

University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT

OMBUDSPERSON FOR STUDENTS' GRIEVANCE REDRESSAL

The University shall appoint an Ombudsperson to hear and decide the appeals against the decisions of the Institutional Grievance Redressal Cell (IGRC) or University Grievance Redressal Cell (UGRC).

A. Eligibility Conditions of Ombudsperson

- 1) The Ombudsperson shall be a person not related to the University and who is a judge not below the rank of retired District Judge or a retired Vice-Chancellor or a retired Registrar or a retired Professor or a retired Principal.
- 2) The Ombudsperson shall not, at the time of appointment during one year before such appointment or in the course of his tenure as Ombudsperson be in a conflict of interest with the University where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement towards the University.
- 3) The Ombudsperson, or any member of his immediate family shall not -
 - a) hold or have held at any point in the past, any post or employment in the office of profit in the University
 - b) have any significant relationship, including personal, family, professional or financial, with the University
 - c) hold any position in University by whatever name called, in the administration or governance structure of the University.

B. Selection of Ombudsperson

The Ombudsperson in the University shall be appointed by the Vice-Chancellor of the University with the approval of the Management Council of the University, on part-time basis from a panel of three names recommended by the Search Committee consisting of the following members, namely-

- 1) Eminent Educationist nominated by Chancellor - **Chairperson**
- 2) Vice-Chancellor of the public University to be nominated by the State Government - **Member**
- 3) Vice-Chancellor of the concerned University - **Member**
- 4) Registrar of the concerned University - **Secretary**

C. Term of Ombudsperson

- 1) The Ombudsperson shall be a part-time officer appointed for a period of three years, from the date he resumes the office and may be re-appointed for another one term in the same University.
- 2) It shall be ensured by the University that the office of Ombudsperson shall not remain vacant for a period more than three months and within such period of vacancy, the Vice-Chancellor shall assign temporary charge to the sitting Ombudsperson from any of the Universities governed by the Maharashtra Public Universities Act, 2016 (Mah. Act No. VI of 2017).

D. Honorarium of Ombudsperson

The Ombudsperson shall be paid the sitting fee per day as approved by the Management Council of the University for hearing the cases, in addition to reimbursement of the conveyance.

D. Removal of Ombudsperson

The Ombudsperson may be removed on charges of proven misconduct or misbehaviour or for violation of any of the conditions mentioned in A. 2) and 3) above, by the Vice-Chancellor with the approval of the Management Council of the University.

E. Powers and Functions of Ombudsperson

- 1) The Ombudsperson shall have power to hear and decide appeals against the decisions of the Institutional Grievance Redressal Cell (IGRC) or University Grievance Redressal Cell (UGRC).
- 2) No appeals for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, appeals relating to issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- 3) The Ombudsperson may seek an assistance of any person as amicus curiae, for hearing complaints of alleged discrimination.
- 4) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving an appeal from the student.