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SYMBIOSIS INTERNATIONAL (DEEMED UNIVERSITY)

(Established under section 3 of the UGC Act, 1956)
Re-accredited by NAAC with 'A++' Grade | Awarded Category - I by UGC
Founder: Prof. Dr. S. B. Mujumdar, M. Sc., Ph. D. (Awarded Padma Bhushan and Padma Shri by President of India)

Notification No. SIU/ U-28/ 1707 dated 9th December, 2025

Authority: Executive Council: Resolution No. A12: EC: 06.12.2025

Subject: Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2025

WHEREAS, Symbiosis International (Deemed University) is committed to foster a safe, responsive, and student-centric academic environment. The University had framed rules for redressal of grievance vide Notification No. SIU/U-28/859 dated 1st October 2019, in alignment with UGC regulations to ensure that every student has access to an effective platform for grievance submission and resolution, which was revised vide Notification No. SIU/U-28/1301 dated 11th July 2023;

2] **AND WHEREAS,** the university has reviewed and revised the same and the Executive Council vide Resolution No. A12: EC: 06.12.2025 approved the Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2025;

3] **NOW THEREFORE,** it is hereby notified for information of all concerned that the Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2025 shall come in force from the date of its notification. The rules are attached as an Annexure 'A' to this notification.

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Dr. M. S. Shejul
Registrar

SIU/U-28/2025/ 5097
Date: 9th December, 2025

To

The Hon'ble Chancellor, Pro Chancellor, Vice Chancellor, Principal Director, Symbiosis, Dean-Academics and Administration, Deans of Faculties of Symbiosis International (Deemed University), Director/ Head, Deputy Director/ Deputy Head, Administrative Officer/ Assistant Administrative Officer/ Office Superintendent of Constituents/ Research Centres/ Support Departments/ Skills and Continuing Education Departments of SIU and Officers of the Symbiosis Society and Symbiosis International (Deemed University)

Annexure A

Key Information	
Title	Symbiosis International (Deemed University) [Redressal of Grievances of Students Rules 2025]
Policy Owner	Head-Student Welfare
Responsible Department	Student Welfare
Approved Authority	Executive Council, SIU
Resolution No.	Resolution No. A12: EC: 06.12.2025
Version number	Ver.1 - Notification No. SIU/U-28/859 dated 1st October 2019
	Ver.2 - Notification No. SIU/U-28/1301 dated 11th July 2023
	Ver.3 - current
Reference	UGC Guidelines
Stakeholders consulted	Advisor, Symbiosis and Registrar, SIU
Frequency of review	3 years

Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2025

These rules are framed in consonance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

1. Preamble

Symbiosis International (Deemed University) is committed to provide and maintain a conducive learning environment that is unprejudiced, productive and respectful to all. The University has laid down a policy and procedure to redress grievances of students in consonance with University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

2. Short Title, Applicability and Commencement

i) **Short Title:** These Rules shall be called Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023.

ii) **Applicability:** These Rules shall apply to all students who are pursuing a programme of study either through regular mode or online mode, including short-term training programmes in university or seeking admission to be enrolled in any Constituent/ Continuing Education Departments of the University.

iii) **Commencement:** The Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2025, shall come into force with effect from the date of notification and shall supersede Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023/ Guidelines/ Policies issued in this regard.

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3. Objectives

i) To provide opportunities for redressal of certain grievances of students, defined under these rules, who are enrolled in the University and also to those who are seeking admission in the University, through a transparent, just and fair mechanism.
ii) To facilitate speedy redressal of grievances of students;

4. Definitions

In these Rules, unless the context otherwise requires-

i) **'Act'** means, the University Grants Commission Act, 1956 (3 of 1956);

ii) **'Academic Year'** means the period from the commencement of the programme in any course of study in the Constituent up to the completion of the academic requirements for that particular year;

iii) **'Aggrieved student'** means a student, who is pursuing a programme of study either through regular mode or online mode, including short-term training programmes in University or seeking admission to be enrolled in any Constituent/ Continuing Education Departments of the University and who has any complaint in the matters relating to or connected with the grievances defined under these rules;

iv) **'Campus'** means and includes the Main Campus, Off-Campuses and Off-shore campus(es) of the University.

v) **'Campus Student Grievance Redressal Committee (CSGRC)'** means a committee constituted under these rules, at the level of campus;

vi) **'Constituent'** means Institute/ School/ College/ Centre/ Department operating under the administrative, academic and financial control of the University and declared as such under the Notification, issued from time to time and includes Institute/ School/ College/ Centre/ Department established and notified by University, thereafter, from time to time.

vii) **'Commission'** means the University Grants Commission**;**

viii) **'Declared admission policy'** means such policy, including the process there under, for admission to a programme as may be offered by the University by publication on the website/ e-prospectus/ Admission Brochure of the University.

ix) **'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 University;
ii. irregularity in the process under the declared admission policy of the University;
iii. refusal to admit in accordance with the declared admission policy of the University;
iv. non-publication of prospectus/ e-prospectus by the University, in accordance with the provisions of these rules;
v. publication by the University of any information in the prospectus/ e-prospectus, which is false or misleading, and not based on facts;

