



उच्च शिक्षा उत्कृष्टता संस्थान, भोपाल
Institute for Excellence in Higher Education, Bhopal

College with Potential for Excellence Status Conferred by UGC



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Number: 240/2024-2025

Bhopal, Dated: 29/03/2025

Students Grievance Redressal Committee (SGRC)
(2025-2027)

The **Students Grievance Redressal Committee (SGRC)** for the term 2025-2027 has been constituted as per the UGC Regulations, 2023 & UGC; letter dated 11.10.2024 and it is functional in the Institute. The student may contact the committee at the e-mail iehesgrc@gmail.com for resolving the grievances as per the enclosed policy available on the Institute's website (iehe.ac.in). However, already enrolled students of IEHE may also submit grievances through iehe-portal on their personal login_id provided by the Institute:

SN	Name	Position	Contact Number	Email
1	Dr. Shailja Dubey (Prof. of Sociology)	Chairperson	9425005761	drshailja.dubey@mp.gov.in
2	Dr. H.B. Gupta (Prof. of Economics)	Member	9826056506	he.guptadrhariharb@mp.gov.in
3	Dr. Anupam Shukla (Prof. of Psychology)	Member	9425192536	dranupam.shukla@mp.gov.in
4	Dr. Manoj Ughade (Asst. Prof. of Mathematics)	Member	9993423208	dr.manojughade@mp.gov.in
5	Dr. Rambilas Markam (Asst. Prof. of History)	Member	9926387790	dr Rambilas.markam@mp.gov.in
6	Mr. Pranay Warathe (Student of Physics Honours)	Student Representative (Tenure: 2025-26)	6269571309	kentopranay@gmail.com

Director

Institute for Excellence in Higher Education (IEHE),
Bhopal



Students' Grievance Redressal Committee (SGRC) – Policy

Preamble

In compliance with the University Grants Commission (UGC) Regulations, 2023, IEHE, Bhopal has established a *Grievance Redressal Committee (SGRC)* to address and resolve grievances of students in a fair, transparent, and timely manner. The Institute is committed to ensuring a conducive environment for academic and personal growth, fostering trust, and promoting well-being.

Objective

To provide opportunity for redressal of grievances faced by the students regarding academic and administrative issues, ensuring compliance with UGC Regulations, 2023 for students already enrolled in the Institution as well as those seeking admission to the Institute, and a mechanism thereto.

*Constitution of the collegiate **Student Grievance Redressal Committee (SGRC)** and the procedure for redressal of grievances is as follows:*

1. Composition of SGRC:

- Senior Professor of the Institute – *Chairperson*
- Four Professors/Senior Faculty Members of the teaching faculty to be nominated by the Director – *Members*
- One representative from among the students of the Institute, to be nominated by the Director based on academic merit, excellence in sports, or performance in co-curricular activities – *As Special Invitee*

Term, Quorum & Other Details

- (i) The term of the chairperson and members shall be for a period of two years.
- (ii) The term of the special invitee (Student Representative) shall be one year.
- (iii) Atleast one member or the Chairperson shall be a woman.
- (iv) Atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (v) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
- (vi) In considering the grievances presented before it, the SGRC shall follow the principles of natural justice.
- (vii) The SGRC shall send its report with recommendations, if any, to the Director of the Institute and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (viii) Any student aggrieved by the decision of the Students' Grievance Redressal Committee will be required to inform the Director and then may appeal to the Ombudsperson (लोकपाल) of Barkatullah University, Bhopal within a period of fifteen days from the date of receipt of such decision.



2. Submission of Complaint

- The enrolled student or the admission candidate may contact the committee at the e-mail iehesgrc@gmail.com for resolving the grievances.
- However, already enrolled student of IEHE may also submit grievances through iehe-portal on their personal login_id provided by the Institute.
- All grievances must be accompanied with relevant details and the supporting documents.

3. Referral to SGRC

Upon receipt of a complaint, the institution shall refer it to the SGRC along with its comments within 15 days.

4. Scheduling a Hearing

The SGRC shall fix a date for hearing the grievance and inform the institution and the aggrieved student.

5. Representation

Students may appear in person or authorize a representative to present their case before the SGRC.

6. Recommendations

The SGRC shall send its report with recommendations, if any, to the Director of the Institute and to the Vice-Chancellor (if required) of Barkatullah University, Bhopal and a copy thereof to the aggrieved student.

7. Responsibilities of the Institution

- Extend full cooperation to the SGRC for speedy resolution of grievances.
- Ensure wide publicity of the Grievance Redressal mechanism and its procedures.
- Monitor the implementation of recommendations made by the SGRC.
- Maintain records of grievances and resolutions for audit and review.

8. Awareness and Training

The Institute shall conduct periodic workshops and awareness programs for students and staff about the Grievance Redressal Cell's functioning and the UGC Regulations, 2023.

9. Review and Amendments

This policy shall be reviewed periodically to ensure effectiveness and alignment with the latest UGC regulations and institutional requirements.

10. Dissemination

This policy shall be made available on the Institute's website and displayed prominently on campus notice boards.

With effect from: 01st April 2025

Approved by: IQAC

Director