

**ORDER**  
**(SGRC-DISTANCE EDUCATION)**

In partial supersession of earlier order of even Ref. No. 317 dated 13.01.2025, the **Student Grievance Redressal Committee (SGRC) for Centre for Distance and Online Education (CDOE)**, is hereby established/constituted, under the directions of UGC-DEB, is as under: -

S. No.	Name of Committee Members	Regular Position/ Status	Committee Post	Email ID	Contact details
1	Professor (Dr.) T.K. Jain	Director, CDOE	Chairperson	sgvude@mygyanvihar.com	9414430763
2	Dr. Manish Dwivedi (Sr. Faculty Member)	Dy. Director, CDOE (Asso. Prof., CDOE)	Member Secretary	manish.dwivedi@mygyanvihar.com	8233752936
3	Dr. Swati Mishra (Sr. Faculty Member)	Asso. Prof., CDOE	Member	swati.mishra@mygyanvihar.com	9460146132
4	Dr. Deep Mathur (Sr. Faculty Member)	Asso. Prof., CDOE	Member	deep.mathur@mygyanvihar.com	9929729114
5	Nirmala Parewa (Faculty Member)	Asst. Prof., CDOE	Member	nirmla@mygyanvihar.com	9694400194
6	Ms. Samta Bajpei (Special Invitee)	Student DE.	Student Representative	bajpai.samta@gmail.com	9335971832

**Objectives of SGRC-DE**

The Student Grievance Redressal Committee aims to:

- Address grievances of the Distance Education 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 standards prescribed by the UGC-DEB.

**Scope of the SGRC-DE**

The SGRC-DE 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, in compliance with UGC-DEB guidelines.

### Procedure of Filing Grievance

1. Students must submit their grievances in writing to the Member Secretary of the SGRC-DE or on Email Id.: [grievance.committee@sgvu.edu.in](mailto:grievance.committee@sgvu.edu.in)
2. The complaint must include relevant details, evidence (if any), and the complainant's contact information.
3. The SGRC-DE must acknowledge **receipt of the grievance within three working days.**

### Resolution Process

1. The SGRC-DE shall convene a meeting 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-DE must ensure confidentiality, impartiality, and adherence to 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-DE, they may appeal to the Ombudsperson Dr. Shaik Suleman at Email Id. [ombudsperson@mygyanvihar.com](mailto:ombudsperson@mygyanvihar.com)

(Bears approval of Hon'ble President)

  
[Madhusudan Sharma]  
**Registrar**  
Suresh Gyan Vihar University  
Jaipur

### Addressed to all concerned:

1. All members of the Committee constituted under the mandates of UGC-DEB.
2. Director, CDOE/ CFAO / Controller of Examination / Director (CIQA)
3. Chief Proctor / Chief Librarian / T & P Cell
4. Dy. Reg. (A&L / Research / I.O.) / I/c International Office / Finance / Dir. Sports
5. Chief Warden, Hostels / Estate Manager / Campus Manager
6. Asstt. Reg. (A&A)/ Asstt. Reg. (HR) / SIO Acad. / Admission Office
7. Officer In-charge - University Website-Please place it on the University Website.
8. Notice Boards -Director CDOE - Please place a copy of this order on all the Notice Boards of Centre of Distance and Online Education (CDOE), SGVU.

### CC for kind information:

1. Hon'ble President
2. Hon'ble Pro- President (Acad.)

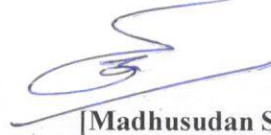
### Bcc:

1. PS to Hon'ble Chairperson
2. PS to Hon'ble Chief Mentor

  
**Registrar**  
Suresh Gyan Vihar University  
Jaipur

**ORDER**  
**(APPOINTMENT OF OMBUDSPERSON)**

In partial modification of earlier Order of even Ref. No.283 dated 26.6.2023, wherein Dr. Shaik Suleman was appointed as Ombudsperson under the provisions of Regulation 6 of University Grants Commission (Redressal of Grievances of Students) Regulations 2023. He shall be a part time functionary appointed for a period of 3 years or until he attains the age of 70 years, whichever is earlier. The Ombudsperson shall exercise his power to hear Grievances related to the students, as per the provisions of University Grants Commission (Redressal of Grievances of Students) Regulations 2023. The email Id. for preferring the appeals by the students, before the Ombudsperson shall be [ombudsperson@mygyanvihar.com](mailto:ombudsperson@mygyanvihar.com)

