

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- i. A student may submit an application seeking redressal of grievance through the website using the prescribed link: <https://meri.edu.in/meri/grievance-redressal/>
- ii. On receipt of an online complaint, the same will be forwarded to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- iii. The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- iv. An aggrieved student may appear either in person or authorize a representative to present the case.
- v. Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- vi. Co-operation shall be extended by the institute to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- viii. The aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- ix. The institution shall comply with the recommendations of the Ombudsperson.
- x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.