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Date: 15th July, 2025

OFFICE ORDER FOR STUDENT GRIEVANCE REDRESSAL COMMITTEE

As per the Gazette of India (CG-DL-D-11042023-245095), Extraordinary, Part III – Section 4, University Grant Commission Notification dated 11 April 2023, the following Student Grievance Redressal Committee (SGRC) is hereby re-constituted with immediate effect to ensure the smooth functioning of the Institute.

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (CPP-II). — In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

(a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

(b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central

Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.

(c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well

as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION:

(1) In these regulations, unless the context otherwise requires-

(a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);

(b) “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the

grievances defined under these regulations.

(c) “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.

(d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) “declared admission policy” means such policy, including the process there under, for admission to a course

or program of study as may be offered by the institution by publication in the prospectus of the institution.

(f) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

i. admission contrary to merit determined in accordance with the declared admission policy of the institution;



- ii. irregularity in the process under the declared admission policy of the institution;
- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided;
- xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

(g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.

(h) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and

transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;

(j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;



(k) “Students’ Grievance Redressal Committee (SGRC)” means a committee constituted under these regulations,

at the level of an institution; and

(l) “University” means a University so defined in clause (f) of section 2 of the Act or, where the context may be,

an institution deemed to be University declared as such under Section 3 thereof.

(2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission

Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

(1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of

the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the

appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(b) the number of seats approved by the appropriate statutory authority in respect of each course or program of

study for the academic year for which admission is proposed to be made;

(c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of

persons for admission as a student in a particular course or program of study, specified by the institution;

(d) the process of selection of eligible candidates applying for such admission, including all relevant information

in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;

(e) each component of the fee, deposits and other charges payable by the students admitted to such institution for

pursuing a course or program of study, and the other terms and conditions of such payment;

(f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;

(g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such

student withdraws from such institution before or after completion of course or program of study and the time

within and the manner in which such refund shall be made to that student;



- (h) details of the teaching faculty, including their educational qualifications, along with their type of appointment
(Regular/visiting/guest) and teaching experience of every member thereof;
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently indifferent newspapers and through other media.

(2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).

S. No.	Name	Designation within Organization	Designation within SGRC	Category
1	Dr. Mahaveer Singh Naruka	Professor, Deptt. of EEE & DSW	Chairperson	Senior Level Professor
2	Dr. Nitin Tyagi	Professor, Deptt. of CSE	Member	Senior Faculty Member
3	Dr. Pankaj Goel	Professor, Deptt. of ASH	Member	Senior Faculty Member
4	Dr. Upasana Dohare	Associate Professor, Deptt. of MCA	Member	Senior Faculty Member
5	Dr. Manjeet Kumar	Associate Professor, Deptt. of MBA	Member	Senior Faculty Member



6	Mr. Deepanshu Gupta Roll No. 2201921520057	Student B.Tech. 4 th Year CSAI	Member	Student Representative
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Email Id: stugc@glbitm.ac.in

- All concerned are required to resume their duties with immediate effect and ensure organize various engagement activities as per needs of the students.
- Students are advised to take advantage of this cell and in case of queries, approach the Chairperson or members of the cell for assistance.

For more information, please visit our website at: <https://www.glbitm.org/grievance/>



DIRECTOR

Copy to:

The Vice Chairman - For kind information please.
The Director - Training and Placement.
The Registrar - For kind information please.
All Deans - For kind information please.
HODs - For kind information.
All Members of SGRC.
Dy. Registrar / Accounts Officer - For kind information.
All Faculty, Staff Members and Students through E-mail.
Web Support (To update on the Institute website)