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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 the University, with a view to induce or compel such students to pay any fee or fees in respect of any course or programme of study which such students do not intend to pursue;

vii. demand of money in excess of that specified to be charged in the declared admission policy of the University;

viii. violation, by the University of any law applicable 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 and payable to any student under the declared admission policy of the University and so agreed by the University, or under the conditions, if any, prescribed by the Commission;

x. delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University;

xi. failure by the University to provide student amenities as set out in the prospectus/ e- prospectus, or is required to be extended by the University under any provisions of applicable law/rules for the time being in force;

xii. non-transparent or unfair practices adopted by the University 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/ refund rules of the University, or as may be, notified by the Commission;

xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, 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 University; and

xviii. any action initiated/ taken contrary to the regulations and/ or guidelines made/ issued by the Commission and/ or the regulatory body concerned.

x) **'Institution Deemed to be University'** means Symbiosis International (Deemed University) so declared, on the advice of the Commission, by the Central Government under Section 3 of the UGC Act 1956;

xi) **'Main Campus'** means Campus of the University at its headquarters, wherein its major facilities, faculty, staff, students and its' academic departments, i.e., Pune, Maharashtra, India and includes all the campuses situated in the same territorial jurisdiction;

xii) **'Nodal Officer'** means the officer appointed/ nominated by the University to scrutinize the grievances received from aggrieved students and forward the same to Campus Student Grievance Redressal Committee/ University; Provided that the Head-Student Welfare/ Deputy Registrar, as the case maybe, shall be the *Ex-Officio*.

xiii) **'Off-Campus Centre'** means a Centre of the University, approved/ permitted by the Government and situated beyond its main Campus within India;

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xiv) **'Off-shore Campus'** means a Centre of the University approved by the Government and situated beyond its campus, outside India;

xv) '**Ombudsperson'** means the Ombudsperson appointed by the University;

xvi) **'Prospectus'** means and includes any publication, in electronic form, issued for providing fair and transparent information, relating to the University, to the general public (including to those seeking admission in the University) by the University or any authority or person authorized by University to do so;

xvii) **'Rules'** means Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023 and other Rules of the University;

xviii) **'Student'** means a person duly admitted and on roll pursuing a programme of study either through regular mode or online mode, including short-term training programmes in University or seeking admission to be enrolled in any Constituent / Department/ Centre for studies of the University;

xix) **'University Student Grievance Redressal Committee (USGRC)'** means a committee constituted at the level of University to hear appeals from an aggrieved student against the decisions of the Campus Student Grievance Redressal Committee (CSGRC);

Words and expressions not defined in these rules shall have the same meaning as appearing in the Regulations or in any other manual/ handbook/ guideline notified by the University Grants Commission/ University.

5. Mandatory Publication of Prospectus/ e-prospectus, its Contents and Pricing

5.1 The University, 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 programme, a prospectus containing the following for the information of persons intending to seek admission to Constituent/ University and the general public, namely:

a) the list of programmes of study offered along with the broad outlines of the syllabus specified by the Authorities of the University; as the case may be, for every programme of study, including teaching hours, practical sessions and other assignments;

b) the number of seats approved by the Authorities of the University in respect of each programme 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 programme of study, specified by the University;

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 programme and the amount of fee prescribed for the admission test;

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e) academic fee, deposits and other charges payable by the students admitted to the University for pursuing a programme, 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 fine may be imposed;

g) the percentage of academic fee and other charges refundable to a student admitted in the University for the particular programme in case such student withdraws before or after completion of programme 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 Constituent/University;

j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the University, 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 the University shall publish/upload information referred to in clauses (a) to (k) of these rules, 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/ e-advertisement displayed prominently in different newspapers and through other media.

5.2 The University shall publish the e-prospectus, however, if the prospectus is to be published in print form then the University 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.

6. Student Grievance Redressal Committees

6.1 The University shall constitute the following Grievance Redressal Committees:

6.1.1 Campus Student Grievance Redressal Committee (CSGRC) at each campus/ location

6.1.2 University Student Grievance Redressal Committee (USGRC)

i. The Composition of the Campus Student Grievance Redressal Committee (CSGRC) at each campus/ location shall be as follows:

i)	A Professor to be nominated by the Vice Chancellor	-	Chairperson
ii)	Four Professors/ Senior Faculties from amongst Constituents on the campus, by rotation, to be nominated by the Vice Chancellor	-	Members
iii)	A representative from among students of the Constituents in the campus, by rotation, to be nominated by the Vice Chancellor based on academic merit/ excellence in sports/ performance in co-curricular activities	-	Special Invitee
iv)	Administrative Officer from amongst Constituents located in the campus by rotation, to be nominated by the Vice Chancellor (based on seniority)	-	Member Secretary

Note – (i) At least one member or the Chairperson shall be a woman; and
(ii) At least one member or the Chairperson shall be from SC/ST/OBC category.

