



# Smt. Indira Gandhi PG College

(Affiliated to Maharaja Suhel Dev State University)

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## STUDENT GRIEVANCE REDRESSAL MECHANISM MANUAL

*(In line with UGC (Grievance Redressal of Students) Regulations, 2018)*

SMT INDIRA GANDHI  
PG COLLEGE

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# Smt. Indira Gandhi PG College

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## STUDENT GRIEVANCE REDRESSAL POLICY

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### 1. PREAMBLE

Smt. Indira Gandhi PG College envisions an academic environment founded on the principles of **equity, dignity, inclusiveness, transparency, and participatory governance**. The institution acknowledges that students are the central stakeholders of the higher education system and that their concerns must be addressed with sensitivity, fairness, and promptness.

The College firmly believes that:

- Every student has the right to be heard without fear or prejudice.
- Grievances, if left unaddressed, can affect academic performance, mental well-being, and institutional harmony.
- A structured grievance mechanism strengthens mutual trust between students and the institution.

As an affiliated college of **Maharaja Suhel Dev State University**, and an institution approved by **UGC and NCTE**, the College is bound to establish a mechanism that conforms to:

- Statutory requirements
- Principles of natural justice
- Ethical governance practices
- Student welfare mandates

This policy therefore establishes a **transparent, multi-layered, time-bound, and student-friendly system** for redressal of grievances, ensuring that no student suffers due to procedural delays, bias, or lack of opportunity to present concerns.

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## 2. OBJECTIVES

The policy seeks to achieve the following:

### 2.1 Student Protection

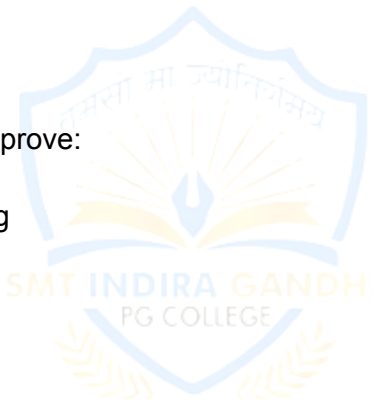
- Protect students from **unfair treatment, harassment, discrimination, or academic disadvantage**
- Safeguard dignity, privacy, and equal opportunity

### 2.2 Institutional Accountability

- Ensure that college authorities remain accountable
- Promote responsible decision-making

### 2.3 Quality Enhancement

- Use grievance data to improve:
  - Teaching–learning
  - Infrastructure
  - Student services
  - Administrative efficiency



### 2.4 Legal & Statutory Compliance

- Fulfil obligations under:
  - UGC regulations
  - NCTE norms
  - University statutes
  - Applicable government directives

## 2.5 Trust Building

- Encourage students to voice concerns without fear
  - Promote dialogue instead of conflict
- 

## 3. SCOPE & APPLICABILITY

### 3.1 Nature of Grievances Covered

#### A. Academic

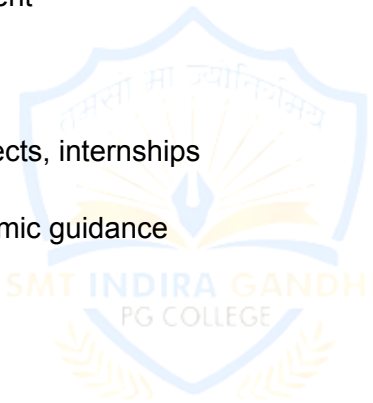
- Irregular classes or syllabus coverage
- Bias in internal assessment
- Delay in results
- Issues in practicals, projects, internships
- Non-availability of academic guidance

#### B. Examination

- Evaluation discrepancies
- Mark sheet corrections
- Attendance shortage disputes
- Re-evaluation procedures

#### C. Administrative

- Admission irregularities
- Fee collection issues
- Scholarship delays



- Document issuance

#### **D. Infrastructure**

- Laboratory equipment
- Library access
- ICT and internet
- Cleanliness, safety, hostel (if any)

#### **E. Behavioural & Welfare**

- Discrimination based on gender/caste/religion
- Harassment or intimidation
- Misconduct by any stakeholder

#### **3.2 Exclusions**

- Matters sub-judice
- Disciplinary cases under separate rules
- University examination appeals already filed

#### **3.3 Applicability**

- All bonafide students
- Regular, professional, and teacher-education programmes
- On-campus and college-related activities

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### **4. GUIDING PRINCIPLES**

