



MTSOU/SGRC/2025-26/
August 19, 2025

STUDENT GRIEVANCE REDRESSAL COMMITTEE

OFFICE ORDER

In compliance to the University Grants Commission (Redressal of Grievances of Students) Regulation, 2023, issued vide F-1-13/2022(CCP-II), dated 11th April, 2023, the Board of Management of Mata Tripura Sundari Open University, Tripura has approved appointment of an Ombudsperson and constitution of a Student Grievance Redressal Committee (SGRC) consisting of the following persons.

1. Prof. (Mrs) Saroj Pandey, Former Professor and Director, School of Education, IGNOU, New Delhi – Ombudsperson
2. Prof. Shiva Kumar GN, Dean, Academics, MTSOU, Tripura – Chairperson, SGRC
3. Prof. Jai Vir Pratap Sharma, Director, School of Humanities and Social Sciences, MTSOU, Tripura
4. Prof. Ghanshyam Kumar Singh, Registrar, MTSOU, Tripura
5. Prof. Munish Kumar Sharma, Director, School of Management and Commerce
6. Dr Apurva Joshi, Associate Professor of History, MTSOU, Tripura
7. Er. Ms Tanushree Nandi, Assistant Professor of Computer Science, MTSOU, Tripura
8. Mr Janata Sadhan Jamatia, Assistant Professor of Sociology, MTSOU, Tripura

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

1. On receipt of an online complaint through the University website, www.mtsou.edu.in, the University shall refer the complaint to the Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the University website.
2. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
3. An aggrieved student may appear either in person or authorize a representative to present the case.
4. Grievances not resolved by the Student Grievance Redressal Committee within 30 days of submission or any dissatisfaction against the decision of the Student Grievance Redressal Committee, the aggrieved student may referred the grievance to the Ombudsperson through email ombudsperson@mtsou.edu.in.
5. 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).
6. All concerned of the University shall extend cooperation to the Ombudsperson and the Student Grievance Redressal Committee in early redressal of the grievances.
7. 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.
8. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
9. The University shall comply with the recommendations of the Ombudsperson.
10. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.


19/08/2025
Registrar

Registrar
Mata Tripura Sundari Open University
Gomati-Tripura