

POLICY - STUDENT GRIEVANCE REDRESSAL

Academic Year 2026–2027

Policy Particular	Approved / Applicable Provision
Policy Reference	MBS/GRP/02/2026-27
Institution	MBS College, Dwarka, New Delhi
Affiliation	Guru Gobind Singh Indraprastha University (GGSIPU), New Delhi
Programmes Covered	BCA, B.Com., BBA, B.Tech. and B.Arch.
Regulatory Basis	UGC (Redressal of Grievances of Students) Regulations, 2023; AICTE Approval Process Handbook (APH) 2024–2027 & Mandatory Grievance Norms; Council of Architecture (CoA) Minimum Standards of Architectural Education Regulations, 2020 and amendments; GGSIPU Ordinance 11, Ordinance 12 & Statutory University Redressal Provisions.
Effective Date	16 August 2026
Review Cycle	Annual, and additionally whenever GGSIPU / AICTE / UGC / CoA issues a binding notification
Policy Authority	Director, MBS College, through the Student Grievance Redressal Committee (SGRC)

1. Purpose

MBS College, Dwarka recognizes that prompt, transparent, and fair redressal of student grievances is essential for maintaining a healthy academic environment and ensuring student well-being. This policy establishes a structured, transparent, non-discriminatory, and time-bound mechanism to address and resolve all grievances of enrolled students across all academic programmes for the Academic Year 2026–2027.

2. Regulatory Hierarchy and Governing Framework

Programme / Area	Primary governing source	Institutional implementation
BCA, B.Com., BBA, B.Tech.	AICTE APH 2024–2027; UGC Student Grievance Regulations 2023; GGSIPU Ordinance 11 & Examination Guidelines	Student Grievance Redressal Committee (SGRC) + HoDs / Examination Cell
B.Arch.	Council of Architecture (CoA) Minimum Standards 2020; UGC Regulations 2023; GGSIPU B.Arch. Scheme & Jury Guidelines	SGRC + Head of Department (Architecture) / External Jury Cell
University Level Escalation	GGSIPU Statutes & Regulations; University Ombudsman appointed under UGC Regulations 2023	GGSIPU Ombudsman / Directorate of Student Affairs

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3. Scope and Definition of Student Grievances

Grievances eligible for redressal under this policy include complaints filed by any aggrieved student regarding:

- **Academic & Examination Matters:** Internal evaluation disputes, calculation errors, continuous assessment marks display, practical/lab work evaluation, B.Arch. sessional/jury assessment disputes, attendance condonation requests, and detainment notices under GGSIPU Ordinance 11.
- **Admission & Fee Matters:** Admission process irregularities, non-refund of fees, retention of original documents/certificates, demand of unauthorized fees, or withholding of student privileges.
- **Administrative & Service Matters:** Issues regarding library resources, ICT facilities, laboratory equipment, canteen services, issuance of certificates/transcripts, and general campus infrastructure.
- **Harassment & Conduct Matters:** Victimization, discrimination based on gender, caste, race, religion, region, or disability, and misconduct by faculty or administrative staff.

4. Institutional Student Grievance Redressal Committee

In accordance with UGC Regulations 2023 and AICTE APH 2024–2027 norms, MBS College has constituted the Student Grievance Redressal Committee (SGRC) with the following composition:

Designation in SGRC	Cadre / Representation	Term & Status
Chairperson	Director / Senior Professor of the College	Ex-officio (2-Year Term)
Members (3 Nos.)	Senior Faculty Members nominated from Technical, Management, and Architecture departments	2-Year Term
Special Invitee (Student Rep.)	One student representative nominated based on academic merit / Student Council Lead	1-Year Term
Special Invitee (Parent/Alumni)	One Parent or Distinguished Alumni Representative	1-Year Term

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5. Multi-channel Grievance submission Framework

Students may submit grievances through any of the following mandatory channels:

1. **Mandatory Online Portal:** Online Grievance Form accessible on the official College website (<https://mbcollege.org>).
2. **National Portal:** AICTE Web Portal (grievance.aicte-india.org) / UGC Centralized Grievance Portal.
3. **Institutional Email:** Designated email ID: grievance@mbcollege.org
4. **Physical Submission:** Written application submitted directly to the Director's Office / SGRC Convener.
5. **Physical Suggestion/Complaint Box:** Secure boxes installed outside the Main Administrative Office and Library.
6. **University Ombudsman:** Escalation to GGSIPU Ombudsman for unresolved matters at the institutional level.

6. Standard Operating Procedure & Timelines for Redressal

Stage	Action Required	Mandated Timeline
Stage 1	Receipt, acknowledgement of grievance, registration, and assignment to SGRC member	Within 48 hours
Stage 2	Preliminary scrutiny, verification of records (attendance, internal assessment, fees), and information gathering	Within 5 working days
Stage 3	SGRC formal hearing / hearing of Complainant and Respondent (virtual/physical)	Within 10 working days
Stage 4	Final decision of SGRC, approval by Director, and formal written communication to complainant	Within 15 working days
Appeal Stage	Appeal against SGRC decision to the GGSIPU Ombudsman (UGC Framework)	Within 15 days of SGRC order

7. Confidentiality & Protection against Retaliation

Confidentiality: All grievances submitted shall be handled with strict confidentiality. The identity of the complainant and witnesses shall not be disclosed without written consent, unless mandated by legal authorities.

Non-Retaliation Policy: No student filing a grievance in good faith shall be subjected to victimization, discrimination, lower internal evaluation, or harassment by any faculty or staff member. Any retaliatory act shall be treated as a severe disciplinary offence under institutional rules.

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8. Annual Reporting, Audit & Mandatory Disclosures

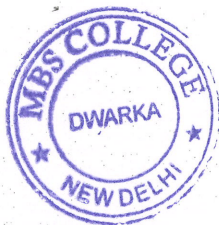
The SGRC shall compile a comprehensive annual report summarizing all grievances received, resolved, pending, and escalated. This report shall be submitted to the Director, MBS College, and uploaded to the AICTE Mandatory Disclosure Portal, UGC Portal, and GGSIPU Academic Audit Cell as required by statutory norms.

9. Approval & Implementation

This Policy is hereby approved by the Director, MBS College, Dwarka, and is issued by the Registrar for institutional implementation across all academic departments with effect from 16th August 2026.

Prepared by	Reviewed by	Approved by	Effective date
SGRC Drafting Cell & Examination Cell	Ar. Sramana Banerjee, Convenor (SGRC)	Director, MBS College	16 th August 2026

Namita
16/8/2026
Prof.(Dr.) Namita Gupta
Director



Toshi Dube
16/08/2026
Ar. Toshi Dube
Registrar

Regulatory References Consulted for Revision

- MBS College, Examination & Evaluation Policy, Policy Reference MBS/EEP/07/2026.
- AICTE Approval Process Handbook (APH) 2024–2027 – Mandatory Grievance Redressal Mechanism.
- Council of Architecture (CoA) Minimum Standards of Architectural Education Regulations, 2020.
- UGC (Redressal of Grievances of Students) Regulations, 2023.
- GGSIPU Ordinance 11 & Ordinance 12 (Conduct and Evaluation of Examinations and Student Conduct).