



Students' Grievance Redressal Committee (SGRC)

Policy Document



**Shahid Matangini Hazra Government General
Degree College For Women
Government of West Bengal
(Affiliated to Vidyasagar University)**

Students' Grievance Redressal Committee (SGRC) Policy Document

As per the University Grants Commission (UGC) guidelines (Gazette notification CG-DL-E-11042023-245095 dt 11 April 2023), a Students' Grievance Redressal Committee (SGRC) has been constituted at Shahid Matangini Hazra Government General Degree College for Women, Purba Medinipur with a commitment to maintain a conducive academic environment for all our students. The SGRC aims to look into the complaints lodged by any student and redress it as per requirement. Students can reach out to SGRC with their grievances, if any, regarding academic matters related to their study in the campus through the online grievance form.

AIMS:

The Student Grievance Redressal Committee (SGRC) attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Committee ensures effective solution to the grievances. The Committee enables the students to express their grievances by initiating and following the grievance redressal procedure in accordance with the rules and regulations of the SMHGGDCW. The committee meets periodically, examines the nature and pattern of the grievances and redresses it accordingly. Any student with a genuine grievance may approach Student Grievance Redressal Committee to submit her grievances.

Composition of the Students' Grievance Redressal Committee (SGRC):

1. Dr. Bijoy Krishna Roy, Chairperson, Principal.
2. Soma Rani Karan, Member, Asst, Professor, Dept of Economics.
3. Atasi Mahapatra, Member, Asst Professor, Dept of Philosophy.
4. Sambhu Charan Barman, Member, Asst Professor, Dept. of Mathematics.
5. Enakshi Das, Member, Asst. Professor, Dept of Chemistry.
6. Moumita Metya, Student Representative, SEM II (Hons), Dept. of Bengali, nominated based on academic report).

The SGRC has been constituted to address and resolve grievances and concerns raised by our students promptly and fairly as mentioned in the University Grants Commission (Redressal of Grievances of Students) Regulations.

OBJECTIVES

- To maintain the dignity of the institution by promoting cordial Student-Student relationship and Student-Teacher relationship.
- To ensure effective solution to the students' grievances with an impartial and fair approach and in complete confidentiality.
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- To document students' grievances/complaints and to ensure reasonable solutions for further improvement of academic and administrative environment in the University.

PROCEDURES

The bonafide students may submit their grievances, if any, in the suggestion box/complaint box placed in the college or through email (sgrc.smhgcw@gmail.com). The Student Grievance Redressal Committee shall receive and redress the grievances on the following issues:

- Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the UGC/Govt. of West Bengal/Other agencies;
- Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the UGC;
- Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- Bon-transparent or unfair practices adopted by the institution for the evaluation of students;
- Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the University/UGC, from time to time;
- Complaints of alleged discrimination of against students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minorities or persons with disabilities categories;
- Denial of quality education as promised at the time of admission or required to be provided;
- Harassment or victimization of a student, other than cases of harassment which are to be proceeded against under the penal provisions of any law for the time being in force;
- Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- Any action initiated/taken contrary to the regulations and/or guidelines issued by the University/UGC and/or the regulatory body concerned.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEE AND OMBUDSPERSONS:

- i. On receipt of a complaint, Student Grievance Redressal Committee shall take necessary action within reasonable time.
- ii. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student. iii. An aggrieved student may appear either in person or authorize a representative to present the case.
- iii. 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.
- iv. Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- v. Grievances not resolved by the Student Grievance Redressal Committee may be referred to the **Ombudsperson.**
- vi. The college shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), for early redressal of grievances.
- vii. The Ombudsperson 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.
- viii. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- ix. The institution shall comply with the recommendations of the Ombudsperson.
- x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

DOCUMENTATION

The proceedings and the information of grievances shall be treated as confidential and can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC.

STUDENTS GRIEVANCE REDRESSAL FORM

The Student Grievance Redressal form is to be used only by students requesting a formal hearing for grievance redressal procedures. Aggrieved students are requested to download the form from the following link and to submit the same to the Student Grievance Redressal Committee (SGRC) of SMHGGDCW in the suggestion Box or through email.

Students' Grievance Redressal Committee (SGRC)
Shahid Matangini Hazra Government General Degree College For Women

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Shahid Matangini Hazra Government General Degree College For Women
Government of West Bengal, Affiliated to Vidyasagar University
Chakshrikrishnapur, Kulberia, P.O: Kulberia, Dist: Purba Medinipur, PIN: 721649
Email: sgrc.smhgcw@gmail.com

Student Grievance Redressal form

Name of the Student	
Student ID	
UG	
Department with Semester	
Permanent/Mailing Address	
Email	
Contact Number	
Details of grievances/complaints with supporting documents if any	
Date and Time	
Signature	

Four Steps of Students' Grievance Redressal Process:

1. Students lodge their complaints by filing the Online form. <https://forms.gle/3Ur4YiMYgoh9tyJ88>
2. Verification of the Complaint.
3. Action Taken.
4. Information to the complainant on the redressal of the Complaint

STEP 1: LODGING OF COMPLAINT

Students are required to fill out the Student Grievance Form and submit the same. Or email / handwritten letter to the Chairperson of the Student Grievance Redressal Committee (SGRC).

STEP 2: VERIFICATION

On receiving the complaint, the Students' Grievance Redressal Committee (SGRC) will record and verify the complaint.

STEP 3: ACTION

After verification of the complaint, the Students' Grievance Redressal Committee (SGRC) acts upon the complaint and shall fix a date for hearing the complaint which shall be communicated to the aggrieved student as the case may be. An aggrieved student may appear either in person or authorize a representative to present the case. Students' Grievance Redressal Committee (SGRC) takes the measures necessary to resolve the issue within 15 days.

STEP 4: INTIMATING THE STUDENT

Once the complaint has been resolved, the student is informed about the outcome, and the complaint is considered closed by the Department.

OMBUDSPERSON

If the Grievance is not resolved by the Students' Grievance Redressal Committee within the time period provided in the regulations, the aggrieved student may prefer an appeal to the ombudsperson.