



MALLA REDDY (MR)
Deemed to be University
Recognized Under Section 3 of the UGC Act, 1956
Approved by AICTE, New Delhi, Accredited by NAAC with 'A++' Grade (Cycle- III)

STUDENT GRIEVANCE

REDRESSAL

POLICY



Malla Reddy (MR) Deemed to be University (MRDU) is a student-centric millennium university and it believes in fulfillment of the requirements of every student in his/her academic and research accomplishments and it also takes every effort to provide all support and guidance during their pursuit of knowledge in this institution. MRDU anticipates in advance of any impending grievance of the students, and it takes rapid and tangible action, in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations-2023 as notified in Official gazette dated 11th April 2023. Malla Reddy (MR) Deemed to be University has a grievance redressal committee in place to address the students' issues of all natures. The committee is constituted at the constituent college/unit level and at the university level for reviewing grievances across the departments and Centers.

1. POLICY STATEMENT

MRDU is committed to providing a student-centric ecosystem that ensures fairness, transparency, and prompt resolution of grievances. This Policy establishes a structured mechanism for receiving, evaluating, and redressing grievances of students in conformity with the **University Grants Commission (Grievance Redressal of Students) Regulations, 2023**.

The University upholds the right of every student to express concerns freely without fear of discrimination or retaliation and ensures that such grievances are addressed objectively and in a time-bound manner, through both offline and online platforms.

2. OBJECTIVES

1. To provide a clear and accessible mechanism for redressal of student grievances at departmental and University levels.
2. To uphold the dignity of MRDU by promoting a compassionate, responsive, and accountable environment.
3. To strengthen student satisfaction, trust, and participation in institutional decision-making.
4. To implement the *principles of natural justice and confidentiality* in grievance handling.
5. To integrate an **Online Grievance Redressal System** that connects MRDU's internal portal with the **UGC Samadhaan Platform** for national-level compliance.

3. SCOPE AND APPLICABILITY

This Policy applies to all students of MRDU including those of constituent colleges, departments, centres, and online programmes covering both **academic** and **non-academic** grievances such as:

- Evaluation, examination, attendance, or teaching-learning issues.
- Hostel, library, transport, or campus facility concerns.
- Behavioural, administrative, or harassment-related matters not covered under separate policies (e.g., Anti-Ragging, POSH).
- Financial or scholarship-related issues.
- Grievances submitted via *offline* or *online* mode through the MRDU portal or the UGC Samadhaan system.

4. DEFINITIONS

For the purpose of this Policy, unless the context otherwise requires:

1. **“University”** means *Malla Reddy (MR) Deemed-to-be University*, including all its Schools, Departments, Centres, and affiliated entities.
2. **“Student”** refers to any individual enrolled in a programme of study offered by MRDU, whether full-time, part-time, residential, online, or exchange.
3. **“Grievance”** means any concern, complaint, or dissatisfaction raised by a student regarding academic, administrative, infrastructural, or welfare-related issues.
4. **“Grievance Redressal Committee (GRC)”** or **“Student Grievance Redressal Committee (SGRC)”** means the body constituted under this Policy for the purpose of receiving, hearing, and resolving student grievances.
5. **“Ombudsperson”** refers to the independent authority appointed under *UGC (Grievance Redressal) Regulations, 2023* to hear appeals from aggrieved students after institutional remedies are exhausted.
6. **“Online Grievance Redressal System (OGRS)”** means the digital platform (UGC Samadhaan and MRDU’s internal grievance portal) through which students may file, track, and receive responses to their grievances.
7. **“Complainant”** means a student who submits a grievance either in person, in writing, or online.
8. **“Working Days”** mean University working days excluding weekends, holidays, and declared closures.

5. CONSTITUTION OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

5.1 Composition

As per the *UGC Grievance Redressal Regulations (2023)*, each School / Department shall have an SGRC comprising:

1. **Dean / Head of the School – Chairperson**
2. **One Senior Faculty Member – Member**
3. **One Representative from Administration (Registrar / HR Office) – Member**
4. **One Female Faculty Member – Member (Gender Sensitisation Representative)**
5. **Student Representative (final-year student nominated by Dean–Student Welfare) – Special Invitee (non-voting)**

5.2 Tenure

- The Committee shall be reconstituted every **three years**.
- Vacancies arising during the tenure shall be filled within 30 days of occurrence.

