



STUDENT GRIEVANCES REDRESSAL COMMITTEE

As per the UGC Regulations on Redressal of Grievance of Students - 2023, issued vide the Gazette of India CG-DL-E-11042023-245095 EXTRAORDINARY PART III-Section 4 on 11/04/2023; University has set up a Grievances Redressal Committee from the Academic Session 2026-27 onwards to address the Complaints/Grievances of students as mentioned under para 3(f) of Gazette Notification.

1. Constitution of Student Grievances Redressal Committee:

Stage 1:	Constitution of Grievances Redressal Committee at the level of School/Department (DGRC)
Stage 2:	Constitution of University Student Grievances Redressal Committee (SGRC)
Stage 3:	Appointment of Ombudsperson

- A. The Department/School level Grievances Committee (DGRC) shall address all issues of the students related to the school/department concerned. The student shall submit his/her complaint to the member secretary of the DGRC.

B. (i) Composition of Department/School Grievances Redressal Committee (DGRC)

S.No.	Committee	Position as
1.	Dean / Dy. Dean / HOD	Chairperson
2.	Mentor / Mentors	Member
3.	One person from the department at the Senior level	Member
4.	One representative of students nominated by the respective Dean/HOD of the School/Department.	Member
5.	Program In charge	Member Secretary

- C. The University level Student Grievances Redressal Committee (SGRC) shall consider all such complaints which are not resolved at the DGRC level of the School/Department.

(ii) Composition of Student Grievances Redressal Committee at University level (SGRC)

S.No.	Name	Designation	Position as
1.	Lt Col (Dr.) Rakesh Sharma (Retd.),	Registrar	Chairperson
2.	Dr. Mohit Kakkar	Dean, Applied Sciences	Member



**PUNJAB**

3.	Dr. Shivani Malhotra	Professor & Dean, ECE	Member
4.	Dr. Neelam Verma	Professor & Dean OSA	Member
5.	Dr. Gagandeep Singh	Associate Professor, CCP	Member
6.	Student Rep (Spl Invitee)	To be nominated by the Dean of the concerned Department / School	Member
7.	Wg Cdr Ranjit Ashok Kumar (Retd.)	Director, University Affairs	Member Secretary

- (i) The Chairperson and members shall be for two years.
- (ii) The term of the special invitee shall be one year.
- (iii) The quorum for the meeting, including the chairperson but excluding the special invitee shall be three.

(iii) Composition of Student Grievance Redressal Committee (SGRC) for Chitkara University Centre for Distance and Online Education (CUCDOE)

S.No.	Name	Designation	Position as
1.	Dr. Subodh Saluja	Associate Professor and Dean (Academic Delivery), CUCDOE	Chairperson
2.	Mr. Shitij Kapur	Vice President, CUCDOE	Member
3.	Dr. Rahul Hakhu	Professor, CUCDOE	Member
4.	Dr. Aarti Dangwal	Associate Professor, CUCDOE	Member
5.	Dr. Parul Kulshreshta	Associate Professor, CUCDOE	Member
6.	Dr. Neeraj Pizar	Associate Professor, CUCDOE	Member
7.	Ms. Himanshi Sharma	Student, Online MBA, CUCDOE	Member Secretary

2. Procedure for Submission of Complaints by Student to SGRC

- a. In the first stage, a complaint in writing from an aggrieved student relating to the institution shall be addressed to the member secretary of the Grievance Redressal Committee at the department/school level (DGRC).
- b. If an aggrieved student believes that, his/her problem is not resolved he/she can appeal to the University Student Grievance Redressal Committee (SGRC) addressed to the member secretary of SGRC through the online portal/Chalk pad with supporting documents where any aggrieved student may submit an application seeking redressal of grievance. The member secretary shall coordinate with the student for further action.



