



# Vaidya Yagya Dutt Sharma Ayurved Mahavidyalaya, Khurja. (Distt. Bulandshahr)

And Asso. Pt. Pyare Lal Rama Dutt Vaidya Chikitsalaya (PLRD Hospital), Khurja (U.P.)  
(Affiliated to M.G.G. AYUSH University Gorakhpur, Vide Letter No. 418 Dated 17 Aug. 2022,  
C.C.S. University Meerut, Vide Letter No. 2592 Dated 01 Dec. 2014 & N.C.I.S.M.  
Vide Letter No. 3-14/2001-Ayu(137) New Delhi). College Code : AYU0253

Opp. Dharpa Power House, Khurja-Bulandshahr  
G.T.Road, Khurja-203131 (U.P.)  
E-mail : vydsam@rediffmail.com  
Mob.: 8957631677 (Principal)

Date : 24/09/2024

Ref : vydsam/2024-25/ 1124

## OFFICE ORDER

### STUDENTS GRIEVANCE REDRESSAL COMMITTEE

As per direction of the Hon'ble High Court of Delhi, vide Order dated 9<sup>th</sup> September 2024, Constitution of Grievance Redressal Committee for students in Higher Education Institutions-WP (Crl.) no. 793/2017 and The UGC notified University Grants Commission (Redress of Grievances of Students) Regulations, 2023 in the Official Gazette on 11<sup>th</sup> April, 2023. Students having any complaint/ Grievance shall contact any of the following members of the Grievance Committee. The Members of Grievance Committee for 2024-25 are as follow:

S. No.	Name Of Member	Designation	Position in SGRC	Contact No.	Sign
1	Dr. Girish Narain Rai	Professor	Chairperson	8218680766	<i>Girish</i>
2	Dr. Bipin Bihari Kesari	Professor	Co-Chairperson	8395069147	<i>Bipin</i>
3	Dr. Ram Krushna Panda	Professor	Member	7906224252	<i>Rm</i>
4	Dr. Snehlatha J.	Professor	Member	9310475039	<i>Sneh</i>
5	Dr. Jagannath Haryan	Professor	Member	8149480997	<i>Jagannath</i>
6	Ms. Prachi Priya Singh	Student (F)	Student Represented	-	<i>Prachi</i>
7	Mr. Utpal Mishra	Student (M)	Student Represented	-	<i>Utpal</i>

Email Id: [sgrc.vydsam@gmail.com](mailto:sgrc.vydsam@gmail.com)

- Copy to: 1. Concern as above.  
2. Notice Board.  
3. Guard file.

Received  
ON Pri.  
25/9/24





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## A Students' Grievance Redressal Committee (SGRC)

This is a committee in a college that addresses complaints and grievances raised by students. The committee's purpose is to ensure that students' concerns are heard and resolved in a timely and effective manner.

Student Grievance Redressal Committee was composed at Vaidya Yagya Dutt Sharma Ayurved Mahavidyalaya Khurja, Bulandshahr 203131 in accordance with notification from the University Grants Commission (Redress of Grievances of Students) Regulations, 2023 in the Official Gazette on 11<sup>th</sup> April, 2023.

### OBJECTIVES of SGRC:

- **Fair and transparent process**

The committee ensures that the process for addressing grievances is fair and transparent.

- **Positive environment**

The committee aims to foster a positive and harmonious environment by addressing issues promptly and effectively.

- **Strengthening bonds**

The committee aims to strengthen the bond between students and the institution.

- **Convenient learning environment**

The committee provides students with facilities to maintain a convenient learning environment.

**SCOPE:**

The Committee deals with Grievances received in writing from the students about any of the following matters: -

**Academic Matters:** Related to timely conduction of classes, conduction of internal assessment examinations, attendance, journals, logbooks. Library facilities

**Other Matters:** Related to conditions of sanitation, preparation of food, drinking water, availability of transport, I- cards, amenities and maintenance general administration, hostel facilities

**Students can raise Grievances\* to the SGRC through a variety of methods, including:**

- Offline mode, such as a downloadable format
- Email
- Suggestion Box
- Phone contact
- In-person contact

## **STANDARD OPERATING PROCEDURE (SOP):**

1. Students and parents are sensitized about student grievance redressal committee in orientation programme at the start of every academic year.
2. Display of boards depicting mobile numbers of committee members at prominent places in the campus.
3. The students can register their complaint in writing or through e-mail/ message to any teacher/ mentor/ committee/ head of institution.
4. The students would also register their complaint through 24 Hrs.

Email Id: [sgrc.vydsam@gmail.com](mailto:sgrc.vydsam@gmail.com)

5. Upon receiving the complaint, it will be forwarded to the committee
6. The committee will review the complaint.
7. The committee will take the necessary steps to solve the problems
8. The committee shall make all efforts to resolve grievances within seven working days.
9. Committee members will assess the grievance with interaction of both parties and witnesses produced and will arrive at a unanimous decision.
10. The recommendation will be conveyed to the head of institution.
11. The decision will be conveyed to both the parties.
12. If the student is not satisfied with the decision, the same will be referred to the University.
13. The committee will meet once in six months and as and when required.
14. Minutes and grievance redressal documents to be maintained by the committee.

## **STRUCTURE OF THE COMMITTEE:**

- a) A Professor - Chairperson
- b) Four Professors/Senior Faculty Members of the Institution as Members for Minimum two years.
- c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- d) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- e) The term of the chairperson and members shall be for a period of two years.
- f) The term of the special invitee shall be one year.
- g) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- h) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- i) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- j) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

## OFFICE ORDER

### FORMATION OF STUDENTS GRIEVANCE REDRESSAL COMMITTEE

Reference: The Hon'ble High Court of Delhi has directed, vide its Order dated 9<sup>th</sup> September 2024, Constitution of Grievance Redressal Committee for students in Higher Education Institutions-WP (CrI.) no. 793/2017 and The UGC notified University Grants Commission (Redress of Grievances of Students) Regulations, 2023 in the Official Gazette on 11<sup>th</sup> April, 2023. Students having any complaint/ Grievance shall contact any of the following members of the Grievance Committee. The Members of Grievance Committee for 2024-25 as follow:

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Corresponding letters from UGC are available on website ([www.ugc.ac.in](http://www.ugc.ac.in)) for reference.

**Principal**

Copy to concern through Principal  
All notice Board/Office Guard file