



মহাশিক্ষা উচ্চশিক্ষা সৈনিক সন্থা

**MANIPUR UNIVERSITY OF CULTURE**

Palace Compound, Imphal East, Manipur-795001

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**GUIDELINES OF STUDENT GRIEVANCE REDRESSAL COMMITTEE**

**STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)**

The Manipur University of Culture is the second university of its kind in the country and it has been envisaged in support to every grievance of the students of the university irrespective of gender, caste, creed, and religious differences. The University is very keen to promote & render training and other services especially in the field of performing arts of the rich cultural heritage of the state, North East Region and India in higher education. The major aim of the University is to promote in conducting research and development works in Ancient Indian Knowledge Systems, Art and Culture of India. To properly and smoothly achieve this goal, the Student Grievance Redressal Committee (SGRC) was set up at the University in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 (D.O. No. F1-13/2023 (CP-II) dated 12<sup>th</sup> April, 2023.

**COMPOSITION OF STUDENT GRIEVANCE REDRESSAL COMMITTEE:**

1. Dr Wangkheirakpam Angela Devi, Assistant Professor of Manipuri, MUC (Chairperson)
2. Dr Chongom Damrenghang Aimol, Assistant Professor of Tribal Studies, MUC (Member)
3. Dr Pukhrambam James Singh, Assistant Professor of Sankirtana, MUC (Member)
4. Dr Oinam Binarani Devi, Assistant Professor of Umanglai Haraoba, MUC (Member)
5. Dr Longjam Surekha, Assistant Professor of Culture Studies, MUC (Member)
6. Dr Thounaojam Caesar, Assistant Professor of Culture Studies, MUC (Member)
7. Mayanglambam Uttam, P.G. Senior Student (Music), MUC (Special Invitee Member from time to time)

**AIMS:**

The Students Grievance Redressal Committee (SGRC) attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. With utmost approach, the Committee ensures to provide effective solution to the

grievances. The Committee warmly welcomes any kind of facilities for the students and also to express their grievances referred to the grievance redressal procedures in accordance with the rules and regulations of the Manipur University of Culture. The Committee conducts periodical meeting with the students according to their grievances and redresses it accordingly. Any student with genuine grievance may approach to Student Grievance Redressal Committee to submit his/her/their grievances.

### **OBJECTIVES:**

- To maintain cross cultural relationships among the communities in the University Campus by providing cordial understanding between Teachers and Students, Students and Students relationship.
- To ensure providing mutual and effective result to the students' grievances with an unbiased and fair response individually.
- To ensure making awareness in time to the students for their necessary duties and responsibilities.
- To examine and investigate the reasons for being unsatisfactory.
- To provide a conducive environment for the students to express their grievances or issues or problems freely and in a friendly environment.
- To record every compliance of the students in order to ensure reasonable solution for betterment in the University in future.

### **PROCEDURES:**

The bonafide students of Manipur University of Culture may raise their complains to any members of the SGRC Committee or to the Chairperson of the SGRC Committee directly to fill up the following form for any kind of their personal or academic grievances related to the University or their courses. Or, if they have any other grievances other than their regular communication related to the cases of admission, classes, examinations, declaration of results, mark sheets, time tables, payment of fees, sports, cultural meets, performances, other facilities, etc. they may also submit their grievances to any Official Staff of this committee of MUC or they may also drop it in the Suggestion Box/ Complain Box placed in the Extension Academic Campus, MUC, Canchipur, Imphal or may drop a mail at ([sgrc.muc@gmail.com](mailto:sgrc.muc@gmail.com)).

### **PROCEDURES FOR REDRESSAL OF GRIEVANCES BY THE STUDENT GRIEVANCE REDRESSAL COMMITTEE AND OMBUDSPERSONS:**

- (A) Immediately after the receipt of a complaint, the Student Grievance Redressal Committee shall take necessary action within 7 working days.

- (B) The Student Grievance Redressal Committee as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (C) An aggrieved student may appear either in person or authorize a representative to present the case.
- (D) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student.
- (E) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- (F) Grievances not resolved by the Student Grievance Redressal Committee may be referred to the Ombudsperson.
- (G) The University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), for early redressal of grievances.
- (H) 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.
- (I) The Institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (J) The Institution shall comply with the recommendations of the Ombudsperson.
- (K) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

## **DOCUMENTATION**

The proceedings and other information of grievances shall be treated as confidential and can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time, the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC. In special Case, if the case becomes out of hand a report may be submitted to the Dean of Academic, Manipur University of Culture.

## **STUDENTS GRIEVANCE REDRESSAL FORM**

The Student Grievance Redressal Form is for student only and it is for raising or requesting a formal hearing for grievance redressal procedures. Aggrieved students are informed to

download the form from the website ([www.muc.ac.in](http://www.muc.ac.in)) and to submit the same to the Student Grievance Redressal Committee (SGRC) of Manipur University of Culture or they may drop it in the Suggestion Box/ Complain Box placed in the Extension Academic Campus, MUC, Canchipur, Imphal or may drop a mail at [sgrc.muc@gmail.com](mailto:sgrc.muc@gmail.com)

**STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)**

Manipur University of Culture  
Palace Compound, Imphal East, Manipur-795001  
Email: [sgrc.muc@gmail.com](mailto:sgrc.muc@gmail.com)

**STUDENT GRIEVANCE REDRESSAL FORM**

Name of the Student	
Father's Name	
Student ID	
UG/PG/Ph.D. Programme	
Department with Semester	
Permanent/ Mailing Address	
Email:	
Contact Number	
Details of grievances/ complaints with supporting documents if any	
Date and Time	
Signature	

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