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**3. The procedure adopted by the Student Grievance Redressal Committee (SGRC) and Ombudsperson**

- a. On receipt of a complaint by the office of the University Affairs, the complaint shall refer to the Students' Grievance Redressal Committee (SGRC), along with comments of the committee (DGRC) at Stage 1 within 15 days of receipt of the complaint on the online portal/received physically.
- b. The Student Grievance Redressal Committee (SGRC) of the University shall fix a date for hearing the complaint, which shall be communicated to the Dean/HOD of the respective department/school and the aggrieved person either in writing or electronically, as may be feasible.
- c. Student Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- d. Student Grievance Redressal Committee shall ensure the disposal of every application as speedily as possible and not later than a month after receipt of the grievance.
- e. On the conclusion of proceedings, the Student Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- c. The SGRC shall send its report with recommendations, to the Registrar of the University and a copy thereof to the aggrieved student preferably within 15 working days from the date of receipt of the complaint.
- d. Grievances not resolved by the Students' Grievance Redressal Committee within the time given then shall be referred to the Ombudsperson within 15 days from the decision of SGRC.
- e. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance.
- f. The copy of the order under the signature of the Ombudsperson shall be provided to the office of the University Affairs, the Registrar's office, and the aggrieved student.
- g. The recommendations of the Ombudsperson shall be final.
- h. In case of any false or frivolous complaint, the redressal committee / the Ombudsperson may order appropriate action against the complainant.
- i. In case of complaint related to Chitkara University Centre for Distance and Online Education (CUCDOE) shall be addressed on the email to dean@onlinechitkarau.com

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4. Appointment of Ombudsperson

The University has appointed **Prof (Dr.) Hardeep Singh** as the Ombudsperson
Address: 20, Holy City Green, Amritsar-143008 (PUNJAB)

Function of Ombudsperson

- a. The Ombudsperson may avail the assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- b. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- c. While issues of malpractices in the conduct of the examination or the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- d. The Ombudsperson shall make all efforts to resolve the grievances within 30 days of receiving the appeal from the aggrieved student(s).

Please note that:

- a. The DGRC/SGRC shall meet as and when required.
- b. The Minutes of such meetings shall be submitted to the office of the Registrar regularly.

Lt. Col. (Dr.) Rakesh Sharma (Retd.)
Registrar



CC :

- Vice Chancellor (For kind information please)
- Director (University Affairs)
- All Dean/Director of various Department /School
- Chalkpad ERP
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Ref. CUPB/REG/2025/182

Dated: 02.04.2025

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1. Constitution of Student Grievances Redressal Committee:

Stage 1:	Constitution of Grievances Redressal Committee at the level of School/Department (DGRC)
Stage 2:	Constitution of University Student Grievances Redressal Committee (SGRC)
Stage 3:	Appointment of Ombudsperson

A. The Department/School level Grievances Committee (DGRC) shall address all issues of the student related to the concerned school/department. The student shall submit his/her complaint to the member secretary of the DGRC.

B. (i) Composition of Department/School Grievances Redressal Committee (DGRC)

S.No.	Designation	Position as
1.	Dean / Dy. Dean / HOD	Chairperson
2.	Mentor / Mentors	Member
3.	One person from the department at the Senior level	Member
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- c. The University level Student Grievances Redressal Committee (SGRC) shall consider all such complaints which are not resolved at the DGRC level of the School/Department.

(ii) Composition of Student Grievances Redressal Committee at University level (SGRC)

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2.	Dr. Mohit Kakkar	Dean, Applied Sciences	Member
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4.	Dr. Neelam Verma	Professor & Dean OSA	Member
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7.	Wg Cdr Ranjit Ashok Kumar (Retd.)	Director, University Affairs	Member Secretary

- (i) The term of the Chairperson and members shall be for two years.
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(iii) The quorum for the meeting including the chairperson but excluding the special invitee shall be three.

(iii) Composition of Student Grievance Redressal Committee (SGRC) for Chitkara University Centre for Distance and Online Education (CUCDOE)

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2.	Mr. Shitij Kapur	Director, CUCDOE	Member
3.	Dr. Rashmi Aggarwal	Professor, CUCDOE	Member
4.	Dr. Varun Nayyar	Associate Professor, CUCDOE	Member
5.	Dr. Parul Kulshreshta	Assistant Professor	Member
6.	Shri Deepesh Jamwal	Students, Online MBA III Sem, CUCDOE	Member
7.	Mr. Rajesh Moza	Additional Registrar	Member Secretary

2. Procedure for Submission of Complaints by Student to SGRC

- a. In the first stage, a complaint in writing from an aggrieved student relating to the institution shall be addressed to the member secretary of the Grievance Redressal Committee at the department/school level (DGRC).



