

STUDENTS' GRIEVANCE REDRESSAL HANDBOOK

Format for an Institute / College

PARTICULAR	DETAILS
Name of Institute	DHABALESWAR INSTITUTE OF PHARMACY, CUTTACK
Affiliating University	OUHS, BHUBANESWAR
Address	RADHADAMODAR PUR, KHUNTUNI, CUTTACK
Academic Year	2026-27
Effective From	
Approved By	PROF. Dr. SaiPrasanna Behera
Office Order No. & Date	

STUDENT COPY / HANDBOOK

Regulatory Note

This handbook is designed as an institute-level format based on the UGC (Redressal of Grievances of Students) Regulations, 2023. The official UGC website lists the 2023 Regulations as published on 12 April 2023. The older UGC (Grievance Redressal) Regulations, 2012 were published on 23 March 2013 and were later superseded by the 2019 Regulations and then the 2023 Regulations.

The Institute should verify this handbook against the regulation applicable to its affiliation, statutory requirements and academic year before issuing it.

Principal
Dhabaleswar Institute of
Pharmacy

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1. INTRODUCTION

The Institute is committed to providing a safe, fair, transparent and student-friendly academic environment. A Students' Grievance Redressal Committee (SGRC) is constituted to receive, examine and redress grievances of students in accordance with applicable UGC regulations and institutional rules.

Students are encouraged to use the grievance mechanism whenever they have a genuine complaint relating to their academic, administrative, financial, welfare or other student-related matters.

2. OBJECTIVES OF THE GRIEVANCE REDRESSAL MECHANISM

- To provide an accessible and transparent mechanism for receiving student complaints.
- To ensure that grievances are considered fairly and without discrimination.
- To provide an opportunity to the aggrieved student to present the case.
- To follow the principles of natural justice.
- To promote timely disposal and effective corrective action.
- To maintain appropriate records of complaints, decisions and Action Taken Reports (ATRs).
- To identify recurring problems and recommend institutional improvements.

3. DEFINITION OF GRIEVANCE

For the purpose of this handbook, a grievance means a complaint by an aggrieved student relating to matters connected with the student's education, admission, academic activities, institutional services, facilities, welfare or other matters covered by applicable UGC regulations.

4. SCOPE OF STUDENT COMPLAINTS

Sl.	Examples of matters that may be reported
1	Admission-related irregularities or issues concerning the declared admission process.
2	Fees, refund or other financial issues within the applicable rules.
3	Scholarship / fellowship delay or non-payment where the Institute is responsible for processing.
4	Examination, evaluation, result or academic-service related grievances.
5	Student amenities and promised facilities.
6	Discrimination, denial of legitimate student rights or reservation-related concerns.
7	Harassment, victimisation or other prohibited conduct, subject to the appropriate statutory mechanism.
8	Problems relating to institutional procedures, communication or student services.
9	Any other student grievance falling within the applicable UGC regulations.

5. STUDENTS' RIGHTS

- Right to access the grievance mechanism without unnecessary barriers.
- Right to submit a complaint and receive acknowledgement / tracking information.
- Right to be heard and to present relevant documents or information.
- Right to a fair and reasoned consideration of the grievance.
- Right to confidentiality to the extent reasonably possible and permitted by law.
- Right to appeal to the Ombudsperson where the applicable regulations provide such a remedy.
- Right to protection from retaliation for making a genuine complaint.



6. STUDENTS' RESPONSIBILITIES

- Provide true, accurate and relevant information.
- Submit supporting documents wherever available.
- Attend hearings when required and cooperate with the Committee.
- Maintain respectful conduct during the grievance process.
- Do not submit knowingly false, malicious or frivolous complaints.
- Respect confidentiality of proceedings and personal information of others.

7. STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The Institute shall constitute the required Students' Grievance Redressal Committee(s) in accordance with the applicable UGC regulations. A student complaint relating to the Institute should ordinarily be addressed to the Chairperson of the SGRC.

8. COMPOSITION OF SGRC – UGC 2023 FORMAT

Position	UGC 2023 requirement / Institute entry
Chairperson	A Professor – Chairperson
Member 1	Professor / Senior Faculty Member – _____
Member 2	Professor / Senior Faculty Member – _____
Member 3	Professor / Senior Faculty Member – _____
Member 4	Professor / Senior Faculty Member – _____
Student Special Invitee	Student nominated on academic merit / excellence in sports / performance in co-curricular activities – _____
Woman representation	At least one member or Chairperson shall be a woman – _____
SC/ST/OBC representation	At least one member or Chairperson shall be from SC/ST/OBC category – _____
Term of Chairperson / Members	Two years
Term of Student Special Invitee	One year
Quorum	Three, including the Chairperson, excluding the special invitee

9. FUNCTIONS AND DUTIES OF SGRC

- Receive and register student grievances.
- Examine the complaint and supporting documents.
- Provide the concerned parties an appropriate opportunity to be heard.
- Follow the principles of natural justice.
- Maintain confidentiality of sensitive information as appropriate.
- Make findings and recommendations based on available evidence.
- Send its report with recommendations to the competent authority and a copy to the aggrieved student within the applicable time frame.
- Monitor implementation of the decision / corrective action.
- Maintain grievance statistics and periodic reports.
- Identify systemic issues and recommend preventive measures.

