Students Grievances Redressal Cell

Minutes of Meeting

A meeting of Students Grievances Redressal Cell is held today on 17/08/2026 in office. Brief discussion is held on the Redressal Mechanism Of Students Grievances and which is finalised.

Sr. No.	Name	Signature	
1.	Sunita Duggal		
2.	Nidhi Gupta		
3.	Neelam Rani,		
4.	Chand Ram		
5.	Seema Kashyap		
Sr. No.	**Student Name**	**Roll No.**	**Signature**
1.	Priyanka (BA 3rd)	1240047010	Priyanka
2.	Bharti (B. Com 3rd)	1240062007	Bharti
3.	Neeraj (B. Sc. 3rd)	1240076018	Neeraj

Principal
Principal
Govt. College Alewa

Minutes of meeting : Attached

GOVT. COLLEGE ALEWA

(Affiliated to CRSU Jind)

REDRESSAL MECHANISM OF STUDENTS GRIEVANCES

GOVT. COLLEGE ALEWA

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Nitika Neeraj Secretary Smt Bharti Priyanka

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:** Student' Grievance Redressal Committee at the institution level.
- **Ombudsperson:** Appointed by the affiliating university to hear appeals against SGRC decisions.
- **Institution:** Government College, Alewa.
- **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.

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- 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 institutions 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-curricular) - 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.

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- 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

Neeraj

Priyanka

Principal
Govt. College Alewa