



भारतीय विदेश व्यापार संस्थान
(मानित विश्वविद्यालय)
INDIAN INSTITUTE OF FOREIGN TRADE
(DEEMED TO BE UNIVERSITY)
(AN AUTONOMOUS INSTITUTE OF MINISTRY OF COMMERCE & INDUSTRY)



बी-21, कुतुब इन्स्टीट्यूशनल एरिया नई दिल्ली-110016
B-21, Qutab Institutional Area, New Delhi-110016
Phone : 0091-11-39147200, 39147201, 39147202
Fax : 0091-11-39147214, Website : www.iift.ac.in

No. Acad.(1)/2023/25

27th July 2023

OFFICE ORDER

Prof. Madhu Vij, former Professor, FMS has been appointed as Ombudsperson for redressal of grievances of students as per UGC (Redressal of Grievances of students) Regulations 2023.

The appointment is initially for a period of one year or till she attains the age of 70 years whichever is earlier. She will be paid an amount of Rs.3000 per sitting per diem. In addition, a conveyance allowance of Rs.2000 will also be paid, if own conveyance is used. The functions of Ombudsperson and procedure for redressal of grievance by ombudsperson are enclosed.

This issues with the approval of Competent Authority.


(Dr.P.K.Gupta)
Registrar

Prof. Madhu Vij

Copy to:

1. Dean
2. All Head of Divisions/ Centre Heads
3. All DRs/ARs/SOs
4. PS to Vice Chancellor for information of Vice Chancellor

FUNCTIONS OF OMBUDSPERSON (As per UGC regulations):

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed of all other remedies provided under these regulations.
- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

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

- (i) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in UGC regulations may be referred to the Ombudsperson by the university.
- (ii) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (iii) 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
- (iv) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (v) The institution shall comply with the recommendations of the Ombudsperson.
- (vi) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.