



**BMU**  
BML Munjal University



## Students' Grievances Redressal Mechanism

(Refer to the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023;  
April 11, 2023)

**BML Munjal University, Gurugram**



Approved in the 62<sup>nd</sup> Board of Management held on November 14, 2024 under agenda item no. BOM.62/2024/05/62.B.04  
BMU/RO/2024/0345; November 14, 2024 Version-1.1 Page | 1

A Not-for-Profit Initiative of the **HERO GROUP**

## Students' Grievances Redressal Mechanism

### Preamble:

The "Grievance Redressal Mechanism for Students, Academic, and Non-Academic Staff" at BML Munjal University, Gurugram, was first implemented in 2014. In response to University Grants Commission (UGC) guidelines advising the establishment of a dedicated "Students' Grievance Redressal Committee" at the university level, a separate committee was constituted and formally announced via letter BMU/RO/2023/123, dated May 01, 2023.

In light of these developments, the comprehensive "Grievance Redressal Mechanism for Students, Academic, and Non-Academic Staff" is hereby discontinued. To address the distinct needs of students and staff effectively, two separate policies have been developed—one dedicated to student grievances and the other to the grievances of university staff.

### 1. Short Title, Application, and Commencement:

- These regulations shall be called as "Students' Grievances Redressal Mechanism, BML Munjal University, Gurugram.
- It shall apply to the students of all the programmes of BML Munjal University, Gurugram
- They shall come into force from the date of notification.
- These regulations supersede all the previous notification(s) issued in this regard.

### 2. Objective:

To establish an organizational framework for effectively resolving grievances of students enrolled at BML Munjal University, Gurugram. The policy aims to provide students with a streamlined and accessible mechanism for immediate, hassle-free redressal of their concerns

### 3. Definition:

- "University" refers to BML Munjal University (BMU).
- "School" refers to the School of Engineering & Technology, School of Management, School of Law, School of Liberal Studies, or any other school established in the future at BML Munjal University.
- "Vice Chancellor" refers to the Vice-Chancellor of the university.
- "Registrar" refers to the Registrar of the university.
- "Dean" refers to the Dean of a faculty or school within the university.
- "Student" means a person enrolled, or seeking admission to be enrolled, in university, to which these regulations apply
- "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

Approved in the 62<sup>nd</sup> Board of Management held on November 14, 2024 under agenda item no. BOM 62/2024/05/62.B.04  
BMU/RO/2024/0345; November 14, 2024 Version-1.1 Page | 2

A Not-for-Profit Initiative of the **HERO GROUP**





- a) Admission contrary to merit determined in accordance with the declared admission policy of the University.
- b) Irregularity in the admission process adopted by the University.
- c) Refusing admission in accordance with the declared admission policy of the University and state of Haryana.
- d) Non-Publication of the prospectus.
- e) Publishing any false or misleading information not based on facts, in the Prospectus.
- f) Withholding or refusal to return any document in the form of certificates of degree, diploma or any other award or other document deposited for the purpose of seeking admission in the University.
- g) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by university
- h) Violation of any law in force with regard to reservation of seats in admission to different categories.
- i) Non-payment or delay in payment of scholarship or financial aid as declared in admission policy.
- j) Delay in conduct of examinations or declaration of results beyond the scheduled academic calendar of the University.
- k) Failure to provide amenities as declared in prospectus.
- l) Non-transparent or Unfair practices adopted by the University for the evaluation of students.
- m) Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus or as notified by the University.
- n) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories.
- o) Denial of quality education as promised at the time of admission.
- p) Harassment or victimization of student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- q) Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- r) Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the regulatory body concerned.

3.8 "Ombudsperson" means the Ombudsperson appointed under these regulations.

3.9 "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of university.