In case the Chairperson is not available, then the Vice Chancellor shall appoint any other Director from the campus as the Chairperson ***for conduct of that particular grievance matter.***

Provided that if the University is not able to fulfil the criteria laid down in the note mentioned above then the University may make suitable replacements.

i. The term of the Chairperson and members of the Committee shall be of two years.

ii. The term of the special invitee shall be of one year.

iii. A member shall cease to be a member of the Campus Student Grievance Redressal Committee (CSGRC) as soon as he ceases to belong to the category from which he/she became the member of the Committee.

iv. The quorum for the meeting of the Committee, including the Chairperson, but excluding the special invitee, shall be three.

v. In considering the grievances before it, the Campus Student Grievance Redressal Committee (CSGRC) shall follow principles of natural justice.

vi. The CSGRC shall send its report with recommendations, if any, to the Department of Student Welfare of the University, preferably within a period of fifteen (15) working days, from the date of receipt of the complaint. The Department of Student Welfare shall communicate the decision taken on the recommendations to the student and a copy thereof to the CSGRC and the Director of the Constituent to which the aggrieved student belongs to, preferably within a period of three (03) working days, from the date of receipt of the recommendations.

vii. Any student aggrieved by the decision of the Campus Student Grievance Redressal Committee (CSGRC) may prefer an appeal to the University Student Grievance Redressal Committee (USGRC), within a period of ten (10) working days from the date of receipt of such decision.

If the grievance is still not resolved, the student may prefer an appeal to the Ombudsperson, within a period of fifteen (15) working days from the date of receipt of decision of the University Student Grievance Redressal Committee (USGRC).

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b. Functioning of the Campus Student Grievance Redressal Committee (CSGRC) at each campus/ location:

i) The Campus Student Grievance Redressal Committee (CSGRC) shall consider grievances in respect of the following, namely:

a) admission contrary to merit determined in accordance with the declared admission policy of the University;
b) irregularity in the process under the declared admission policy of the University;
c) refusal to admit in accordance with the declared admission policy of the University;
d) non-publication of prospectus/ e-prospectus by the University, in accordance with the provisions of these rules;
e) publication by the University of any information in the prospectus/ e-prospectus, which is false or misleading, and not based on facts;
f) 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 the University, with a view to induce or compel such students to pay any fee or fees in respect of any course or programme of study which such students do not intend to pursue;
g) demand of money in excess of that specified to be charged in the declared admission policy of the University;
h) violation, by the University of any law applicable for the time being in force in regard to reservation of seats in admission to different category of students;
i) non-payment or delay in payment of scholarships or financial aid admissible and payable to any student under the declared admission policy of the University and so agreed by the University, or under the conditions, if any, prescribed by the Commission;
j) delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University;
k) failure by the University to provide student amenities as set out in the prospectus/ e- prospectus, or is required to be extended by the University under any provisions of applicable law/rules for the time being in force;
l) non-transparent or unfair practices adopted by the University for the evaluation of students;
m) delay in, or denial of the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus/ refund rules of the University, or as may be, notified by the Commission;
n) complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, women, minorities or persons with disabilities categories;
o) denial of quality education as promised at the time of admission or required to be provided;
p) 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;
q) any action initiated/ taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the University; and
r) any action initiated/ taken contrary to the regulations and/ or guidelines made/ issued by the Commission and/ or the regulatory body concerned.

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ii) A student aggrieved by a grievance(s) defined in the Rules shall submit his/ her grievance through the online Grievance Redressal Portal of the University only. The Nodal Officer shall refer the complaint to the appropriate Campus Student Grievance Redressal Committee (CSGRC) along with his/her comments within three (3) working days of receipt of the online complaint.

iii) On receipt of an online grievance (complaint) from the Nodal officer, the Chairperson of the Campus Student Grievance Redressal Committee (CSGRC), as the case may be, shall fix a date of hearing the complaint and issue a Notice of Meeting with the copy of the complaint to the aggrieved student, Director of the Constituent/Head of the Department/Centre for studies to which the aggrieved student belongs or seeking admission to; and to the members of the Committee, within three (3) working days.

iv) The aggrieved student may appear in person or otherwise authorize a representative to present the case. No person shall have the right to legal representation during the proceedings.

v) The Committee shall follow a fair and transparent procedure and principles of natural justice in the inquiry of the grievance. The Committee shall give adequate and fair opportunity to the aggrieved student, Director/ Head of the Constituent/ Department/ Centre for Studies, and other concerned person(s) to place the facts, documents and views concerning the grievance(s) before it;

vi) The Committee shall investigate the case thoroughly and take written statements from the concerned parties. The Committee through its proceedings shall record finding(s) and pass appropriate recommendation(s).

vii) The CSGRC shall ensure that the grievance redressal procedure is completed preferably within a period of thirteen (13) working days, from the date of receipt of the complaint and send the report with recommendations, if any, to the Department of Student Welfare of the University.

viii) The Head-Student Welfare shall communicate the decision to the aggrieved student within three (3) working days with a copy to the Chairperson of the CSGRC and the Director of the Constituent to which the aggrieved student belongs to.

ix) The aggrieved student may prefer an appeal against the decision of the CSGRC to the Head-Student Welfare with a copy to the Chairperson, USGRC within a period of ten (10) working days from the date of receipt of such decision.

x) If the aggrieved student does not prefer an appeal then the Head-Student Welfare shall inform the Director of the Constituent to act on the decision.

xi) The Director shall send the Action Taken Report to the Head-Student Welfare with a copy to the Chairperson of the Campus Student Grievance Redressal Committee (CSGRC) within a period of seven (7) working days.

The Chairperson shall forward a quarterly report of the functioning of Campus Student Grievance Redressal Committee (CSGRC) in the prescribed format, to the Head-Student Welfare, SIU.

