NEW HORIZON COLLEGE OF ENGINEERING
Autonomous College, Affiliated to VTU | Approved by AICTE New Delhi & UGC
Accredited by NAAC with 'A' Grade & Accredited by NBA

Ref. No.: NHCE/VP/OO/2026-27/028 **Date:** 19-08-2026

OFFICE ORDER

Constitution of the Students Grievances Redressal Committee (SGRC) for AY : 2026-27

In pursuance of the institution's commitment towards ensuring a fair, transparent, student-centric, and responsive grievance redressal mechanism, and in compliance with the **UGC Regulations, AICTE Guidelines, University Regulations, and other applicable statutory provisions**, the following **Students Grievances Redressal Committee (SGRC)** is hereby constituted for the **Academic Year 2026–27**.

The Committee shall function under the guidance of the Principal and shall coordinate, monitor, and facilitate all activities related to receiving, examining, resolving, and monitoring student grievances while ensuring confidentiality, natural justice, timely resolution, and continual improvement of institutional governance.

Committee Composition

Sl. No.	Name of the Member	Designation	Position in the Committee
1	Dr R J Anandhi	Vice Principal – Academics	Chairperson
2	Prof. K Byrappa	Former Vice Chancellor, Mangalore University	VTU's Ombudsperson
3	Dr Vijilius Helena Raj	Prof & Controller of Examinations	Member
4	Dr. Babita Jain	Dean – IQAC, NHCE	Member
5	Dr Uma Reddy N V	Prof & Dean -CSE	Member
6	Dr Arvinda K	HOD – ECE, NHCE	Member
7	Dr Asha V	Prof & HOD - MCA	Member
8	Dr Sujitha S	Prof & HOD - EEE	Member
9	Dr Anusuya Devi	Prof & HOD - AS	Member
10	Mr Rakesh C	Associate Head – Student Welfare	Member Secretary
11	Ms. Shanthi	Girls Hostel Warden	Member
12	Mr Ramesh Babu	Boys Hostel Warden	Member
13	Ms. Sri Vidhya	Student Counsellor	Member
14	Ms. Nayana Shetty	1NH24EE063 – UG Student	Member
15	Mr. Aryan Suriya	1NH25BA018 - PG Student	Member

Special Invitees (As and When Required)

1. University Nominee (where applicable)
2. Parent Representative (where applicable)
3. Mental Health & Wellness Expert
4. External Educationist
5. Statutory Body Nominee(s)

Terms of Reference

The Committee shall:

1. Formulate institutional policies, student charters, Standard Operating Procedures (SOPs), and grievance redressal mechanisms in accordance with UGC Regulations, AICTE Guidelines, University Regulations, and institutional policies.
2. Provide a transparent, fair, confidential, and easily accessible mechanism for receiving, recording, tracking, and resolving student grievances, including a secure online grievance portal wherever applicable.
3. Receive, acknowledge, and systematically review grievances related to academics, administration, examinations, hostel facilities, transport, campus infrastructure, and other student services.
4. Ensure that all genuine student grievances are addressed promptly through objective, impartial enquiries while adhering to the principles of natural justice and a time-bound resolution process.
5. Facilitate amicable resolution of interpersonal and campus-related grievances through counselling, mediation, and stakeholder consultation wherever appropriate.
6. Recommend corrective, preventive, and administrative actions to the competent authority based on enquiry findings and committee recommendations.
7. Coordinate with academic departments, statutory committees, and administrative offices for timely implementation of committee recommendations.
8. Address examination-related grievances in coordination with the Examination Committee and the Controller of Examinations (CoE).
9. Ensure protection of students against retaliation, discrimination, victimization, or academic prejudice arising from genuine grievance reporting.
10. Promote awareness among students regarding SGRC functions, grievance submission procedures, student rights, and institutional support mechanisms.
11. Maintain strict confidentiality of grievance proceedings, supporting evidence, witness statements, enquiry reports, and committee recommendations.
12. Maintain comprehensive records of grievances received, enquiries conducted, actions taken, and case closure reports in both physical and digital formats.
13. Analyze grievance trends and recommend systemic improvements to enhance student satisfaction, institutional governance, and service quality.
14. Maintain documentation and supporting evidence related to grievance redressal for NBA, NAAC, UGC, AICTE, and other quality assurance frameworks.
15. Submit periodic reports on grievance statistics, case resolutions, institutional improvements, and strategic recommendations to the Principal and Governing Council.

Meeting Frequency

- The Committee shall meet **at least once every semester (Minimum Two Meetings during an Academic Year).**
- Additional meetings may be convened by the Chairperson whenever required upon receipt of student grievances, urgent academic or administrative matters, statutory directions, or policy reviews requiring immediate attention.

Tenure

The Committee shall remain in force for the **Academic Year 2026-27 and 2027-28** or until further orders, whichever is earlier.

Responsibilities of Committee Members

All members shall:

- Attend committee meetings regularly.
- Ensure fair, impartial, transparent, and timely redressal of student grievances.
- Protect students against discrimination, retaliation, and victimization.
- Promote awareness of institutional grievance redressal mechanisms and student rights.
- Maintain committee records and supporting evidence in both physical and digital formats.
- Perform any additional responsibilities assigned by the Chairperson for strengthening institutional student grievance redressal and student welfare.

This Office Order shall come into force with immediate effect and supersedes the previous Constitution Order of the **Students Grievances Redressal Committee (SGRC)**.

Dr. Manjunatha
Principal

To:

1. Senior Executive Director/Executive Directors
2. Senior Director/Director
3. Registrar
4. Vice Principal – Academics
5. All Deans
6. Controller of Examinations
7. All Heads of Departments
8. All In-Charges/Member Secretaries of Statutory Committees
9. Website Coordinator
10. Office File

Copy to:

1. The Chairman - for kind information
2. The President - for kind information