10. GRIEVANCES REQUIRING OTHER STATUTORY MECHANISMS

Where a complaint falls under a specialised statutory mechanism, it should be dealt with by the competent committee / authority in accordance with the applicable law. Examples may include anti-ragging matters, sexual-harassment complaints, or other matters governed by separate legislation or UGC regulations. The student should be guided to the appropriate mechanism without prejudice to any rights available under applicable law.

11. HOW TO SUBMIT A COMPLAINT

Step	Student Action
1	Download / obtain the Student Complaint Form or access the online grievance portal.
2	Write the complaint clearly, briefly and factually.
3	Mention date, place, persons / department involved and the relief requested.
4	Attach relevant documents, screenshots, receipts or other evidence, where available.
5	Submit online or at the designated grievance office / drop box as notified by the Institute.
6	Keep the acknowledgement / grievance registration number for future reference.

12. ONLINE AND OFFLINE COMPLAINT PROCEDURE

Stage	Procedure	Record
Registration	Complaint received and unique number generated.	Grievance Register / Portal
Scrutiny	Initial verification and forwarding to competent authority / SGRC.	Scrutiny note
Notice	Concerned persons informed as required.	Notice / email
Hearing	Student and concerned parties given opportunity to present their case.	Minutes
Decision	Findings and recommendations recorded.	SGRC Report
Communication	Decision communicated to student and competent authority.	Dispatch / email
Action	Corrective action implemented and verified.	ATR
Appeal	Appeal may be made to Ombudsperson where applicable.	Appeal record

13. GRIEVANCE REDRESSAL FLOW CHART

STAGE	ACTION
1. STUDENT	Student identifies grievance and prepares complaint.
↓	↓
2. SUBMISSION	Online portal / prescribed offline complaint form.
↓	↓
3. REGISTRATION	Acknowledgement and grievance number.
↓	↓
4. SGRC	Scrutiny, notice, hearing and examination of evidence.
↓	↓
5. REPORT	SGRC prepares findings / recommendations.
↓	↓
6. COMPETENT AUTHORITY	Decision / corrective action.
↓	↓
7. COMMUNICATION	Decision communicated to aggrieved student.
↓	↓
8. APPEAL	Appeal to Ombudsperson within the applicable period, where permitted.

14. TIME LIMITS AND DISPOSAL – UGC 2023

Matter	UGC 2023 provision
SGRC report	Preferably within 15 working days from receipt of complaint.
Appeal against SGRC decision	Within 15 days from receipt of the SGRC decision.
Ombudsperson disposal	Ombudsperson is required to make all efforts to resolve grievances within 30 days of receiving the appeal.
Institutional action	The Institute should implement orders / recommendations as required by the applicable regulations and maintain evidence of action taken.

Note: The above time limits are based on the UGC 2023 framework. If another statutory or regulatory mechanism prescribes a different procedure or time limit, the applicable specific requirement should be followed.

15. HEARING AND NATURAL JUSTICE

- The student should be given a reasonable opportunity to present the grievance.
- The concerned party should be allowed to respond where appropriate.
- Relevant evidence should be considered objectively.
- Members should avoid conflicts of interest.
- The decision should be based on facts, applicable rules and evidence.
- Reasons for the decision should be recorded.

16. APPEAL TO OMBUDSPERSON

A student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson within 15 days from the date of receipt of the SGRC decision, as provided under the UGC 2023 Regulations. The Institute shall publish the applicable Ombudsperson details, contact information and appeal procedure.

Institute Entry	Details
Name of Ombudsperson	
Designation / Eligibility	
Office Address	
Email	
Telephone	
Appeal submission method	
Website link	

17. CONFIDENTIALITY AND PROTECTION OF STUDENTS

- Information supplied in a grievance should be handled responsibly and shared only with persons who need it for resolution, subject to law and institutional policy.
- Personal information should not be unnecessarily displayed in public reports.
- Complaint records should be stored securely.
- Students should not be subjected to retaliation for making a genuine complaint.

18. FALSE / FRIVOLOUS COMPLAINTS

Students should use the grievance mechanism responsibly. Knowingly false, malicious or frivolous complaints may attract appropriate action in accordance with applicable rules. A complaint should not be treated as frivolous merely because it is not ultimately accepted; the Institute should examine the facts fairly.