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The University has created an additional mechanism to facilitate grievance redressal in case a student is aggrieved by the decision of the Campus Student Grievance Redressal Committee.

6.1.2 University Student Grievance Redressal Committee (USGRC)

i.) The Composition of the University Student Grievance Redressal Committee (USGRC) shall be as follows:

i)	Director of a Constituent, a Professor, by rotation, to be nominated by the Vice Chancellor	Chairperson
ii)	Two Professors to be nominated by the Vice Chancellor	Members
iii)	Head-Student Welfare	Secretary

a. At least one member or the Chairperson shall be a woman.

b. The term of the Chairperson and members of the Committee shall be of two years.

c. A member shall cease to be a member of the University Student Grievance Redressal Committee (USGRC) as soon as he ceases to belong to the category from which he became the member of the Committee.

d. The quorum for the meeting of the Committee, including the Chairperson shall be three.

e. The University Student Grievance Redressal Committee (USGRC) shall function as an Appeals Committee which shall follow the principles of natural justice.

7. The Procedure for Appeal:

i) Any student aggrieved by the decision of the Campus Student Grievance Redressal Committee (CSGRC), may prefer an appeal to the University Student Grievance Redressal Committee (USGRC) within a period of 10 working days from the date of receipt of such a decision.

ii) The procedure and timelines regarding the conduct of the meetings of the University Student Grievance Redressal Committee (USGRC) will be similar to the Campus Student Grievance Redressal Committee (CSGRC).

iii) Any student aggrieved by the decision of the University Student Grievance Redressal Committee (USGRC), they may prefer an appeal to the Ombudsperson by writing to the Head- Student Welfare, within a period of 15 working days from the date of receipt of such decision(s) of the USGRC.

8. Appointment, Tenure, Removal and Conditions of Services of Ombudsperson:

i) The University shall appoint an Ombudsperson for redressal of grievances in the form of appeals preferred by the aggrieved students which are not redressed at the level of University Student Grievance Redressal Committee (USGRC);

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ii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/ HOD) and has 10 years' experience as a Professor at State/ Central Universities/ Institutions of National Importance/ Deemed to be Universities or a former District Judge.

iii) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the University where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the University.

iv) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

v) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior.

vi) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

vii) Nothing mentioned herein above in these Rules shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 University Rules.

8.1 Functions of the Ombudsperson:

i) The Ombudsperson shall hear appeals from the aggrieved student, only after the student has availed all other remedies provided under these Rules.

ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.

iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination;

iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 (thirty) working days of receiving the appeal from the aggrieved student(s).

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8.2 Procedure for Grievance Redressal by the Ombudsperson:

i) Any student not satisfied by the decision of the University Student Grievance Redressal Committee (USGRC) may prefer an appeal to the Ombudsperson within a period of 15 (fifteen) working days through the Student Welfare Department.

ii) The University shall extend co-operation to the Ombudsperson in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall act in accordance with the provisions of the University Grants Commission (Redress of Grievances of Students) Regulations, 2023.

iii) The Ombudsperson, as the case may be, shall fix a date for the hearing of the appeal which shall be communicated by the Head, Student Welfare to the concerned Constituent/Sections/ Support Departments and the appellant.

iv) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

v) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.

vi) The University shall comply with the recommendations/ order of the Ombudsperson;

vii) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. Information Regarding Ombudsperson and Student Grievance Redressal Committees:

The University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Campus Student Grievance Redressal Committee(s) (CSGRC) and the University Student Grievance Redressal Committee (USGRC), under its purview, and the Ombudsperson for the purpose of appeals.

10. Validation of Certain Actions and Decisions:

No Act or proceedings of the Campus Student Grievance Redressal Committee(s) (CSGRC) and the University Student Grievance Redressal Committee (USGRC), and Appeal under these rules shall be invalid merely by reason of:

i) Any vacancy there or any defect in constitution thereof;
ii) Any defect in the nomination of appointment of a person acting as a member thereof;
iii) Any irregularity in its procedure not affecting the merits of the subject matter.

These Rules have been necessarily modified considering the structure of Symbiosis International (Deemed University), however the modifications are in no manner inconsistent with the principal University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

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Student Grievance Redressal Rules for the Off-Shore Campus of the University in Dubai, UAE is appended below as ***Annexure I.***

Student Grievance Redressal Rules for students pursuing Online Programnmes at Symbiosis School for Online and Digital Learning (SSODL) is appended below as ***Annexure II.***

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Annexure I

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Symbiosis International University, Dubai

[Redressal of Grievances of Students] Rules, 2024

For Branch Campus (Off-shore Campus)

These rules are framed in consonance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, for its branch campus (off-shore campus).

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Chapter 1

Preamble

Symbiosis International (Deemed University) is committed to provide and maintain a conducive learning environment that is unprejudiced, productive and respectful to all. The University has laid down a policy and procedure to redress grievances of students in its branch campus (off-shore campus) in consonance with University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

1.1 Short Title, Applicability and Commencement

i) **Short Title:** These Rules shall be called Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023 for Branch Campus (Off-shore Campus).

ii) **Applicability:** These Rules shall apply to all students who are pursuing a Programme of study through regular mode, including short-term training programmes in the Branch Campus (Off- Shore Campus) of the University or seeking admission to be enrolled in any Departments of the University, in its Branch Campus (Off-Shore Campus).

iii) **Commencement:** The Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023, for the Branch Campus (Off-Shore campus) shall come into force from date of starting of the Branch Campus (Off-Shore Campus).