1. **Natural Justice** – Right to be heard
  2. **Impartiality** – No conflict of interest
  3. **Confidentiality** – Protection of identity
  4. **Timeliness** – Defined deadlines
  5. **Accessibility** – Easy submission modes
  6. **Non-Retaliation** – Zero victimization
- 

## 5. INSTITUTIONAL STRUCTURE

### 5.1 Student Grievance Redressal Committee (SGRC)

#### Composition

- Principal – Chairperson
- Senior Faculty – Member
- One Woman Faculty – Member
- Administrative Officer – Member
- Student Representative – Member
- Special invitee (if required – counsellor/legal expert)

#### Responsibilities

- Register grievances
- Conduct enquiry
- Call for records
- Provide personal hearing

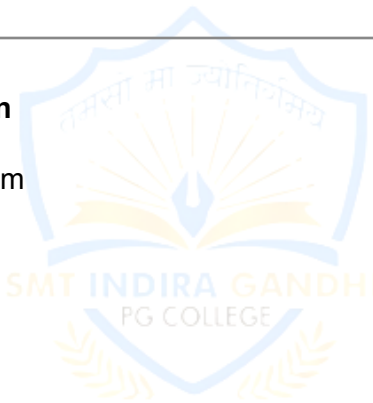
- Recommend corrective action
  - Monitor implementation
- 

## 5.2 Role of Principal

- Appellate authority
  - Ensure compliance
  - Issue administrative orders
  - Liaison with university
- 

## 5.3 University / Ombudsperson

- Final appellate mechanism
- Independent review
- Binding directions



## 6. PROCEDURE

### Step 1 – Submission

Student submits:

- Name, course, roll number
- Nature of grievance
- Date & persons involved
- Supporting documents

## Step 2 – Acknowledgment

- Within 2 working days
- Unique grievance ID issued

## Step 3 – Preliminary Scrutiny

- Admissibility check
- Categorization

## Step 4 – Enquiry

- Notice to concerned section
- Collection of evidence
- Personal hearing

## Step 5 – Decision

- Reasoned order
- Remedial measures
- Communication to student



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## 7. TIMELINES

Stage	Duration
Acknowledgment	2 days
Scrutiny	5 days
SGRC hearing	10 days
Final order	15 days

Appeal	10 days
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## 8. MODES OF FILING

- Offline application
- Online via website
- Suggestion box
- Through mentor

Assistance provided to students unable to draft applications.

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## 9. RIGHTS & DUTIES OF STUDENTS

### Rights

- Fair hearing
- Representation
- Information on progress
- Appeal

### Duties

- Provide truthful information
  - Maintain decorum
  - Avoid frivolous complaints
- 

## 10. CONFIDENTIALITY PROTOCOL

- Records kept secure
  - Identity not disclosed
  - Proceedings not public
  - Data used only for resolution
- 

### **11. NON-RETALIATION CLAUSE**

- No adverse action against complainant
  - Protection from academic disadvantage
  - Strict action for victimization
- 

### **12. RECORD MANAGEMENT**

- Grievance Register
  - Digital database
  - Action taken reports
  - Annual analysis
- 



### **13. PREVENTIVE MEASURES**

- Orientation sessions
- Code of conduct
- Mentor–mentee system
- Feedback mechanisms

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## 14. MONITORING & REVIEW

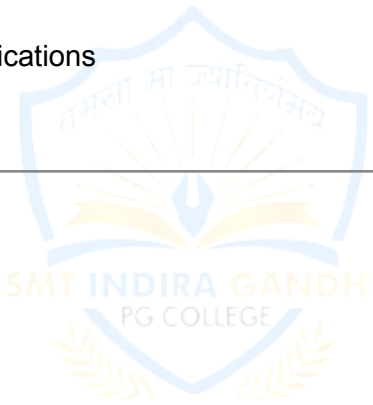
- Semester review by Principal
- Trend analysis
- Staff sensitization
- Policy update as per:
  - UGC
  - NCTE
  - Maharaja Suhel Dev State University
  - Government notifications

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## 15. FORMAT OF ORDERS

All decisions shall contain:

- Facts
  - Findings
  - Reasons
  - Directions
  - Timeline for compliance
- 



## 16. APPROVAL

This policy is approved and adopted by the competent authority of **Smt. Indira Gandhi PG College** in conformity with:

- UGC Regulations
- NCTE Norms
- Maharaja Suhel Dev State University provisions
- Statutory requirements for HEIs



# Smt. Indira Gandhi PG College

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## ANNEXURE 1

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### Student Grievance Redressal Committee (SGRC)

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Smt. Indira Gandhi PG College is committed to maintaining a fair, transparent, and supportive academic environment. The Grievance Redressal Committee (GRC) has been constituted to address grievances of students, faculty, and staff in a structured, impartial, and time-bound manner.