  
[Madhusudan Sharma]  
**Registrar**  
Suresh Gyan Vihar University  
Jaipur

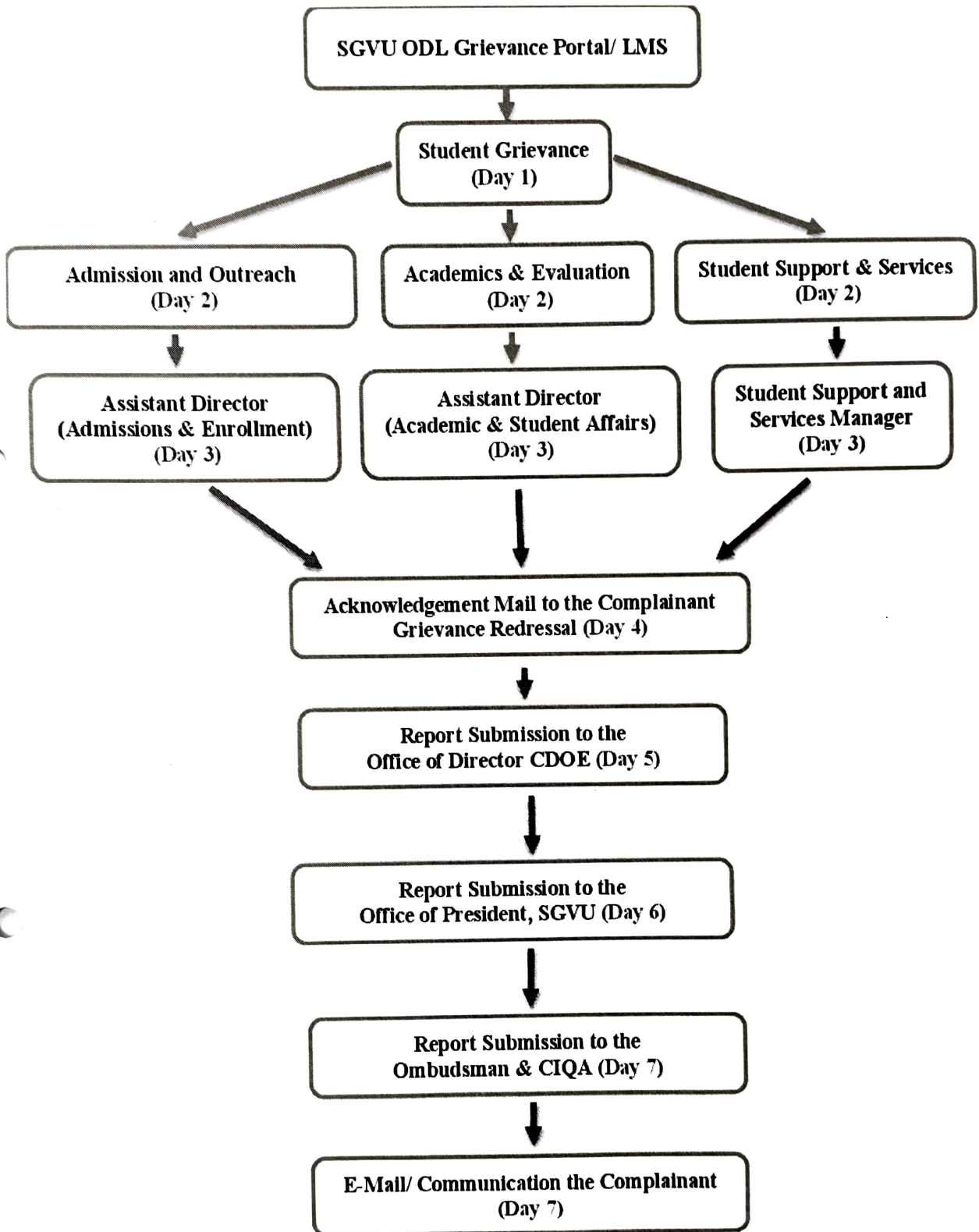
**Addressed to all concerned:**

1. Dr. Shaik Suleman
2. All Academics Heads, Deans, Directors, Principals & Vice-Principals, HODs, Faculties – To please inform all the students of the University.
3. Director CDOE, CFAO / Controller of Examination
4. Director (IQAC & CIQA) – To please ensure the placing of the order at some conspicuous place on the website of the University instead of earlier one dated 26.6.2023.
5. Dy. Dir. DE/ Chief Proctor / Chief Librarian / T & P Cell
6. Dy. Reg. (A&L / Research / I.O.) / I/c International Office / Finance / Dir. Sports
7. Chief Warden, Hostels / Estate Manager / Campus Manager
8. Asstt. Reg. (A&A)/ Asstt. Reg. (HR) / SIO Acad. / Admission Office
9. Officer In-charge - University Website– to please place it on an appropriate portal of the Website
10. Team SGVU – For compliance of guidelines.

**CC for kind information:**

1. Hon'ble President
2. Hon'ble Pro- President (Acad.)

  
[Madhusudan Sharma]  
**Registrar**  
Suresh Gyan Vihar University  
Jaipur





**Minutes of Meeting of SGRC, CDOE**

SGUV/DE/2024 -25/001

Date: 28<sup>th</sup> January, 2025

**Subject - Minutes of SGRC, CDOE meeting**

Meeting of SGRC , SGVU – DE for Session 2024-25 held on 28<sup>th</sup> January, 2025 at SGVU –Smart Class Room , Sadavrat , on 28<sup>th</sup> January,2025 from 12.00 PM to 1.00 PM.