1.2 Objectives

i) To provide opportunities to redressal of certain grievances of students, defined under these rules, who are enrolled in the Branch Campus (Off-Shore Campus) of the University and also to those who are seeking admission thereto, through a transparent, just and fair mechanism.

ii) To facilitate speedy redressal of grievances of students;

1.3 Definitions

In these Rules, unless the context otherwise requires-

a) **'Act'** means, the University Grants Commission Act, 1956 (3 of 1956);

b) **'Academic Year'** means the period from the commencement of the programme in any course of study in the Constituent up to the completion of the academic requirements for that particular year;

c) **'Aggrieved student'** means a student, who is pursuing a programme of study through regular mode, including short-term training programmes in the Branch Campus (Off-Shore Campus) of the University or seeking admission to be enrolled in any of the Branch Campus (Off-Shore Campus) of the University and who has any complaint in the matters relating to or connected with the grievances defined under these rules;

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d) **'Campus'** means and includes the Main Campus, Off-Campuses and Branch Campus (Off- shore campus) of the University.

e) **'Constituent'** means Departments operating under the administrative, academic and financial control of the Branch Campus (Off-shore campus) of the University and declared as such under the Notification, issued from time to time and includes Departments established under the Branch Campus (Off-shore campus) and notified by the University, thereafter, from time to time.

f) **'Commission'** means the University Grants Commission**;**

g) **'Declared admission policy'** means such policy, including the process there under, for admission to a programme offered at the Branch Campus (Off-Shore campus) as may be offered by the University by publication on the website/ e-prospectus/ Admission Brochure of the University.

h) **'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 University;
ii) irregularity in the process under the declared admission policy of the University;
iii) refusal to admit in accordance with the declared admission policy of the University;
iv) non-publication of prospectus/ e-prospectus by the University, in accordance with the provisions of these rules;
v) publication by the University of any information in the prospectus/ e-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 the Branch Campus (Off-shore campus) of the University, with a view to induce or compel such students to pay any fee or fees in respect of any course or programme of study which such students do not intend to pursue;
vii) demand of money in excess of that specified to be charged in the declared admission policy of the University;
viii) delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University;
ix) failure by the University to provide student amenities as set out in the prospectus/ e- prospectus, or is required to be extended by the University under any provisions of applicable law/ rules for the time being in force;
x) non-transparent or unfair practices adopted by the University for the evaluation
xi) of students;
xii) delay in, or denial of the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus/ refund rules of the University, or as may be, notified by the Commission;
xiii) complaints of alleged discrimination of students from persons of different races/ethnicity/genders or persons with disabilities;

i) **'Institution Deemed to be University'** means Symbiosis International (Deemed University) so declared, on the advice of the Commission, by the Central Government under Section 3 of the UGC Act 1956;

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j) **'Main Campus'** means Campus of the University at its headquarters, wherein its major facilities, faculty, staff, students and its academic departments, i.e., Pune, Maharashtra, India and includes all the campuses situated in the same territorial jurisdiction;

k) **'Nodal Officer'** means the officer appointed/ nominated by the University to scrutinize the grievances received from aggrieved students and forward the same to Campus Student Grievance Redressal Committee/ University; provided that the Administrative Officer (Off- shore campus), as the case may be, shall be the *Ex-Officio*.

l) **'Off-Campus Centre'** means a Centre of the University, approved/ permitted by the Government and situated beyond its main Campus within India;

m) **'Off-shore Campus'** means a Branch campus of the University approved by the Government and situated beyond its campus, outside India;

n) **'Off-shore Campus Student Grievance Redressal Committee (OCSGRC)'** means a committee constituted under these rules, at the level of the Branch campus (Off-shore);

o) **University Student Grievance Redressal Committee (USGRC)'** means a committee constituted at the level of the University to hear appeals from an aggrieved student against the decisions of the Off-Shore Campus Student Grievance Redressal Committee (OCSGRC);

p) '**Ombudsperson'** means the Ombudsperson appointed by the University in the Home campus;

q) **'Prospectus'** means and includes any publication, in electronic form, issued for providing fair and transparent information, relating to the University, to the general public (including to those seeking admission in the University) by the University or any authority or person authorized by University to do so;

r) **'Rules'** means Symbiosis International (Deemed University) [Redressal of Grievances of Students] Rules, 2023 and other Rules of the University;

s) **'Student'** means a person duly admitted and on roll pursuing a Programme of study in the Branch campus (off-shore campus) through regular mode.

Words and expressions not defined in these rules shall have the same meaning as appearing in the Regulations or in any other manual/ handbook/ guideline notified by the University Grants Commission/ University.

