



Ref. MG MU/2023-24/RO/SGRC/ 368

19th January 2024

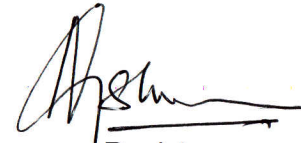
To,
Hon'ble Shri Telgaonkar Uttam Laxmanrao
Retired & District Judge
Chhatrapati Sambhajanagar

Subject : Appointment of Ombudsperson on Students Grievance Redressal Committee

Respected Sir,

1. To formulate a simplified yet effective mechanism for Students Grievances Redressal, the UGC has brought out the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. These regulations are notified in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.
2. The new regulations provide for the establishment of Students Grievances Redressal Committee(s) (SGRC) by all Higher Education Institutions (HEIs) and for the appointment of Ombudsperson(s) at the University level. The detailed mechanism for the constitution of SGRCs, its composition, the appointment of the Ombudsperson, and other related details and the mechanism for the redressal of students' grievances have been provided in the Regulations.
3. In this background, the Hon'ble Chancellor of the MGM University, Chhatrapati Sambhajanagar is pleased to appoint you as Ombudsperson at the University level of the Students Grievance Redressal Committee (SGRC).
4. The appointment, tenure, removal and conditions of services of the Ombudsperson is enclosed for your kind reference.




Registrar
Registrar
MGM University
Aurangabad

Copy to :

1. PS of the Hon'ble Chancellor - For kind information please.
2. PS of the Hon'ble Vice-Chancellor - For kind information please.
3. The Controller of Examinations
4. The Chief Finance & Accounts Officer
5. The Deputy Registrar (Academics)


APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON

- Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- 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.
- 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 Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- 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 respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior.
- 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.

Place : Chhatrapati Sambhajinagar

Date : 19th January 2024




Registrar
MBM University
Aurangabad