The Committee functions in accordance with the **UGC (Grievance Redressal) Regulations, 2012**, as amended from time to time, and ensures that all complaints are handled with confidentiality, objectivity, and due process.

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### Objectives of the Grievance Redressal Committee

- To provide a formal institutional mechanism for redressal of academic, administrative, and service-related grievances
- To ensure fair hearing and impartial resolution of complaints
- To safeguard the dignity, rights, and welfare of all stakeholders
- To resolve grievances within the prescribed timeframe in a transparent manner
- To promote a harmonious and conducive academic environment

### Composition of the SGRC

<b>Name and Contact Details</b>	<b>Member</b>	<b>Designation</b>	<b>Role &amp; Responsibilities</b>
Dr. Rajeev Kumar Singh/7408212716	Chairperson	Principal, Smt. Indira Gandhi PG College	Heads the Committee, ensures impartiality, approves final decisions
Deepali Chaurasia/7253814969	Coordinator		Receives grievances, maintains records, convenes meetings, prepares reports
Dr. Ajeet Kumar Bharti/9125412563	Member	Senior Faculty Member	Examines academic and examination-related grievances
Dr. Amrita Singh/9452091258	Member	Senior Faculty / Administrative Member	Addresses administrative and service-related grievances
Shreya Singh/	Student Representative (UG)	Final-Year Student	Represents undergraduate student concerns
Afzal Ahmad/9889720339	Student Representative (PG)	Postgraduate Student	Represents postgraduate student concerns

### Roles & Responsibilities of the Student Grievance Redressal Committee (SGRC)

#### 1. Transparency & Documentation

- Maintain systematic records of all grievances received and actions taken in the Grievance Register.
- Ensure proper documentation of proceedings and decisions for accountability.

#### 2. Timely Resolution

- Dispose of grievances within prescribed timelines.
- Communicate reasons to the student in case of unavoidable delay.

### 3. Confidentiality & Ethics

- Maintain strict confidentiality of complainant identity and case details.
- Act impartially, ethically, and without bias in all decisions.

### 4. Student-Centric Approach

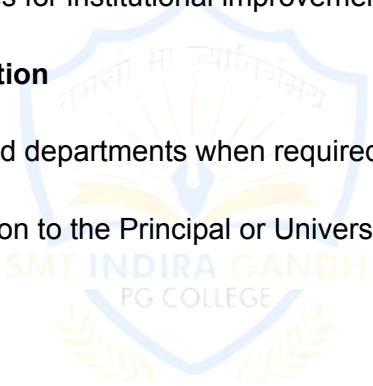
- Address concerns with fairness and sensitivity.
- Provide guidance to students regarding grievance procedures.

### 5. Reporting & Review

- Submit semester-wise reports to the Principal on grievances received, resolved, and pending.
- Suggest measures for institutional improvement.

### 6. Collaboration & Escalation

- Consult concerned departments when required.
- Facilitate escalation to the Principal or University-level mechanism as per rules.



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## ANNEXURE 2

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### Format for Appointment / Nomination of Ombudsperson

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#### Purpose

The University Ombudsperson functions as an **independent, neutral, and impartial authority** to review student grievances that remain unresolved at the institutional level of Smt. Indira Gandhi PG College. The Ombudsperson ensures:

- fairness, transparency, and accountability in grievance redressal,
- adherence to the principles of natural justice,
- protection of the rights, dignity, and welfare of students.

This mechanism provides students with an additional level of assurance that their concerns will be examined **objectively, without bias, and in accordance with university and statutory provisions**.

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#### Appointment / Nomination

- The Ombudsperson is **appointed or nominated by Maharaja Suhel Dev State University** in accordance with the statutes, ordinances, and guidelines of the University and applicable regulatory bodies.
- The Ombudsperson may be:
  - a senior academician,
  - retired professor, or

- experienced educational administrator as designated by the University to ensure independence and impartiality.
  - The **tenure, jurisdiction, powers, and responsibilities** of the Ombudsperson shall be governed by official notifications issued by Maharaja Suhel Dev State University.
- 

## **Roles & Responsibilities**

### **1. Independent Review**

- Examine grievances not satisfactorily resolved by the institutional mechanism, including the SGRC.
- Ensure **objectivity, fairness, and impartiality** in all proceedings.
- Uphold principles of **natural justice** in review and decision-making.

