



DELHI TECHNOLOGICAL UNIVERSITY

Established by Govt. of Delhi vide Act 6 of 2009
(FORMERLY DELHI COLLEGE OF ENGINEERING)
BAWANA ROAD, DELHI-110042

F.No.DTU/Reg/Notification/2025-26/343

Dated: 11.05.2026

NOTIFICATION

Guidelines for Student Grievance Redressal Mechanism and Escalation matrix

In compliance of UGC Regulations,2023 and as approved by the Board of Management of the University in its 58th meeting held on 18.03.2026 vide agenda number 58.17, the following guidelines outline the Escalation matrix and Procedures for Student Grievance Redressal.

DTU Students' Grievance Redressal Escalation Matrix

Complainant/Aggrieved Students may submit the grievance through multiple channels – (online portal, email (studentgrievanceredressal@dtu.ac.in) or in-person submission) to the concerned authority.

Level	Responsible Authority	Type of Grievance	Response Time	Mode of Submission
Level-1	Faculty member/Mentor/ Course Coordinator/Program Coordinator	Academic issues (Attendance, Course content, Internal assessments, Timetable, Lab issues, Mentoring etc.)	5 working Days Written application/ Email/ Online Portal request	
	Hostel Warden/OIC Hostel	Hostel-related issues		
	Faculty Advisors of concerned Societies/ Chairpersons (Cultural, Sports, Technical & Literary Councils)	Extra-curricular & Co-curricular activities issues. Issues related to Societies/Councils		
	OIC Health Centre	Health Centre related issues		
	Associate Dean International Affairs	Foreign National Students' Issues		
	OSD Examination/ Superintendent Examination	Examination & Result		
	Chairperson Admissions (UG/PG)	Admission Related Issues		
	Associate Dean CDIE	Placement related issues		

Level-2	Head of Department	Academic Issues not resolved at Level-1	10 working Days	Written representation through department or Responsible Authority at Level 1 / Email / Online Portal request
	Dean Academics (UG & PG)	Academic regulation disputes. Matter related to Fees. Admission-related issues not resolved at Level-1.		
	Chief Warden	Hostel related Issues not resolved at Level-1		
	Dean (Student Welfare)	Extra-curricular & Co-curricular activities issues/ Health Centre related issues not resolved at Level-1		
	Controller of Examinations	Examination & Result-related issues not resolved at Level-1		
	Dean (Alumni & International Affairs)	Foreign National Students' issues not resolved at Level-1		
	Dean (CDIE)	Placement related issues not resolved at Level-1		
	Registrar	Administrative delays / Administrative grievances/Health Centre issues not resolved at Level-1		Written submission with complete annexures
Level-3	Student Grievance Redressal Committee (SGRC)	Cases not resolved at the Level-1 & 2 and Serious complaints related to harassment, discrimination, disciplinary matters etc. or Complaints referred by Concerned authorities	15 working Days	Formal application addressed to Chairperson – SGRC
Level-4	Vice Chancellor	Final institutional authority for unresolved grievances or significant policy-related matters	15 working Days	Appeal with prior decisions attached
Level-5 Final Appellate Authority (External as per UGC)	Ombudsperson	Appeals against University decisions not satisfactorily resolved	15 working Days	Formal submission following university process

The Student Grievance Redressal Committee (SGRC) (as per UGC Regulations, 2023) shall be as under:

1. Professor (Chairperson)
2. Four Professors (Members)
3. Student Representative on academic merit/excellence in sports/Co-curricular activities (Special Invitee)

SoPs for Grievance Redressal on receiving a complaint by SGRC:

- On receipt of the complaint, the concerned authority (Head of Department /Deans as applicable) shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with their comments, within 15 days of receipt of the complaint on the online portal or through a formal application addressed to the Chairperson SGRC.
- The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Vice Chancellor being final institutional authority of the university.
- Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- Complainant/aggrieved student may prefer appeal against the decision not resolved at the University level to the Ombudsperson, who 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.
- The aggrieved student, as well as the Chairperson of SGRC, shall be provided with copies of the order under the signature of the Ombudsperson.
- The institution shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.


Information regarding Ombudspersons and Student Grievance Redressal Committees:

DTU shall furnish, prominently, on its website and in its prospectus/Student handbook, all relevant information in respect of the Students' Grievance Redressal Committee and the Ombudsperson for the purpose of appeals.

Additional Provisions

- Any grievance sent directly to Vice-Chancellor and Registrar will not be entertained and will be routed through the appropriate level of escalation matrix. No grievance shall be escalated without disposal or acknowledgement at the lower level.
- Anonymous complaints should also be examined at Level-I and escalated as per the escalation matrix. The SGRC will only review anonymous complaints that have first been assessed on the basis of evidence by Responsible Authorities and processed through lower-level resolution channels.
- Complaints related to Ragging must be forwarded to the Anti-Ragging Committee
- For cases of sexual harassment, complaints shall be filed directly with the Internal Complaints Committee (ICC) and will follow the POSH Act, 2013.

- Digital Grievance Portal / Helpline / Student Facilitation Centre should be integrated for tracking.
- A monthly review report shall be submitted to the Vice Chancellor by SGRC


(G.C. Prasad)

Link Officer to Registrar

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Dated: 11.05.2026

Copy to:-

1. PA to V.C. for kind information of the Vice Chancellor
2. PA to Registrar for kind information of the Registrar
3. Dean, Student Welfare
4. All Deans/ HODs
5. Students' Grievance Redressal Committee
6. Chief Warden
7. Controller of Examination/ Controller of Finance
8. Head, CC with the request to upload on DTU website


G.C. Prasad)

Link Officer to Registrar