Chapter 2

Student Grievance Redressal Committees

2.0 The Branch campus (off-shore campus) of the University shall have the following Grievance Redressal Committees:

2.1 Campus Student Grievance Redressal Committee (CSGRC) at Branch Campus level
2.2 University Student Grievance Redressal Committee (USGRC) at University level

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2.1 **Campus Student Grievance Redressal Committee (CSGRC) at Branch Campus (Off- Shore Campus)**

2.1.1 The Composition of the Branch Campus Student Grievance Redressal Committee (CSGRC) shall be as follows:

i)	A Professor to be nominated by the Vice Chancellor	Chairperson
ii)	Four Professors/ Senior Faculties from amongst the Departments on the campus, by rotation, to be nominated by the Vice Chancellor	Members
iii)	A representative from among students of the departments in the campus, by rotation, to be nominated by the Vice Chancellor based on academic merit/ excellence in sports/ performance in co-curricular activities	Special Invitee

2.1.2 At least one member or the Chairperson shall be a woman; and

Provided that if the University is not able to fulfil the criteria laid down in 2.1 in a campus then the University may make suitable replacements.

2.1.3 The term of the Chairperson and members of the Committee shall be of two years.

2.1.4 The term of the special invitee shall be of one year.

2.1.5 A member shall cease to be a member of the Branch Campus (Off-shore) Campus Student Grievance Redressal Committee (CSGRC) as soon as he ceases to belong to the category from which he became the member of the Committee.

2.1.6 The quorum for the meeting of the Committee, including the Chairperson, but excluding the special invitee, shall be three.

2.1.7 In considering the grievances before it, the Off-shore Campus Student Grievance Redressal Committee (CSGRC) shall follow principles of natural justice.

2.1.8 The CSGRC shall send its report with recommendations, if any, to the Nodal officer of the Branch campus (off-shore campus) of the University, preferably within a period of thirteen
(13) working days, from the date of receipt of the complaint. The Nodal Officer shall communicate the decision taken on the recommendations to the student and a copy thereof to the CSGRC and the Programme In-charge of the Department to which the aggrieved student belongs to, preferably within a period of three (03) working days, from the date of receipt of the recommendations.

2.1.9 Any student aggrieved by the decision of the Off-shore Campus Student Grievance Redressal Committee (CSGRC) may prefer an appeal to the University Student Grievance Redressal Committee (USGRC), within a period of ten (10) working days from the date of receipt of such decision.

2.1.10 If the grievance is still not resolved, the student may prefer an appeal to the Ombudsperson, within a period of fifteen (15) working days from the date of receipt of decision of the University Student Grievance Redressal Committee (USGRC).

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Functioning of the Committee:

i) A student aggrieved by a grievance(s) defined under Grievance defined in the Rules, shall submit his/ her grievance through the online Grievance Redressal Portal of the University only. The Nodal Officer shall refer the complaint to the Chairperson of the Off-shore Campus Student Grievance Redressal Committee (CSGRC) along with his/her comments **within three (3) working days of receipt of the online complaint.**

On receipt of an online grievance (complaint) from the Nodal officer, the Chairperson of the Off-shore Campus Student Grievance Redressal Committee (CSGRC), as the case may be, shall fix a date of hearing the complaint and issue a Notice of the Meeting with the copy of the complaint to the aggrieved student, Programme In-charge of the Department to which the aggrieved student belongs or seeking admission to; and to the members of the Committee, within three (3) working days.

ii) The aggrieved student may appear in person or otherwise authorize a representative to present the case. No person shall have the right to legal representation during the proceedings.

iii) The Committee shall follow a fair and transparent procedure and principles of natural justice in the inquiry of the grievance. The Committee shall give adequate and fair opportunity to the aggrieved student, Programme In-charge of the Department and other concerned person(s) to place the facts, documents and views concerning the grievance(s) before it;

iv) The Committee shall investigate the case thoroughly and take written statements from the concerned parties. The Committee through its proceedings shall record finding(s) and pass appropriate recommendation(s).

The CSGRC shall ensure that the grievance redressal procedure is completed preferably within a period of thirteen (13) working days, from the date of receipt of the complaint and send the report with recommendations, if any, to the Off-shore Department of Student Welfare of the University.

v) The Nodal Officer shall communicate the decision to the aggrieved student within three (3) working days with a copy to the Chairperson of the CSGRC and the Director of the Constituent to which the aggrieved student belongs to.

vi) The aggrieved student may prefer an appeal against the decision of the CSGRC to the Nodal Officer with a copy to the Chairperson, USGRC within aperiod of ten (10) working days from the date of receipt of such decision.

vii) If the aggrieved student does not prefer an appeal within 10 working days, then Nodal Officer shall inform the Programme In-Charge to act on the decision.

viii) The Programme In-Charge shall send the Action Taken Report to the Nodal Officer with a copy to the Chairperson of the Campus Student Grievance Redressal Committee (CSGRC) within a period of seven (7) working days.

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The Chairperson shall forward a quarterly report of the functioning of Off-shore Campus Student Grievance Redressal Committee (CSGRC) in the prescribed format, to the Nodal Officer who in turn will submit the report to the Head-Student Welfare, Home Campus.

2.2 University Student Grievance Redressal Committee (USGRC)

The University has created an additional mechanism to facilitate grievance redressal in case a student is aggrieved by the decision of the Off-shore Campus Student Grievance Redressal Committee.

