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ORIENTAL INSTITUTE OF SCIENCE & TECHNOLOGY

Approved by AICTE, New Delhi & Govt. of M.P. Affiliated to Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal
Oriental Campus, Thakral Nagar, Raisen Road, Bhopal-462 021 (M.P.) INDIA

Ref: OIST/2021/Jul/

Date: 01.07.2021

Office Order

Subject: Student Grievance Redressal Committee (SGRC)

In supersession of our previous orders, the OIST Student Grievance Redressal Cell is hereby reconstituted as per the guidelines of AICTE. The cell aims to deal with the grievances of the students relating to college matters.

2. The details of OIST Student Grievance Redressal Cell are as under:

S.No	Name	Designation	Contact
1	Dr. Rajesh Shukla (Director)	Chairperson	9893192616
2	Dr. Shrikant Zade (HoD, CSE)	Member	8007733018
3	Dr. S. L. Ahirwar (Professor, ME)	Member	7999513917
4	Dr. Ritu Monga (HoD, BS)	Member	9425027715
5	Methil Burde (student-IT VI Semester)	Student Member	9399824869

3. This committee will remain functional from July 1 2021 to June 30, 2022.

Director

Director

Oriental Institute of Science & Tech

Oriental Campus, Raisen-R

Bhopal-462022

- a. Principal of the College- Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal as Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the College to be nominated by the Principal based on academic meritoriousness in sports/performance in co-curricular activities- Special Invitee.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report, with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- (vii) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON.

- (i) Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redressal of Grievances of Students) Regulations, 2019.
- (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear and decide on appeals preferred against the decisions of the SGRCs.
- (iii) For institutions which are offering diploma level courses and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.
- (iv) For institutions which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management-Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of students.
- (v) The Ombudsperson shall be a Retired District Judge or a retired Vice-Chancellor or Professor who has worked as Dean/HOD and 10 years' experience as Professor at State/Central Universities/Institution of engineering.
- (vi) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as Ombudsperson, be in a conflict of interest with the institution where his/her personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the institution.
- (vii) The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for re-appointment for another one term for the same State or region, as the case may be.
- (viii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenses incurred as court judge.
- (ix) The State Government, in the case of an Ombudsperson of a State, and the Council (for Central appointed Ombudsperson), may remove the Ombudsperson from office, on charges of gross misconduct or misbehaviour as defined under these Regulations.
- (x) 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 judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- a. The Ombudsperson shall hear appeals from an aggrieved student(s) only after the student has availed all other remedies provided under these Regulations.