



INDIRA UNIVERSITY
85/5 A, New Pune Mumbai Highway,
Tapasya Campus, Tathawade, Pune, Maharashtra 411033

STUDENTS' GRIEVANCE REDRESSAL MECHANISM

Indira University is committed to providing a fair, transparent and student-friendly environment. In accordance with the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**, the University has established a mechanism for addressing student grievances and ensuring their timely and appropriate redressal.

1. Online Student Grievance Portal

Students may submit their grievances through the University's online grievance submission portal using the link provided below:

Online Student Grievance Submission Link:

<https://ums.indirauniversity.org/raise-ticket>

2. Students' Grievance Redressal Committee (SGRC)

The Students' Grievance Redressal Committee (SGRC) considers grievances submitted by students and forwards its report, along with recommendations, to the competent authority of the University. The Committee follows the principles of natural justice and endeavours to address grievances preferably within 15 working days of receipt of the complaint.

Grievances may relate to admission, fees, scholarships, examinations, evaluation, student amenities, discrimination, harassment, or other matters covered under the applicable UGC Regulations.

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (Notified to all concerned by vide ref no: IU/2025/SGRC/87A letter dated Sept 15, 2025)					
Sr. No	Name	Profession	Full Postal Address	Email ID	Mob. No.
1	Dr. Punam Bhoyar	A Professor as a Chairperson.	A-2, 604 Edenn Towers Near Datta Mandir, Wakad, Pune	punam.bhoyar@indiraiimp.edu.in	9552546302
2	Dr. Nalanda Wani	Four Professors or Senior Faculty Members of the Institution as a Member	C-303 Mohar Pratima Rao Colony, Talegaon, Dabhade Pune 410506	nalanda.wani@iccs.ac.in	9561055192
3	Dr. Nitin Joshi		D 809, Renuka Gloria, S. B. Patil School Road. Opposite HDFC Bank, Near Ravet Chowk Bus Stop, Aundh - Ravet BRT Road, Ravet 412101	nitin.joshi@indiraiimp.edu.in	9922960109
4	Dr. Abhijit Bobade		E 1203, Stargaze, Bavdhan, Pune 411021	abhijit.bobde@indiraibs.ac.in	9769211665
5	Dr. Dipanjay Bhalerao		A7-508, Rohan Ananta Society, Near JSPM Institute, Tathwade, Pune 411033	dipanjay.bhalerao@indiraiimp.edu.in	9503800802
6	Mr. Himanshu S. Deore	A Student representative - Male	Indira University's, School of Business, 'Tapasya', Tathawade, Pune 411033	himanshu.deore@indirauniversity.edu.in	9665927212
7	Ms. Anushka Salve	A Student representative - Female	Indira University's, School of Liberal Arts, 'Tapasya', Tathawade, Pune 411033	anushka.salve@indirauniversity.edu.in	9529473876
8	Mr. Rahul Pathak	Admin. Staff representative	Indira University, 'Tapasya', Tathawade, Pune 411033	registrarooffice@indirauniversity.edu.in	8484865998

3. Ombudsperson (Notified to all concerned by vide ref no: IU/2026/Ombud/133A letter dated Jan 2, 2026)

Name: Dr. Sanjay Kaptan

**Former Professor and Head, Dept. of Commerce,
Savitribai Phule Pune University, Pune**

Designation: Ombudsperson, Indira University

Email ID: ombudsperson@indirauniversity.edu.in

Students who are aggrieved by the decision of the SGRC may prefer an appeal before the Ombudsperson within 15 days from the date of receipt of the SGRC's decision, in accordance with the applicable UGC Regulations.

The Ombudsperson endeavours to resolve grievances within 30 days of receiving an appeal.

4. Commitment to Fair Redressal

Indira University is committed to addressing student grievances impartially, transparently and within the prescribed timelines. Students are encouraged to use the prescribed grievance redressal mechanism for the resolution of their concerns.