2.2.1 University Student Grievance Redressal Committee (USGRC)

2.2.2 The Composition of the University Student Grievance Redressal Committee (USGRC) shall be as follows:

i) Dean of the Faculty/ Director/ Head to be nominated by the Vice Chancellor	:	Chairperson
ii) Two Professors to be nominated by the Vice Chancellor	:	Members
iii) Head-Student Welfare, SIU	:	Secretary

2.2.3 At least one member or the Chairperson shall be a woman.

2.3 The term of the Chairperson and members of the Committee shall be of two years.

2.3.1 A member shall cease to be a member of the University Student Grievance Redressal Committee (USGRC) as soon as they cease to belong to the category from which they became the member of the Committee.

2.3.2 The quorum for the meeting of the Committee, including the Chairperson shall be three.

2.3.3 In considering the appeals before it, the University Student Grievance Redressal Committee (USGRC) shall follow principles of natural justice.

2.4 The Procedure for Appeal:

Any student aggrieved by the decision of the Off-shore Campus Student Grievance Redressal Committee (CSGRC), they may prefer an appeal to the University Student Grievance Redressal Committee (USGRC) within a period of 10 working days from the date of receipt of such a decision.

2.4.1 The procedure regarding the conduct of the meetings of the University Student Grievance Redressal Committee (USGRC) will be similar to the Off-shore Campus Student Grievance Redressal Committee (CSGRC).

2.4.2 Any student aggrieved by the decision of the University Student Grievance Redressal Committee (USGRC), they may prefer an appeal to the Ombudsperson by writing to the Head- Student Welfare, SIU within a period of 15 working days from the date of receipt of such decision(s) of the USGRC.

Chapter 3: Ombudsperson

3.1 Appointment, Tenure, Removal and Conditions of Services of Ombudsperson:

i) The University shall appoint an Ombudsperson for redressal of grievances in the form of appeals preferred by the aggrieved students which are not redressed at the level of University Student Grievance Redressal Committee (USGRC);

ii) The Ombudsperson for Off-shore grievance appeal mechanism shall remain the same person appointed by the University for its India campuses. S/he will handle the cases in an online mode.

iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/ HOD) and has 10 years experience as a Professor at State/ Central Universities/ Institutions of National Importance/ Deemed to be Universities or a former District Judge.

iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the University where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the University.

v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term. For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.

vi) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior.

vii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard, by a person not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

viii) Nothing mentioned herein above in these Rules shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 University Rules.

3.2 Functions of the Ombudsperson:

i) The Ombudsperson shall hear appeals from the aggrieved student, only after the student has availed all other remedies provided under these Rules.

ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for

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revaluation or re-totaling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.

iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints

of alleged discrimination;

iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30(thirty) working days of receiving the appeal from the aggrieved student(s).

3.3 Procedure for Grievance Redressal by the Ombudsperson:

i) Any student not satisfied by the decision of the University Student Grievance Redressal Committee (USGRC) may prefer an appeal to the Ombudsperson within a period of 15 (fifteen) working days through the Head-Student Welfare, SIU.

ii) The University shall extend co-operation to the Ombudsperson in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall act in accordance with the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

iii) The Ombudsperson, as the case may be, shall fix a date for the hearing of the appeal which shall be communicated by the Head, Student Welfare to the Nodal Officer, concerned Programme In-Charge and the appellant.

iv) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

v) The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.

vi) The University shall comply with the recommendations/ order of the Ombudsperson;

vii) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

3.4 Information Regarding Ombudsperson and Student Grievance Redressal Committees:

The University shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Off-shore Campus Student Grievance Redressal Committee (CSGRC) and the University Student Grievance Redressal Committee (USGRC), under its purview, and the Ombudsperson for the purpose of appeals.

3.5 Validation of Certain Actions and Decisions:

No Act or proceedings of the Off-shore Campus Student Grievance Redressal Committee (CSGRC) and the University Student Grievance Redressal Committee (USGRC), and Appeal under these rules shall be invalid merely by reason of:

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i) Any vacancy there or any defect in constitution thereof;
ii) Any defect in the nomination of appointment of a person acting as a member thereof;
iii) Any irregularity in its procedure not affecting the merits of the subject matter.

These Rules have been necessarily modified considering the structure of Symbiosis International (Deemed University), however the modifications are in no manner inconsistent with the principal University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Version Control
This policy will be reviewed every three years or as and when the Regulations are amended from time to time.

Change and Version Control				
Version	**Authored by**	**Brief Description of the changes**	**Date Approved**	**Effective Date**
2019-1	Registrar	New Policy and Procedure	01.10.2019	01.10.2019
2023-1I	Registrar	New Policy and Procedure	11.07.2023	11.07.2023

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Annexure II

FOR STUDENTS PURSUING ONLINE PROGRAMMES AT SSODL

The Composition of the Student Grievance Redressal Committee for learners of ODL/OL programmes offered by the University shall be as follows:

i)	Director, CDOE	-	Chairperson
ii)	Programme Coordinators from each Programme offered in the ODL/OL mode	-	Members
iii)	A representative from among students of the Centre, by rotation, to be nominated by the Director CDOE based on academic merit	-	Special Invitee
iv)	Administrative Officer/ Deputy Director (Administration)	-	Member Secretary

Note – At least one member or the Chairperson shall be a woman

i. The term of the Chairperson and members of the Committee shall be of two years.

ii. The term of the special invitee shall be of one year.

iii. A member shall cease to be a member of the Student Grievance Redressal Committee (SGRC) as soon as he ceases to belong to the category from which he/she became the member of the Committee.

iv. The quorum for the meeting of the Committee, including the Chairperson, but excluding the special invitee, shall be three.

v. In considering the grievances before it, the Student Grievance Redressal Committee (SGRC) shall follow principles of natural justice.

vi. The SGRC shall send its report with recommendations, if any, to the Department of Student Welfare of the University, preferably within a period of fifteen (15) working days, from the date of receipt of the complaint.

vii. Any student aggrieved by the decision of the Student Grievance Redressal Committee (SGRC) may prefer an appeal to the University Student Grievance Redressal Committee (USGRC), within a period of ten (10) working days from the date of receipt of such decision.