### **2. Advisory & Decision-Making**

- Provide recommendations or directions to the institution and/or student after due examination.
- Suggest corrective actions, procedural improvements, or policy changes where recurring issues are observed.

### **3. Timely Redressal**

- Address grievances within the timeframe prescribed by the University.
- Ensure students are informed of outcomes without undue delay.

### **4. Documentation & Reporting**

- Maintain records of grievances reviewed and actions recommended.
- Submit periodic reports to University authorities for oversight and monitoring.

### **5. Communication Facilitation**

- Ensure transparent communication between the student and the institution while maintaining confidentiality.
  - Guide students regarding escalation procedures and required documentation.
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### **Escalation Protocol**

- Students of Smt. Indira Gandhi PG College may approach the **University Ombudsperson only after exhausting** the institutional grievance redressal process, including the SGRC and review by the Principal.
  - The Ombudsperson may seek clarifications from the SGRC or the Principal to ensure comprehensive and fair resolution.
- 

### **Contact Information & Student Awareness**

- Details of the University Ombudsperson, including **name, designation, and contact information**, shall be displayed on:
  - the College website,
  - notice boards, and
  - student information portals  
as notified by Maharaja Suhel Dev State University.
- The College shall facilitate and guide students in submitting appeals to the Ombudsperson as per University procedures.

# Smt. Indira Gandhi PG College

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## ANNEXURE 3

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### STUDENT GRIEVANCE FORM

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#### 1. Student Details

Name of Student: \_\_\_\_\_

Course & Year: \_\_\_\_\_

Department / College: \_\_\_\_\_

Roll Number / Admission ID: \_\_\_\_\_

Email ID: \_\_\_\_\_

Contact Number: \_\_\_\_\_

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#### 2. Grievance Details

Category of Grievance (Tick as applicable):

- Academic (Examinations, Evaluation, Attendance)
- Administrative (Fees, Scholarships, Certificates, Records)
- Infrastructure & Facilities (Library, Laboratories, Classrooms, Transport)
- Harassment / Discrimination
- Others (Specify): \_\_\_\_\_

Details of the Grievance:

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Date of Occurrence (if applicable): \_\_\_\_\_

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### 3. Action Taken So Far (if any)

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### 4. Submission Details

**Mode of Submission:**  Online  Email  Physical Submission

**Date of Submission:** \_\_\_\_\_

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### 5. Declaration

I hereby declare that the information provided above is **true and correct to the best of my knowledge**. I understand that my grievance will be **examined confidentially, impartially, and in a time-bound manner** by the Student Grievance Redressal Committee (SGRC) of the College, in accordance with applicable institutional and university guidelines.

**Signature of Student:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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### For Official Use Only

- Grievance Reference No.: \_\_\_\_\_
  - Date of Receipt: \_\_\_\_\_
  - Forwarded to: \_\_\_\_\_
  - Action Taken / Remarks: \_\_\_\_\_
  - Status:  Pending  Under Review  Resolved
-

# Smt. Indira Gandhi PG College

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## ANNEXURE 4

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### GRIEVANCE REGISTER FORMAT

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Sr. No	Date of Receipt	Name of Student	Roll No. / Dept.	Type of Grievance	Brief Description	Action Taken by SGRC	Date of Resolution	Status (Closed/Pending /Appealed)	Remarks
.									