#### 4. Students' Grievance Redressal Committees (SGRC):

- a) A complaint from an aggrieved student relating to the University shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC) and can be emailed at [grievance@bmu.edu.in](mailto:grievance@bmu.edu.in)
- b) The University shall constitute the Students' Grievance Redressal Committees (SGRC), with the following composition, namely:
  - A Professor - Chairperson
  - Four Professors/Senior Faculty Members of the University as Members.
  - A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- c) 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.
- d) The term of the Chairperson and members shall be for a period of two years.
- e) The term of the special invitee shall be one year.
- f) While considering the grievances before it, the Students' Grievance Redressal Committees (SGRC) shall follow principles of natural justice.
- g) The Students' Grievance Redressal Committees (SGRC) shall send its report with recommendations, if any, to the Vice Chancellor and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- h) 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.

#### 5. Meetings and Quorum of Students' Grievance Redressal Committees (SGRC):

- a) The Committee shall meet as and when required to take up cases of grievances reported by the students. The Committee may be convened at twelve hours' notice by the Chairperson as per the exigencies.
- b) The quorum shall be 2/3 of the total number of the members of the Committee. In case of emergent meeting, 04 members (03 Faculty Members including Chairperson and 01 Student member) shall form the quorum. The Faculty Member(s) of the respective school to which the erring student(s) belong will invariably be included in the emergent meeting.
- c) The decision of the Committee shall be taken by the majority of votes. In case of equality of votes, the Chairperson shall have the casting vote.



## 6. Appointment, Tenure and Conditions of Service of Ombudsperson

- a) The ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.
- b) The ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.
- c) The ombudsman, or any member of his immediate family shall not
  - (i) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
  - (ii) have any significant relationship, including personal, family, professional or financial, with the university;
  - (iii) hold any position in university by whatever name called, in the administration or governance structure of the university.
- d) The ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

## 7. Procedure For Redressal of Grievances by Student Grievance Redressal Committee: and the Ombudspersons

- a) Students of BML Munjal University are advised to follow the Grievance Escalation Matrix Levels that is notified by the University.
- b) In case of dissatisfaction at the final level of Grievance Escalation Matrix, student, may lodge a complaint/grievance with the Student Grievance Redressal Committee (SGRC). The complaint/grievance may be oral, by email at [grievance@bmu.edu.in](mailto:grievance@bmu.edu.in) or in writing. If the complaint is oral, it will be converted into a written form by the member of the grievance redressal committee who receives the complaint, authenticated by the complainant under his / her signature as soon as possible.
- c) Upon receipt of complaint/grievance by any member of grievance redressal committee, the member should forward it to [grievance@bmu.edu.in](mailto:grievance@bmu.edu.in)

Approved in the 62<sup>nd</sup> Board of Management held on November 14, 2024 under agenda item no. BOM/62/2024/05/52.B.04  
BMU/RO/2024/0345; November 14, 2024 Version-1.1 Page | 5

A Not-for-Profit Initiative of the HERO GROUP





- d) On receipt of complaint, Students' Grievance Redressal Committee, shall investigate the case.
- e) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint/grievance which shall be communicated to the aggrieved student.
- f) If required, a hearing with the complainant or clarification from all the concerned may be taken.
- g) An aggrieved student may appear either in person or authorize a representative to present the case.
- h) In considering the grievances before it, the Students' Grievance Redressal Committee shall follow principles of natural justice.
- i) The Students' Grievance Redressal Committee shall submit its report with recommendations to the Vice Chancellor preferably within 15 days of receipt of the complaint/grievance.
- j) The decision would be conveyed to the complainant and the respective Dean/Director/HOD relating to the grievance by the Registrar with a copy to Students' Grievance Redressal Committee.
- k) If the complaint/grievance is found to be false or invalid, punitive action may be taken against the complainant.
- l) The complaint shall be resolved preferably within 15 working days of its receipt.
- m) Any student aggrieved by the decision of the Students' Grievance Redressal Committee as communicated by the Registrar of the University may prefer an appeal (within 15 days from the date of decision) to the Ombudsperson.
- n) 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 and provide such relief as may be appropriate to the aggrieved student.
- o) The institution shall comply with the recommendations of the Ombudsperson.
- p) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

*This notification supersedes and replaces all previous oral or written communication relating to the subject.*



**Registrar**  
**BML Munjal University, Gurugram**