

# GOVT. COLLEGE JIND

(Affiliated to CRSU Jind)



## REDRESSAL MECHANISM OF STUDENTS GRIEVANCES GOVT. COLLEGE JIND

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# REDRESSAL MECHANISM OF STUDENTS GRIEVANCES

## 1. Objective

To establish a transparent, effective, and timely mechanism for redressal of student grievances related to academic, administrative, and personal matters in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

## 2. Scope

This policy is applicable to:

- All current and prospective students of Government College, Jind.
- All academic programs and related services offered by the college.
- Grievances concerning admission, academics, facilities, and conduct.

## 3. Definitions

- **Aggrieved Student:** A student who has any complaint related to the issues defined under these regulations.
- **SGRC:** Students' Grievance Redressal Committee at the institution level.
- **Ombudsperson:** Appointed by the affiliating university to hear appeals against SGRC decisions.
- **Institution:** Government College, Jind.
- **Grievance:** As outlined in Section 4 below.

## 4. List of Grievances (as per UGC Regulations, 2023)

A student may submit a grievance on any of the following grounds:

### 1. Admission Issues:

- Admission granted contrary to declared merit policy.
- Irregularity or manipulation in admission process.
- Refusal of admission as per declared policy.
- False or misleading information in the prospectus.
- Non-publication of prospectus.

### 2. Financial Issues:

- Withholding or refusal to return certificates to compel payment.
- Demand of money beyond prescribed fees.
- Delay or denial of scholarship or financial aid.
- Delay or denial of refund of fees on withdrawal.

### 3. Academic Issues:

- Delay in examinations or result declaration beyond academic calendar.
- Non-provision of promised academic facilities or amenities.
- Denial of quality education as promised at admission.
- Unfair or non-transparent student evaluation practices.

#### **4. Discrimination and Harassment:**

- Discrimination based on caste, tribe, gender, disability, minority status, etc.
- Harassment or victimization not covered under criminal law.

#### **5. Institutional Non-Compliance:**

- Actions in violation of laws regarding reservation in admissions.
- Actions contrary to institution's own rules or UGC guidelines.
- Violation of any regulatory or statutory authority guidelines.

### **5. Constitution of Students' Grievance Redressal Committee (SGRC)**

#### **Composition:**

- Chairperson: Senior Faculty Member
- Four Senior Faculty Members
- One Student Representative (nominated based on merit/co-curriculars) – *Special Invitee*

#### **Inclusion Mandate:**

- At least one member must be a woman.
- At least one member must be from SC/ST/OBC categories.

#### **Tenure:**

- Chairperson & Members: 2 years
- Special Invitee: 1 year

**Quorum:** Minimum 3 members (excluding Special Invitee)

### **6. Procedure for Redressal**

- Complaints can be submitted online or in writing to SGRC.
- Acknowledgment within 3 working days.
- Hearing scheduled and communicated to both parties.
- Resolution within 15 working days from receipt.
- If unresolved, appeal to University Ombudsperson within 15 days.

### **7. Appeals to Ombudsperson**

- Students may appeal against SGRC decisions.

- The Ombudsperson shall resolve the appeal within 30 days.
- Orders passed shall be binding and shared with both parties.

## **8. Online Portal**

- The college will establish a grievance portal for submission, tracking, and resolution.
- Accessible via the college website.

## **9. Transparency & Communication**

- SGRC composition, contact details, and grievance procedures shall be:
- Published in the college prospectus.
- Displayed prominently on the website and notice boards.

## **10. Protection and Misuse**

- Whistleblower protection for genuine grievances.
- Disciplinary action against false or frivolous complaints.

## **11. Compliance & Monitoring**

- Periodic submission of grievance redressal data to the affiliating university.
- Non-compliance with UGC regulations may lead to regulatory action by the affiliating university or UGC