



MGM INSTITUTE OF HEALTH SCIENCES

(Deemed to be University u/s 3 of UGC Act, 1956)

Grade 'A' Accredited by NAAC

Sector-I, Kamothe, Navi Mumbai - 410209

Tel. No. 022-27432471, 022-27432994, Fax No. 022 - 27431094

E-mail : registrar@mgsuhs.com ; Website : www.mgsuhs.com

Standard Operating Procedure (SOP) of Students Grievances Redressal Mechanism

1. Aggrieved student needs to submit a hard copy of grievance to respective Institute/College/School/Department Head.
2. At the same time aggrieved student needs to register the grievance on the "**ONLINE STUDENTS GRIEVANCES REGISTRATION PORTAL**" on University website: www.mgsuhs.com

The link to "ONLINE STUDENTS GRIEVANCES REGISTRATION PORTAL" is : <https://www.mgsuhs.com/grievance.php>

3. Registered grievance at the University portal will be directed to respective Institute/College/School/Department Head within 02 working days of receipt of the grievance on the online portal.
4. Institute/College/School/Department Head will refer the grievance to appropriate Student Grievances Redressal Committee of the Institute/College/School/ Department.
5. The respective Student Grievance Redressal Committee shall fix a date for hearing the grievance which shall be communicated to the institution head and the aggrieved student.
6. An aggrieved student may appear either in person or authorize a representative to present the case.
7. Institute Head must ensure that the time period between receipt of grievance from University portal and redressing the grievance must not exceed 14 working days.

8. If the student is not satisfied with the decision of the respective Student Grievance Redressal Committee, then his/her grievance must be referred to Registrar by respective Institute Head.
9. Grievances not resolved by the respective Student Grievance Redressal Committee shall be referred by Registrar to the University Student Grievance Redressal Committee for redressal and outcome within 10 days.
10. If the Student is still not satisfied with the decision of the University Student Grievance Redressal Committee, then the Grievance shall be referred to the Ombudsperson (To be appointed by UGC).
11. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).
12. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
13. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the University shall place it for general information on its website.
14. The University shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the UGC any failure on the part of the University to comply with the recommendations.
15. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Institute/College/School/Department Head shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the UGC, which shall take action in accordance with the provisions of these regulations.


Dr. Rajesh B. Goel
Registrar
MGM Institute of Health Sciences
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Navi Mumbai- 410 209

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