5.3 Functions of the SGRC

1. Receive and acknowledge student grievances in written or electronic form.
2. Conduct fair and impartial inquiries following principles of natural justice.
3. Recommend appropriate resolutions or corrective measures within prescribed timelines.
4. Maintain digital records of all cases handled.
5. Submit periodic reports to the **University Grievance Redressal Committee (UGRC)** and **IQAC** for monitoring.

5.4 University Grievance Redressal Committee (UGRC)

At the University level, a UGRC shall oversee institution-wide grievances and unresolved departmental cases. It shall consist of:

1. **Dean (Student Welfare) – Chairperson**
2. **Dean (Academics) – Member**
3. **Registrar / Controller of Examinations – Member**
4. **One Senior Faculty Member (Rotational) – Member**
5. **One Female Faculty Member / POSH Representative – Member**
6. **Member Secretary (IQAC Coordinator) – Recording Officer**

6. PROCEDURE FOR REDRESSAL OF GRIEVANCES

6.1 Modes of Filing a Grievance

Students may submit grievances through any of the following modes:

1. **Offline Mode:**
 - Written complaint submitted to Mentor, HoD, or Dean (Student Welfare) using the prescribed form.
 - Complaints shall be acknowledged with a reference number.
2. **Online Mode:**
 - Submission via MRDU's **Online Grievance Portal** or **UGC Samadhaan Platform**.
 - Auto-acknowledgment email or SMS shall be generated for tracking purposes.
3. **Email Submission:**
 - Students may also write to grievances@mrdu.edu.in with details and evidence.
 - The mail will be redirected to the relevant SGRC by the IQAC office.

6.2 Inquiry and Resolution Process

1. On receipt of a grievance, the SGRC shall issue acknowledgment within **3 working days**.

2. A preliminary review shall be conducted to assess validity and jurisdiction.
3. The concerned parties may be called for hearing or clarification.
4. The SGRC shall record proceedings, maintain confidentiality, and recommend suitable resolution within **15 working days**.
5. Complex cases requiring policy interpretation or inter-departmental coordination may be escalated to the UGRC.

6.3 Resolution Timelines

Stage	Responsible Authority	Timeline (Working Days)
Preliminary Scrutiny	Faculty Mentor / HoD	3 days
Departmental Inquiry	SGRC	15 days
University-Level Review	UGRC	20 days
Appeal (if any)	Ombudsperson	30 days

7. ONLINE GRIEVANCE REDRESSAL MECHANISM

In alignment with the *UGC (Grievance Redressal of Students) Regulations, 2023*, MRDU operates an **Online Grievance Redressal System (OGRS)** that enables students to submit, monitor, and receive redressal digitally through secure and transparent channels.

7.1 Integration with UGC Samadhaan Portal

1. MRDU's Online Grievance Redressal Portal is linked with the **UGC Samadhaan Portal** (<https://samadhaan.ugc.ac.in>).
2. All grievances lodged through the UGC platform shall be automatically routed to the MRDU IQAC / SGRC dashboard for institutional action.
3. The status of each case shall be updated online within the prescribed UGC timelines.

7.2 MRDU Online Grievance Portal

1. Students may file grievances directly on the **MRDU Student Grievance Portal** available under the "Student Support" section of the University website.
2. The portal contains:
 - o Grievance submission form (academic / administrative / hostel / examination / financial).
 - o Upload option for supporting documents.
 - o Tracking ID for follow-up.
3. The portal is jointly managed by the **IQAC, Dean (Student Welfare), and IT Cell**.
4. Every entry is time-stamped and automatically logged into the **Online Grievance Register** maintained by IQAC.

