

Mechanism for Students Grievance Redressal at Jamia Hamdard **(ISGRC, JH)**

1. Jamia Hamdard has a duly constituted ISGRC (Institutional Students Grievance Redressal Committee) as per the requirements of UGC regulations 2019.
2. School level Grievance Redressal Committees (SSGRC) have also been created as mandated by the Regulations.
3. The grievances addressed to the Committee by UGC's grievance redressal cell or through the online grievance form of Jamia Hamdard are immediately attended.
4. Chairperson of the committee decides the course of action for the redressal of a grievance received.
5. The grievances are sent to the school level committees (SSGRC) initially for resolution or concerned authority/person/sections for comments, if needed.
6. Convener convenes a meeting of the members of committee to discuss the grievance in the light of comments/facts before the committee.
7. A copy of decision by the committee or the comments received from the concerned School/authority/sections are uploaded/communicated through appropriate platforms for the information of complainant.
8. The record of redressal reports is properly maintained for future reference.
9. The committee tries to complete the whole process of grievance redressal within the stipulated period of 15 days from the date of receipt of complaint as per the UGC guidelines.
10. Student not satisfied with the resolution have the option to appeal to the ISGRC within a period of 1 week.
11. Jamia Hamdard has developed mechanisms for receiving the grievances from the students on campus and those pursuing different courses through distance mode.
12. Jamia Hamdard accept student grievances through Grievance Redressal Cell as well as through online application for redressal of grievances.