

JECRC UNIVERSITY, JAIPUR

Ref: JU/Reg/24/SGRC/Constn./16199

Date : 17th October, 2024

OFFICE ORDER

This is in continuation to our earlier Office Order No.Ju/Reg/23/SGRC/Constn./9999 dated 9th May, 2023 regarding constitution of Students Grievance Redressal Committee.

In the above Office Order the class of the Student Representative Preyash Gupta was wrongly mentioned as BA LLB, whereas he is a student of B.Com LLB. The necessary corrections are made as follows:

1.	Prof. Widhi Dubey	Chairperson
2.	Prof. Mahesh Chand Koolwal	Member
3.	Prof. Surendra Kumar Yadav	Member
4.	Prof. Ruchi Goyal	Member
5.	Prof. Deepak Dembla	Member
6.	Preyash Gupta	Student Representative (B.Com LLB) (Special Invitee)

- (i) The terms of the chairperson and members shall be for a period of 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.
- (iv) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (v) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (vi) Any student aggrieved by the decision of the Student's Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Aggrieved student may submit an application online seeking redressal of grievance. The online system of grievance redressal is being made operational through the new ERP system. Till then, the students may submit their grievances, if any, in physical mode directly to the Chairperson.



- (ii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the University and the aggrieved student.
- (iii) An aggrieved student may appear either in person or authorize a representative to present the case.
- (iv) University has already appointed Shri Omprakash Gupta as Ombudsperson as per UGC guidelines.




Registrar

Copy to : 1. All members
2. All Staff / faculty
3. All DDH
4. e-notice

Cc to : the President

JECRC UNIVERSITY, JAIPUR

Ref : JU/Reg/24/SGRC-L/19055

Date : 18th December, 2024

Sub: Constitution of Students Grievance Redressal Committee for Centre of Legal Education.
Ref : President's approval dated 18th December, 2024.

In accordance with the guidelines issued by the BCI vide their Letter No. BCI: D:2382/2024(LE-Circular-14) dated 22.11.2024 for Establishing Student Grievance Redressal Committee (SGRC) for Centres of Legal Education to ensure effective redressal of student grievances and promote transparency, fairness, and accountability, the following committee is constituted.

Sl.No.	Name	Designation	Guidelines for the composition as per BCI.
1	Mr Hitesh Tikyani	Chairperson	The Vice-Chancellor, Director, Dean or Head of the institution, or a senior faculty member nominated by the Dean.
2.	1. Mr Abhishek Panwar 2. Ms Jayshree Choudhary	Members	Two senior faculty members nominated by the institution's academic council.
3.	Member	External Member	To be nominated by the Bar Council of India or State Bar Council.
4.	1. Divya Singhvi (23BSLN0001) 2. Himanshu Gour (23BSLN0021)	Student Representatives	Two student members, one male and one female nominated by the student body or chosen through a transparent selection process.
5.	Mr K K Ramesan	Member Secretary	An Administrative Officer of the institution designated to coordinate and document the proceedings of the committee.

The objectives:

The Student Grievance Redressal Committee (SGRC) aims to:

- address grievances of students concerning academic, administrative and infrastructure matters.
- provide a transparent and accessible mechanism for grievance resolution
- ensure fairness and accountability in resolving student issues in compliance with the standards prescribed by the Bar Council of India.

The Scope:

The Student Grievance Redressal Committee shall have jurisdiction to address grievances related to:

- academic concerns, including examination issues, assessment irregularities, and curriculum queries
- administrative matters, such as admission processes, fee disputes, and service delivery.
- campus facilities, including library, hostels, transport and infrastructure.



- any form of harassment or discrimination, including ragging, in compliance with BCI and statutory anti-ragging guidelines.

Procedure for Filing a Grievance

1. Students must submit their grievances in writing or through a designated online portal established by the institution.
2. The complaint must include relevant details, evidence (if any), and the complainant's contact information.
3. The SGRC must acknowledge receipt of the grievance within three working days.

Resolution Process

1. The SGRC shall convene within seven working days of receiving a grievance.
2. The complainant and concerned parties shall be given an opportunity to present their case.
3. The SGRC must ensure confidentiality, impartiality, and adherence to the principles of natural justice during the proceedings.
4. A resolution must be communicated to the complainant in writing within fifteen working days of the hearing.

Appeal Mechanism

If a complainant is dissatisfied with the decision of the SGRC, they may appeal to the Bar Council of India.

Reporting and Compliance

1. An Annual Report must be submitted to the Bar Council of India detailing the grievances received, their resolution status, and steps taken to improve grievance redressal.
2. To ensure compliance in accordance with these guidelines within one month of SGRC constitution.
3. The details of the SGRC, including its composition and contact information, on the official website and notice boards.

These guidelines are issued to ensure that the rights and concerns of students in legal education are addressed with transparency, fairness, and efficiency, in alignment with the statutory objectives of the Bar Council of India.



Atgcaud.
Registrar