

Procedure for Redressal of Grievances / Appeals of Students

The Senate has approved the following procedure for redressal of grievances / appeals of students:

- The student grievances/appeals related to unfair means shall be decided by the Examination Committee on the recommendations of the Campus level EC Sub Committees.
- The student grievances/appeals related to indiscipline shall be decided by the Vice Chancellor on the recommendations of the Campus Director. The Standing Committees for Student's Discipline examine the case. The Campus Director may forward certain cases at his discretion to the Students Grievance Redressal Committee (SGRC) for further investigation. The final decision on the appeal will be decided by the Vice-Chancellor as per the recommendations of the Director or the report submitted by the SGRC.
- The student grievances/appeals related to admission, fees, scholarships, reservation of seats, student amenities, caste and gender-based discrimination, quality education, harassment or victimization, etc. are heard by the Student Grievance Redressal Committee (SGRC) as per the 'UGC (Redressal of Grievances of Students) Regulations, 2023'. The SGRC will not examine cases that are under the preview of the Examination Committee and the Standing Committee for Students' Discipline.
- The student grievances/appeals related to ragging are processed as per the UGC regulation 2009 on curbing the menace of ragging in Higher Education Institutions, 2009.
- The student grievances/appeals related sexual harassment are processed as per the UGC (Prevention, prohibition and redressal of sexual harassment of women employees and students in Higher Educational Institutions) Regulations, 2015.
- The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under 'UGC (Redressal of Grievances of Students) Regulations, 2023'. The details of the designated Ombudspersons' are available on Institute's website, a link of the same is <https://web.bits-pilani.ac.in/Grievance/>

A **flow chart** for the Redressal of Grievances/appeals of Students is given below:

