

# Manav Rachna University

Estd. vide Haryana Act No. 26 of 2014  
(Formerly Manav Rachna College of Engineering)  
Sector-43, Aravali Hills, Faridabad

F.No. MRU/GRC/Vol.(IV)/2021 | 1855

Dated: 17.07.2023

## OFFICE ORDER

In pursuance of the provisions under the Clause 5 (ii) of UGC (Redressal of Grievances of Students) Regulation, 2023, the Competent Authority is pleased to re-constitute the Student Grievance Redressal Committee (SGRC) comprising the following faculty members.

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|--|-----------------|
| 1. Prof. (Dr.) Shruti Vashist, Dean Academics  | Chairperson     |
| 2. Prof. (Dr.) Geeta Thakur, Professor, DSW  | Member          |
| 3. Prof. (Dr.) Mrinal Pandey, Professor-CSE  | Member          |
| 4. Prof. Sudhish Shukla, Proctor   | Member          |
| 5. Dr. Shaharyar Asaf Khan, Assoc. Prof.   | Member          |
| 6. Dr. J.P Sharma, Asst. Prof. (Representative SC/ST/OBC)  | Member          |
| 7. Representatives from amongst the students to be nominated on academic merit/excellence in sports, co-curricular activities. | Special Invitee |

The committee shall look into the grievances as prescribed in the clause 3(f) of the UGC regulation 2023 of students enrolled with the University as per the procedure given below:

### Procedure for Redressal of Grievance:

1. Students may file online complaints on ERP portal which has a tab with the name "Student Grievance Redressal".
2. The officer handling ERP portal shall be responsible to monitor the online complaints of the students. He will download the complaints filed online on the portal and forward to the Chairperson Student Grievance Redressal Committee of the University within 7 days of receipt of the complaint.
3. The Students' Grievance Redressal Committee, as the case may be shall fix a date for hearing the complaint which shall be communicated to all the concerned and the aggrieved student.
4. An aggrieved student may appear either in person or authorize a representative to present the case.
5. Grievance Redressal Committee shall provide its recommendations within 15 days of the receipt of the complaint and forward the same to the Registrar for further action.
6. Grievance not resolved by the student Grievance Committee within 15 days shall be referred to the Ombudsperson by the University.

  
(Dr. K. Singh)  
Registrar

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Copy to:

1. PS to Chancellor kind information of the Hon'ble Chancellor
2. PS to Vice President kind information of the Hon'ble Vice President
3. PS to VC kind information of the Hon'ble Vice Chancellor, MRU
4. All the Deans/ Director & HoDs
5. Chairperson & Members of the Student Grievance Redressal Committee
6. Dy. Registrar (Academics) /Asst. Librarian/ Dy. Librarian / Asst. Manager HR

  
(Dr. K. Singh)  
Registrar