



MAHATMA GANDHI UNIVERSITY
MAHISHADAL, PURBA MEDINIPUR
WEST BENGAL-721628

Resolution No. : MGU/OMB/11/2025-26/02

Date- 04.11.2025

Resolution of the Review meeting held on 4th November, 2025 at 11:00 A.M. in the meeting room.

Members Present:

1. Prof. Sourangshu Mukhopadhyay, Vice Chancellor, ...
MGU, Chairperson (IMC) *[Signature] 04/11/25*
2. Prof. Devmalya Dutta, Ombudsperson, MGU
[Signature] 4/11/25
3. Prof. Sarbajit Pal, Registrar, MGU, Member (IMC)
[Signature] 04/11/2025
4. Dr. Jayanta Kumar Dey, Controller of Examinations, ...
MGU, Member (IMC) *[Signature] 04/11/2025*
5. Dr. Asis De, PG Secretary, MGU, Member (IMC)
6. Sri Sajal Das, Development Officer, MGU, Member (IMC)
[Signature] 04.11.2025
7. Sri Nepal Saha, Finance Officer, MGU, Member (IMC)
Nepal Saha 04-11-25

Hon'ble Vice Chancellor chaired the meeting.

AGENDA:

1. Review of pending student grievances (April – September 2025).
2. Effectiveness of mentoring and early intervention mechanisms.
3. Preparation of a guideline for grievance redressal and related policy amendments.

The meeting commenced with a detailed progress report of the University presented by the Hon'ble Vice-Chancellor, outlining developments since the previous meeting.

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RESOLUTIONS:

Mahatma Gandhi University (MGU) has instituted the Office of the Ombudsperson as an integral component of its administrative framework, in alignment with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. These regulations mandate the appointment of an Ombudsperson and the constitution of a Students' Grievance Redressal Committee (SGRC) to ensure that student complaints are addressed in a fair, timely, and in confidential manner.

After detailed deliberations, the meeting adopted the following resolutions:

1. Grievance Disposal Status.

RESOLVED that no student grievances were received during the period April – September 2025.

2. Strengthening the Mentoring and Early Intervention process.

RESOLVED to introduce monthly one-on-one mentoring sessions (minimum one per semester) for all first-year students by their assigned faculty mentors, with effect from December 2025.

FURTHER RESOLVED to launch an initiative titled "Ombuds Hour" — a monthly open-door session to be held preferably every 3rd/4th Wednesday from 3:00 PM to 5:00 PM at the Meeting Room, commencing from December 2025. The session will serve as an informal platform for grievance discussion, peer counselling, and early conflict resolution.

3. Preparation of Guideline for Grievance Redressal.

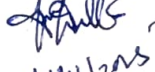
RESOLVED to prepare a comprehensive Guideline for Grievance Redressal that ensures a fair, transparent, and time-bound process for all stakeholders of the University — including students, faculty, staff, and researchers.

The guideline will integrate the Ombudsperson as the primary informal tier while ensuring smooth escalation to formal committees where it is necessary. It shall encompass grievances related to: Academic matters (grading, evaluation, and plagiarism), Administrative decisions (admissions, fees, and scholarships), Workplace issues (discrimination, harassment, and workload), Research misconduct (authorship, data integrity), Facilities and services etc.

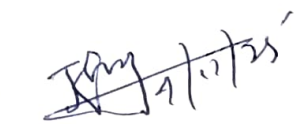
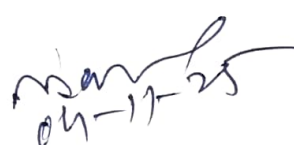
The meeting concluded with a vote of thanks to the Hon'ble Vice Chancellor and all members present.

Approved.


04.11.2025


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