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- b. If an aggrieved student believes that, his/her problem is not resolved he/she can appeal to the University Student Grievance Redressal Committee (SGRC) addressed to the member secretary of SGRC through the online portal/Chalk pad with supporting documents where any aggrieved student may submit an application seeking redressal of grievance. The member secretary shall coordinate with the student for further action.
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Registrar

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Ref. CUPB/REG/2024/1261

Dated: 13.06.2024

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2. Procedure for Submission of Complaints by Student to SGRC

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Dr. S.C. Sharma

Registrar

CC:

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Ref. CUPB/REG/2023/948

Dated: 03.06.2023

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2.	Mr. Shitij Kapur	Professor, CCCE	Member
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2. Procedure for Submission of Complaints by Student to SGRC

- a. In the first stage, a complaint in writing from an aggrieved student relating to the institution shall be addressed to the member secretary of the Grievance Redressal Committee at the department/school level (DGRC).

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- b. If an aggrieved student believes that, his/her problem is not resolved he/she can appeal to the University Student Grievance Redressal Committee (SGRC) addressed to the member secretary of SGRC through the online portal/Chalk pad with supporting documents where any aggrieved student may submit an application seeking redressal of grievance. The member secretary shall coordinate with the student for further action.
- 3. The procedure adopted by the Student Grievance Redressal Committee (SGRC) and Ombudsperson**
- a. On receipt of a complaint by the office of the University Affairs, the complaint shall refer to the Students' Grievance Redressal Committee (SGRC), along with comments of the committee (DGRC) at Stage 1 within 15 days of receipt of the complaint on the online portal/received physically.
- b. The Student Grievance Redressal Committee (SGRC) of the University shall fix a date for hearing the complaint, which shall be communicated to the Dean/HOD of the respective department/school and the aggrieved person either in writing or electronically, as may be feasible.
- c. Student Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
- d. Student Grievance Redressal Committee shall ensure the disposal of every application as speedily as possible and not later than a month after receipt of the grievance.
- e. On the conclusion of proceedings, the Student Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
- c. The SGRC shall send its report with recommendations, to the Registrar of the University and a copy thereof to the aggrieved student preferably within 15 working days from the date of receipt of the complaint.
- d. Grievances not resolved by the Students' Grievance Redressal Committee within the time given then shall be referred to the Ombudsperson within 15 days from the decision of SGRC.
- e. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance.

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- f. The copy of the order under the signature of the Ombudsperson shall be provided to the office of the University Affairs, the Registrar's office, and the aggrieved student.
- g. The recommendations of the Ombudsperson shall be final.
- h. In case of any false or frivolous complaint, the redressal committee / the Ombudsperson may order appropriate action against the complainant.
- i. In case of complaint related to Chitkara Centre for Continuing Education (CCCE) shall be addressed on the email to dean@onlinechitkarau.com.

4. Appointment of Ombudsperson

The University has appointed **Dr. Hardeep Singh** as the Ombudsman

Address: 20, Holy City Green, Amritsar-143008

Function of Ombudsperson

- a. The Ombudsperson may avail the assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- b. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- c. While issues of malpractices in the conduct of the examination or the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- d. The Ombudsperson shall make all efforts to resolve the grievances within 30 days of receiving the appeal from the aggrieved student(s).

Please note that:

- a. The DGRC/SGRC shall meet as and when required.
- b. The Minutes of such meetings shall be submitted to the office of the Registrar regularly.

Dr. S.C. Sharma

Registrar

CC:

- Vice-Chancellor (For kind information please)
- Office of the Director (University Affairs)
- All Dean/Director of various Department /School
- Chalkpad ERP
- University Website.

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