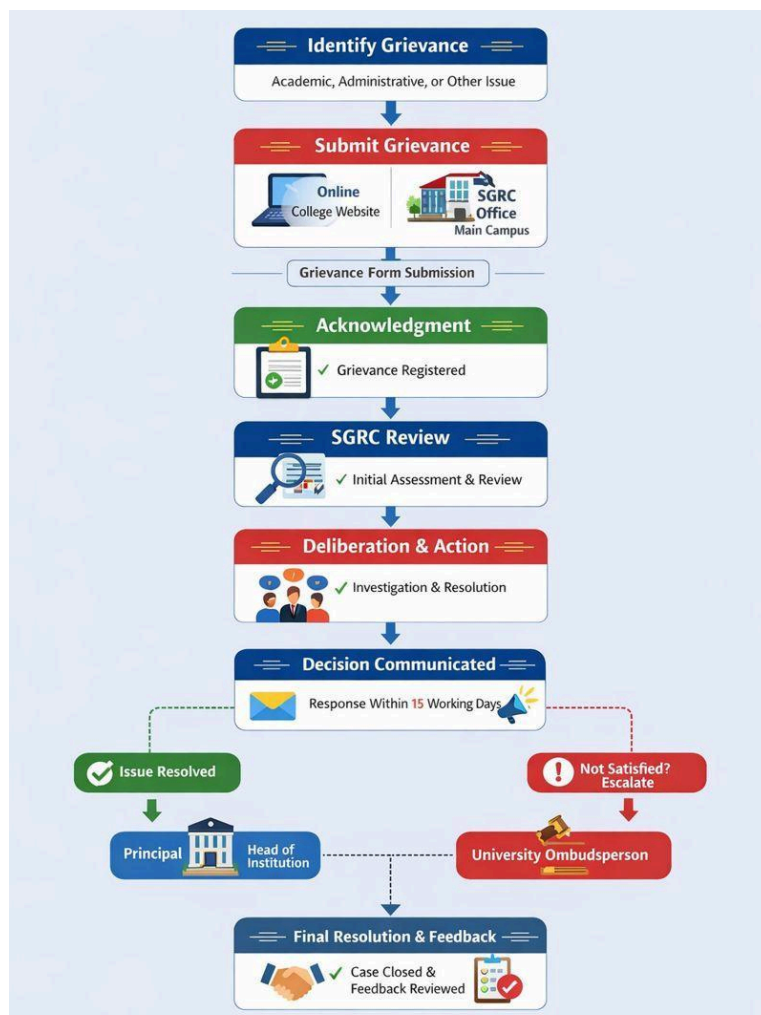


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## ANNEXURE 5

## FLOWCHART



# Smt. Indira Gandhi PG College

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## ANNEXURE 6

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### Sample Minutes of Student Grievance Redressal Committee (SGRC) Meeting

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**Meeting No.:** 01 / SGRC / 2026

**Date:** [DD/MM/YYYY]

**Time:** [HH:MM AM/PM]

**Venue:** SGRC Office, Smt. Indira Gandhi PG College

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## 1. Attendance

**Chairperson:**

- Principal, Smt. Indira Gandhi PG College

**Members Present:**

1. Senior Faculty Member
2. Senior Faculty Member (Female Member)
3. Faculty Member (Other Department)
4. Administrative Representative
5. Student Representative (Postgraduate)
6. Student Representative (Undergraduate)

**Apologies (if any):**

- 
- 

## 2. Agenda

1. Review of grievances received since the previous meeting
  2. Discussion on resolutions proposed by SGRC members
  3. Monitoring timelines for pending grievances
  4. Discussion on student awareness and communication measures
  5. Any other matter with the permission of the Chair
- 

## 3. Proceedings

### 3.1 Welcome & Opening Remarks

The Chairperson welcomed all members and emphasized:

- Maintenance of confidentiality and impartiality
  - Fair and time-bound resolution of grievances
  - Adherence to institutional procedures and principles of natural justice
  - Student-friendly and transparent redressal mechanism
- 

### 3.2 Review of Grievances

**Grievance ID: GR/2026/001**

- **Nature:** Concern regarding library access timings
- **Action Taken:** Library hours reviewed and extended as per student needs

- **Communication:** Student informed through notice & email
  - **Status:** Resolved
- 

### 3.3 Pending Grievances

**Grievance ID: GR/2026/003**

- **Nature:** Malfunctioning laboratory equipment
  - **Action Taken:** Forwarded to maintenance department
  - **Status:** Pending – Follow-up required
- 

### 3.4 Awareness Measures Discussed

- Display of grievance posters at key locations
  - Email awareness at semester beginning
  - Orientation sessions during induction
  - Promotion of online grievance portal
- 

### 3.5 Any Other Matter

- Proposal for **quarterly SGRC review**
  - Strengthening mentor support for students
  - Creation of grievance tracking register
-

## 4. Decisions Taken

1. Extended library timings to continue
  2. Maintenance grievances to be resolved within **15 working days**
  3. Awareness initiatives mandatory every semester
  4. ATR to be presented in every meeting
- 

## 5. ACTION TAKEN REPORT (ATR)

Grievance ID	Issue	Decision Taken	Action Implemented	Responsible Person	Date of Compliance	Status
GR/2026/001	Library timings	Extend hours	New timings notified	Librarian	[Date]	Completed
GR/2026/002	Hostel water issue	Repair motor	Plumbing work done	Admin Officer	[Date]	Completed
GR/2026/003	Lab equipment	Repair/replace	Sent to vendor	Lab In-charge	[Date]	In Progress