7.3 Workflow for Online Grievance Handling

Step	Activity	Responsibility
Step 1	Student files grievance on MRDU or UGC Samadhaan portal	Student
Step 2	Automatic registration and acknowledgment	IT Cell / IQAC
Step 3	Forwarding to relevant Department SGRC	Dean (Student Welfare)
Step 4	Review, investigation, and recommendation	SGRC
Step 5	Approval and communication of resolution	Dean (Student Welfare) / UGRC
Step 6	Case closure and record archiving	IQAC

7.4 Confidentiality and Data Protection

1. All grievance data shall be treated as confidential and stored in secure institutional databases.
2. Access to grievance records shall be restricted to authorised committee members only.
3. Personal information shall not be disclosed without consent except as required by law.
4. IQAC shall ensure annual data backup and compliance with MRDU's *Data Protection and ICT Policy*.

8. APPEAL AND ROLE OF THE OMBUDSPERSON

9.1 Right to Appeal

1. A student who is dissatisfied with the decision or resolution provided by the **Student Grievance Redressal Committee (SGRC)** or **University Grievance Redressal Committee (UGRC)** may appeal to the **Ombudsperson** within **15 working days** from the date of receipt of the decision.
2. The appeal shall be submitted in writing or through the **UGC Samadhaan Portal**, providing details of the grievance, prior proceedings, and reasons for dissatisfaction.
3. Appeals filed beyond the stipulated period may be accepted at the discretion of the Ombudsperson if sufficient cause is shown.

9.2 Appointment and Role of Ombudsperson

1. The **Ombudsperson** shall be appointed by the University as per *UGC (Grievance Redressal) Regulations, 2023*, with approval of the **Board of Management** and intimation to UGC.
2. The Ombudsperson shall be a senior academician or retired judge of high integrity and impartiality.
3. The functions of the Ombudsperson include:
 - o Reviewing appeals from aggrieved students after exhaustion of institutional remedies.
 - o Seeking additional clarifications or documents from the University if required.
 - o Issuing recommendations or directions to ensure fair redressal.
 - o Submitting an annual report on cases received, disposed, and pending to the Vice-Chancellor and UGC.
4. The decision of the Ombudsperson shall be final and binding on all parties.
5. The University shall extend full cooperation, including access to records, to the Ombudsperson for effective functioning.

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9.0 MONITORING, REPORTING, AND RECORD KEEPING

1. The IQAC shall serve as the nodal unit for maintaining records of all grievances received, actions taken, and timelines observed.
2. The Dean (Student Welfare) shall prepare quarterly and annual reports on grievance statistics, trends, and outcomes.
3. Reports shall be submitted to:
 - o The Vice-Chancellor and Board of Management, and
 - o The UGC, through the *Samadhaan portal*, as per regulatory requirements.
4. The University shall retain grievance-related documents (physical and digital) for a minimum of **five years**.
5. The IQAC shall periodically audit the functioning of SGRCs and UGRC for compliance and efficiency.

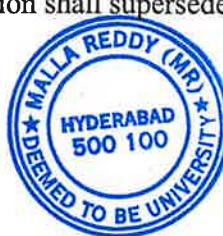
10. AWARENESS, ACCESSIBILITY, AND PUBLIC DISCLOSURE

1. The details of this Policy, committee composition, contact details of the **Dean (Student Welfare)** and **Ombudsperson**, and links to the grievance portals shall be displayed:
 - o On the University website under “Student Support”.
 - o On all departmental and hostel notice boards.
 - o During orientation and induction programmes for new students.
2. Awareness sessions on grievance redressal and student rights shall be conducted every semester by the **IQAC, SGR Committee and Dean (Student Welfare)**.
3. Periodic student surveys shall be conducted to evaluate the effectiveness and accessibility of the grievance mechanism.
4. The University shall ensure that no student is discriminated against, victimised, or penalised for lodging a bona fide grievance.

11. POLICY REVIEW AND DOCUMENT CONTROL

11.1 Policy Review

1. This Policy shall be reviewed **once every three years**, or earlier if required due to amendments in UGC Regulations.
2. Revisions shall be proposed by the **Dean (Student Welfare)** in consultation with **IQAC** and approved by the **Board of Management (BoM)**.
3. Upon approval, the new version shall supersede all previous versions and be circulated to all Schools and Departments.





Registrar

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