Prof. (Dr.) T.K. Jain, Director, CDOE , Dr. Manish Dwivedi Dy. Director ,CDOE, Dr. Deep Mathur, Asso. Prof. CDOE, Dr. Swati Mishra, Asso. Prof.CDOE, Ms. Nirmla Parewa ,Asst. Prof., CDOE, Ms. Samta Bajpai , Student, CDOE were present.

**In the meeting the following issues in the context of were discussed:**

**Agenda 1. Review of Grievances Received**

1. **UGC Grievances** – Currently two grievances received from ombuds person are pending due to non-receipt of address from the student, will be dispatched by evening of January 28,2025.

**Agenda 2. Regular issues**

1. Regular issues received over mails are dealt with priority, mostly on the same day.

**Agenda 3. Students Queries and issues**

1. Problems and queries of the students are also fetched on phone calls and internal tickets, resolved within 24 hrs.

**The meeting was closed with a vote of thanks by Dr. T.K. Jain.**

**DIRECTOR**  
Centre for Distance and Online Education  
Suresh Gyan Vihar University, Jaipur



**SGVU** SURESH  
GYAN VIHAR  
UNIVERSITY  
CENTRE FOR DISTANCE AND ONLINE EDUCATION



*S. Jain*  
**DIRECTOR**  
Centre for Distance and Online Education  
Suresh Gyan Vihar University, Jaipur



**SGVU**

राजस्थान  
विश्वविद्यालय  
जयपुर

Attendance Sheet

SGRC Meeting

(28. JAN., 2025)

Sl.No	NAME	Signature
1	Dr. Suniti Mishra (Asst. Prof. COOE)	
2	Dr. Trilok Kumar Jain (Director, CDOE)	
3	Dr. Manish Duneval	
4	Dr. Deep Malhan	
5	Santa Bajpai	
6	Nirmala Pareek	
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28/1/25  
 Dr. Manish Duneval  
 Director, CDOE  
 Member Secretary, SGRC

(Dr. T.K. Jain)  
 Director, CDOE  
 Chairman, SGRC