### ATR Remarks:

- All resolved cases communicated to students
  - Pending cases under active follow-up
  - Compliance report to be reviewed next meeting
-

## 6. Next Meeting

**Date:** [To be decided]

**Proposed Agenda:**

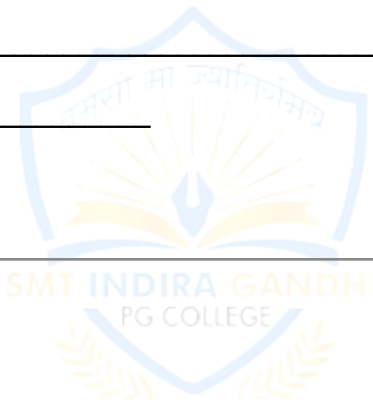
- Review of pending grievances
- ATR verification
- Evaluation of awareness initiatives
- Suggestions for policy improvement

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**Recorded By:** \_\_\_\_\_

**Signature of Chairperson:** \_\_\_\_\_

**Date:** \_\_\_\_\_



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## ANNEXURE 7

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### GRIEVANCE REDRESSAL AWARENESS POSTER / TEMPLATE

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#### MAIN HEADING

“Your Voice Matters – Share Your Concerns with Confidence”

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#### SECTION 1: Key Messages

- Raise Your Voice – We Are Here to Listen
  - Fair, Transparent & Time-Bound Redressal
  - A Safe, Respectful & Supportive Campus for All
  - Your Grievance, Our Responsibility
- 

#### SECTION 2: Objectives of the Grievance Redressal System

- To provide students with a **structured and accessible platform** to report academic, administrative, or campus-related concerns
- To ensure **fair, unbiased, and timely resolution** of all grievances
- To promote **transparency, trust, and accountability** in institutional functioning

- To strengthen **student support mechanisms** for academic excellence and personal well-being
  - To maintain a **safe, inclusive, and harassment-free campus environment**
- 

## SECTION 3: How to Submit Your Grievance

### Available Reporting Channels

#### 1. Online Submission

- Visit: **College Website** → **Student Grievance Redressal Portal**
- Fill in the grievance form with required details
- Track the status using your reference ID

#### 2. Offline / Physical Submission

- Submit a written application at:  
**SGRC Office, Main Campus**  
**Smt. Indira Gandhi PG College**

#### 3. Support & Guidance

- Students may seek assistance from:
    - Faculty Mentors
    - Head of Department
    - SGRC Members / Designated Authorities
- 

## SECTION 4: Our Commitment

- Acknowledgement within **48 hours**
  - Resolution in a **time-bound manner**
  - Complete **confidentiality and impartiality**
  - Protection against any form of victimization
- 

## CLOSING NOTE

**“Your feedback helps us grow. Participate actively in making our campus a better, safer, and happier place for everyone.”**

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### Contact for Assistance:

- ✉ Email: \_\_\_\_\_  
☎ Helpline: \_\_\_\_\_  
🌐 Website: \_\_\_\_\_



# SMT. INDIRA GANDHI PG COLLEGE

## GRIEVANCE REDRESSAL CELL (GRC)

A Safe, Fair & Supportive Environment

### WHO CAN APPROACH US?

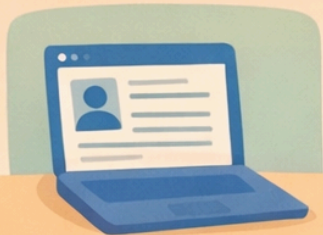


Students    Parents / Guardians    Faculty & Staff

### CONFIDENTIAL • FAIR • TIMELY

✓ Submit Your Grievance

### REPORTING MECHANISM



✓ Online Form  
Via College Website



✓ Meet the Coordinator  
Direct Submission



✓ Grievance Box  
Drop Box on Campus

### TYPES OF GRIEVANCES



Academic Issues



Examination Concerns



Administrative Matters



Facilities & Services



Student Welfare

### OUR PROCESS



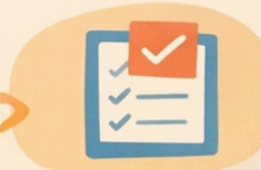
✓ Review



✓ Inquiry



✓ Resolution



✓ Feedback

Your Concerns Matter. We Are Here to Help!

Ensuring Every Voice Is Heard

Through a Transparent and Responsive Grievance System.



✓ Transparent • ✓ Responsive • ✓ Confidential