

## **Student Grievance Redressal Policy**

Shanti Business School, Ahmedabad

This policy adheres to AICTE's "Redressal of Grievance of Students" Regulations, 2019, to ensure a compliant, fair, transparent, and time-bound mechanism for addressing student grievances at Shanti Business School (SBS) Ahmedabad.

### **1. Introduction**

SBS is committed to providing an inclusive academic environment. This policy outlines procedures for students to report grievances and seek redressal, in line with AICTE Regulations, 2019.

### **2. Scope**

Applicable to all enrolled students of SBS covering:

- Admissions and merit-based processes
- Academic delivery and evaluation
- Administrative services (IT, library, transport)
- Facilities (hostel, classrooms, cafeteria)

### **3. Definitions**

- **Grievance:** A written complaint by an aggrieved student regarding any matter specified in the guidelines of AICTE
- **Aggrieved Student:** Any currently enrolled student lodging a grievance.
- **Working Days:** As per the SBS academic calendar, excluding Sundays, public holidays, and vacation periods.

#### **4. Objectives**

1. Provide avenues for both existing and aspiring students to seek redressal of grievances
2. Ensure adherence to principles of natural justice, confidentiality, and impartiality.
3. Achieve timely resolution and continuous institutional improvement.

#### **5. Governance Structure**

##### **5.1 Student Grievance Redressal Committee (SGRC)**

According to the AICTE Redressal of Grievance of Students policy, the members eligible to be part of the Student Grievance Redressal Committee (SGRC) in an educational institution are clearly defined and must meet certain compositional requirements:

##### **Membership Criteria**

- The Chairperson is the Principal of the college.
- Three senior members of the teaching faculty are nominated by the Principal as members. Of these three:
  - At least one member must be female.
  - At least one member must be from the SC/ST/OBC category.
- A representative from among the students of the college is nominated by the Principal (based on academic merit, excellence in sports, or performance in co-curricular activities). This member acts as a Special Invitee and is not counted for quorum.
- Optionally, an Ombudsperson may be included as a Special Invitee as per the relevant regulatory clause.

##### **Term of Members**

- The tenure (term) for the committee members and the student invitee is typically two years.

Constituted as per AICTE Regulations, 2019:

- Chairperson: Director, SBS
- Members:
  - Four senior faculty nominated by the Director
  - One administrative Representative
- Special Invitee: Two student representative (One male and One Female)

**Term:** Two years for all members excluding student representatives

**Quorum:** Minimum three members, including the Chairperson, excluding the student invitee.

## 6. Grievance Handling Process

Step	Action	Timeline
1. Submission	Student submits grievance via online mail or written application to SGRC, can submit to their respective faculty mentor also.	—
2. Acknowledgement	SGRC acknowledges receipt.	Within 2 working days
3. Preliminary Examination	SGRC fixes hearing date and notifies parties.	Within 7 working days
4. Committee Hearing	SGRC conducts hearing, follows natural justice, examines evidence.	—
5. Decision	SGRC issues recommendations and sends report to student and Director.	Within 15 working days of receipt

## **7. Confidentiality & Protection**

- All proceedings are confidential.
- Retaliation against any participant is strictly prohibited; violations invoke disciplinary action.

## **8. Monitoring & Reporting**

- The SGRC submits annual reports of grievance categories, resolutions, and systemic recommendations to the Director.
- Biennial review of this policy to ensure compliance with AICTE norms.

*This policy aligns with AICTE's "Redressal of Grievance of Students" Regulations, 2019*

# Student Grievance Redressal Committee

SBS/Student Grievance Redressal Committee/2025-26/01  
June 20th, 2025

## CIRCULAR

The constitution of Students Grievance Redressal Committee (SGRC) for the academic year 2025-26 is herewith constituted as follows:

Serial No	Name	Designation	Committee
1.	<b>Dr Neha Sharma</b>	<b>Director</b>	<b>Coordinator</b>
2.	Dr. Dhriti Bhattacharjee	Associate Professor	Member
3.	Dr. Prashant Sharma	Assistant Professor	Member
4.	Dr. Hiral Desai	Assistant Professor	Member
5.	Dr. Sheetal Kaushik	Assistant Professor	Member
6.	Mr. Ketan Panchal	Assistant Professor	Member
7.	Ms. Kanika Sodani	Student (2024-26) - PG	Student Representative
8.	Mr. Dhrumil Dholakiya	Student (2024-27)- UG	Student Representative

The tenure of the nominated members will be renewed/reviewed annually.  
We wish you all the best.

**Shanti Business School, Ahmedabad**





प्रो.राजीव कुमार

सदस्य सचिव

**Prof. Rajive Kumar**  
**Member Secretary**



सत्यमेव जयते

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### **NOTIFICATION**

F.no. 1-101/PGRC/AICTE/Regulation/2019

Date: 13.08.2020

The All India Council for Technical Education (AICTE) has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, which is published in Official Gazette of India on 19.11.2019. These regulations are aimed at addressing and effectively resolving grievance of students of AICTE approved technical institutions. All the AICTE approved Institutions have been advised to implement these Regulations in their institutions.

As per these Regulations, all aggrieved students are required to approach Student Grievance Redressal Committee (SGRC) appointed by the concerned Institutions for redressal of their grievances. In case they are not satisfied with the decision of the SGRC, they may approach to the OMBUDSPERSON to be appointed under these Regulations. Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redressal of Grievances of Students) Regulations, 2019. For Institutions which are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of students.

Under clause 6(iv) of these regulations, AICTE is required to appoint Ombudsperson for institutions which are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course(s) in Management, Computer Applications & Travel and Tourism.

In view of the above provisions in the Regulations, AICTE has appointed the Ombudsperson for the redressal of grievances of students of AICTE approved PGDM institutions as per details below.

Dr. Devi Singh  
Former Director, IIM, Lucknow  
C/o Public Grievance Redressal Cell  
All India Council for Technical Education  
Nelson Mandela Marg  
New Delhi - 110070  
E-mail: [pubgrv@aicte-india.org](mailto:pubgrv@aicte-india.org)

All AICTE approved institutions shall furnish, prominently, on its website and in its prospects, all relevant information in respect of the Student Grievance Redressal Committee(s) coming in its purview and the Ombudsperson for the purpose of appeals.

(Prof. Rajive Kumar)  
Member Secretary

To,  
The Director/ Principal  
All AICTE approved Institutions