

University Grievance Redressal Cell (UGRC)

The University Grievance Redressal Cell has Constituted on April 11, 2023 as per the Higher and Technical Education Department, Mantralaya, Mumbai 400 032 vide its notification dated 25th February 2019 No. Parini-2018/CR-125/Vishi-2.- In exercise of the powers conferred by sub-section (10) of section 72 read with sub-section (11) of section 71 and clause (b) of sub-section (2) of section 56 of the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017), the Government of Maharashtra hereby prescribes the Uniform Statute relating to the functional mechanism of working of the **Students' Grievance Redressal Cell**.

As per the Uniform Statute No. 5 of 2019, as per section 5(4) of the above stated notification and vide Order No. REG/109/2023-24/12 dated April 7, 2023, University has constituted **University Grievance Redressal Cell (UGRC)**.

The University appointed the **Ombudsperson** as per the prescribed notification of the University Grant Commission, dated 11 April, 2023 & of Higher & Technical Education Department, Mantralaya, Mumbai dated 15 February, 2019 MPUA-2016, Uniform Statute No. 5 of 2019.

Smt. Vibha Vikas Virkar, Retd. District Judge has been appointed by the University for the period of 3 years from June 26, 2024 as a Ombudsperson of SNDT Women's University.

As per vide letter No.REG/284/2025-26/12(a) dated **April 16, 2025** the University Grievance Redressal Cell reconstituted with the new members for the period of next 2 years

The Introductory meeting on November 22, 2024 has been conducted with Ombudsperson to prepare the University level policy to handle the Grievances of the students.