



**T.S. MISHRA**  
**UNIVERSITY**  
LUCKNOW

## **Standard Operating Procedure**

for

# **OMBUDSPERSON**

  
Registrar  
T.S. Mishra University  
Lucknow

## **OMBUDSPERSON**

The establishment of the Student Grievance Committee and the role of the Ombudsperson are in accordance with the guidelines set forth by the University Grants Commission (UGC). The Ombudsperson, a key figure in this framework, guarantees that the committee's proceedings align with the UGC's stipulations, safeguarding students' rights and fostering a conducive academic environment. The Ombudsperson will offer recommendations to students, faculty, staff, and university leadership on matters referred to their office. He will also guide complainants on available avenues within and outside the university to address their concerns. As an impartial external entity, the Ombudsperson provides confidential counsel and support to members of the T.S. Mishra University community.

Any university member may approach the Ombudsperson for issues they feel are not adequately resolved through existing university processes. The Ombudsperson's primary role is to promote the well-being of students, faculty, and staff by offering a confidential and safe space to voice concerns. They will address issues such as harassment, misconduct, abuse of power, unlawful termination, or restrictions on freedom of expression and provide advice on resolving these disputes.

Name of the University	Name & Contact Details of the Ombudsperson (s)
T.S. Mishra University, Lucknow-226008	Mr. Kamal Kishore Sharma Ombudsperson  P.No.-0522-3538080 M.No.-7060532700

  
Registrar  
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