ombudsman appealing against the decision of the Grievance Redressal Committee (GRC) within four working days of receiving the decision.
6. 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.

7. 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.
8. The decision of the Ombudsman shall be final for all purposes.

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