If the grievance is still not resolved, the student may prefer an appeal to the Ombudsperson, within a period of fifteen (15) working days from the date of receipt of decision of the University Student Grievance Redressal Committee (USGRC).

b. Functioning of the Student Grievance Redressal Committee (SGRC):

i. The Student Grievance Redressal Committee (SGRC) shall consider grievances in respect of the following, namely:

a) admission contrary to merit determined in accordance with the declared admission policy of the University;
b) irregularity in the process under the declared admission policy of the University;
c) refusal to admit in accordance with the declared admission policy of the University;
d) non-publication of prospectus/ e-prospectus by the University, in accordance with the provisions of these rules;
e) publication by the University of any information in the prospectus/ e-prospectus, which is false or misleading, and not based on facts;
f) 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 the University, with a view to induce or compel such students to pay any fee or fees in respect of any course or programme of study which such students do not intend to pursue;
g) demand of money in excess of that specified to be charged in the declared admission policy of the University;
h) violation, by the University of any law applicable for the time being in force in regard to reservation of seats in admission to different category of students;
i) non-payment or delay in payment of scholarships or financial aid admissible and payable to any student under the declared admission policy of the University and so agreed by the University, or under the conditions, if any, prescribed by the Commission;
j) delay by the University in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the University;
k) failure by the University to provide student amenities as set out in the prospectus/ e-prospectus, or is required to be extended by the University under any provisions of applicable law/rules for the time being in force;
l) non-transparent or unfair practices adopted by the University for the evaluation of students;
m) delay in, or denial of the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus/ refund rules of the University, or as may be, notified by the Commission;
n) delay in providing access to the Institutional Learning Management System.
o) lack of support from the designated mentor/ Programme Incharge with regards to student's queries.
p) complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, women, minorities or persons with disabilities categories;
q) denial of quality education as promised at the time of admission or required to be provided;
r) 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;
s) any action initiated/ taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the University; and
t) any action initiated/ taken contrary to the regulations and/ or guidelines made/ issued by the Commission and/ or the regulatory body concerned.

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ii. A student aggrieved by a grievance(s) defined under the Rules shall submit his/ her grievance through the online Grievance Redressal Portal of the University only. The Nodal Officer shall refer the complaint to the Student Grievance Redressal Committee (SGRC) along with his/her comments within three (3) working days of receipt of the online complaint, with a copy to the Director, SSODL and Head-Student Welfare.

iii. On receipt of an online grievance (complaint) from the Nodal officer, the Chairperson of the Student Grievance Redressal Committee (SGRC), as the case may be, shall fix a date of hearing the complaint and issue a Notice of Meeting with the copy of the complaint to the aggrieved student, Director of SSODL to which the aggrieved student belongs or seeking admission to; and to the members of the Committee, within three (3) working days.

iv. The aggrieved student may appear in person or otherwise authorize a representative to present the case. No person shall have the right to legal representation during the proceedings.

v. The Committee shall follow a fair and transparent procedure and principles of natural justice in the inquiry of the grievance. The Committee shall give adequate and fair opportunity to the aggrieved student, Director of SSODL, and other concerned person(s) to place the facts, documents and views concerning the grievance(s) before it;

vi. The Committee shall investigate the case thoroughly and take written statements from the concerned parties. The Committee through its proceedings shall record finding(s) and pass appropriate recommendation(s).

vii. The SGRC shall ensure that the grievance redressal procedure is completed preferably within a period of thirteen (13) working days, from the date of receipt of the complaint and send the report with recommendations, if any, to the Department of Student Welfare of the University.

viii. The Head-Student Welfare shall communicate the decision to the aggrieved student within three (3) working days with a copy to the Chairperson of the SGRC and the Director of SSODL to which the aggrieved student belongs to.

ix. The aggrieved student may prefer an appeal against the decision of the SGRC to the Head-Student Welfare, Member Secretary, USGRC with a copy to the Chairperson, USGRC within a period of ten (10) working days from the date of receipt of such decision.

x. Any student not satisfied by the decision of the University Student Grievance Redressal Committee (USGRC) may prefer an appeal to the Ombudsperson within a period of 15 (fifteen) working days through the Head-Student Welfare, SIU.

xi. If the aggrieved student does not prefer an appeal, then the Head-Student Welfare shall inform the Director of SSODL to act on the decision.

xii. The Director shall send the Action Taken Report to the Head-Student Welfare with a copy to the Chairperson of the Campus Student Grievance Redressal Committee (SGRC) within a period of seven (7) working days.