



**GSFC**  
**UNIVERSITY**

EDUCATION RE-ENVISIONED  
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## Appointment of Ombudsperson

GSFC University  
Administration Department  
Office Order No. Director (Admin)/122023/91  
Date: 30.12.2023

### Preamble

GSFC University is committed to providing a safe, fair, and harmonious learning and work environment. The Grievance Redressal Cell was set up in GSFC University through a Circular no.3071 dated 04.10.2019 in accordance with the UGC Grant Commission regulation 2012. In April 2023, the UGC has notified a new regulation namely “University Grant Commission (Redressal of Grievance of Students) Regulations, 2023” which mandates all Higher Education Institutions (HEI) to appoint Ombudsperson(s) for redressal of grievance of students at the University.

### Decision

In compliance with the aforesaid regulation, Shri Indrajit Shah, Retired Principal District Judge is hereby appointed as Ombudsperson for GSFC University for a period of three years.

The Ombudsperson shall perform his function as provided in the regulations which includes the following:

1. The ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
2. The ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
3. The Ombudsperson shall make all effort to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).
4. The ombudsperson shall follow the procedure for disposing of the appeals as mentioned in the aforesaid regulations, which includes reason opportunity of being heard to the parties concerned, on the collection of proceedings, pass such order, with reason



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thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.

5. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false and frivolous.

The Ombudsperson will be paid a sitting fee, per diem, in accordance with the norms of the University prevailed from time to time and will be eligible for reimbursement of the expenditure incurred on conveyance.

R B Panchal  
Director (Admin)

To,

Students, GSFC University

cc : President's Office, GSFC University  
Provost's Office, GSFC University,  
Director (Admin) & Registrar, GSFC University  
Director Campus & Asst. Dir (Admin), GSFC University  
Deans / Associate Deans, GSFC University  
Department of Computer Science & Engineering  
Department of Chemical Engineering  
Department of F & EHS  
Department of Chemical Sciences  
Department of Life Sciences  
Department of Computer Applications & Data Science  
Department of Management Studies  
Department of Student Affairs  
Department of Examination & Assessment  
Department of Account & Finance  
Department of Internship & Placement  
Department of Information Technology Enabled Services  
Department of Administration  
Teaching Staff, GSFC University  
Non-teaching Staff, GSFC University  
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