19. CONTACT DETAILS – STUDENT GRIEVANCE REDRESSAL

Particular	Institute Details
SGRC Chairperson	
SGRC Office / Coordinator	
Office Location	
Working Hours	
Email	
Telephone	
Online Grievance Portal	
Offline Complaint Box Location	
Ombudsperson	
Ombudsperson Email	
Emergency / Other Statutory Contact	

20. STUDENT COMPLAINT FORM

A. STUDENT DETAILS	
Name of Student	
Enrollment / Roll No.	
Course / Programme	
Year / Semester	
Mobile No.	
Email ID	
B. GRIEVANCE DETAILS	
Date of Complaint	
Nature / Category of Grievance	
Date and Place of Incident	
Department / Person Concerned	
Detailed Description	
Relief / Action Requested	
Documents Attached	
Previous Complaint / Reference No., if any	
Declaration	I declare that the information provided is true to the best of my knowledge.
Signature of Student	Date: _____

For Office Use Only

Grievance Registration No.	
Date Received	
Received Through	Online / Offline / Email / Other
Assigned To	
Date Forwarded to SGRC	
Hearing Date	
Decision / Recommendation Date	
Date Communicated to Student	
ATR / Closure Date	

21. GRIEVANCE DISPOSAL / ACTION TAKEN REPORT (ATR)

Particular	Details
Grievance No.	
Date Received	
Student / Programme	
Nature of Grievance	
Documents / Evidence Examined	
Hearing Date(s)	
Persons Heard	
Findings	
SGRC Recommendation	
Competent Authority Decision	
Corrective Action Taken	
Date Action Completed	
Communication to Student	Date: _____ Method: _____
Appeal, if any	Yes / No; Date: _____
Closure Status	Closed / Pending / Appealed
Prepared by	
Chairperson Signature	

22. STUDENT ACKNOWLEDGEMENT OF DECISION

I acknowledge receipt of the decision / communication relating to my grievance registration number _____ dated _____. This acknowledgement records receipt of the communication and does not necessarily indicate agreement with the decision.

Name of Student	
Signature	
Date	
Remarks, if any	

23. GRIEVANCE REGISTER – MASTER FORMAT

Sl.	Grievance No.	Date	Category	Brief Subject	Action / Decision	Disposed Date	Pending / Closed	Evidence Ref.
1								
2								
3								
4								
5								

24. DOCUMENT / EVIDENCE CHECKLIST

Evidence Code	Document	Available	Remarks
A-1	SGRC Constitution / Office Order	Yes / No	
A-2	SGRC Member Appointment / Nomination Records	Yes / No	
A-3	SGRC Meeting Notices & Minutes	Yes / No	
A-4	SGRC Reports / Recommendations	Yes / No	
B-1	Ombudsperson Appointment Order	Yes / No	
C-1	Online Grievance Portal Screenshot / URL	Yes / No	
C-2	Offline Complaint Mechanism / Complaint Box	Yes / No	
D-1	Grievance SOP / Guidelines	Yes / No	
E-1	Annual Grievance Statistics	Yes / No	
F-1	Website / Prospectus Disclosure	Yes / No	
G-1	Awareness / Orientation Records	Yes / No	
H-1	Review Minutes / ATR	Yes / No	

25. STUDENT AWARENESS DECLARATION

I have been informed about the Students' Grievance Redressal mechanism of the Institute, the method of submitting complaints, the SGRC contact details, the appeal mechanism and my rights and responsibilities under the applicable rules.

Student Name	
Roll / Enrollment No.	
Programme / Semester	
Signature	
Date	

APPROVAL AND CONTROL PAGE

Document Title	Students' Grievance Redressal Handbook
Document No.	
Version	
Effective Date	
Review Date	
Prepared By	
Checked By	
Approved By	
Office Order / Resolution No.	

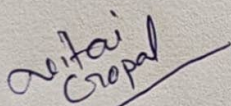
This handbook should be reviewed periodically and updated whenever the applicable UGC regulations, affiliating university rules, statutory requirements or institutional grievance procedures are revised.

UGC REGULATORY REFERENCE

The UGC's official Student Centric Regulations page currently lists the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, published on 12 April 2023. The same page also lists the earlier 2019 Regulations and the 2012 Grievance Redressal Regulations published on 23 March 2013.

Official reference: UGC Student Centric Regulations –

https://www.ugc.gov.in/regulations/UGC_Regulations_Student_Centric



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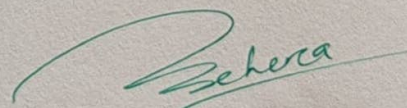
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