



STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)

POLICY DOCUMENT

**SULLAMUSSALAM SCIENCE COLLEGE, AREEKODE
(AFFILIATED TO THE UNIVERSITY OF CALICUT)
KERALA
INDIA**

In accordance with the University Grants Commission (UGC) guidelines notified in the Gazette of India (Notification No. CG-DL-E-11042023-245095 dated 11 April 2023) and the UGC (Redressal of Grievances of Students) Regulations, 2019 and 2023, Sullamussalam Science College, Areekode has constituted a Students' Grievance Redressal Committee (SGRC) to ensure a fair, transparent, and student-friendly mechanism for addressing grievances. The College is committed to fostering a safe, inclusive, and conducive academic environment. The SGRC functions as a formal institutional body to receive, examine, and redress grievances raised by students in a timely and impartial manner, in accordance with the principles of natural justice.

AIMS

The Students' Grievance Redressal Committee (SGRC) is established to address and resolve grievances and complaints raised by students relating to academic matters, library services, and other student support facilities of the College. The Committee adopts an unbiased and judicious approach to ensure effective and timely resolution of grievances, strictly in accordance with the rules and regulations of the institution and the applicable UGC guidelines. It provides a structured platform for students to freely express their genuine concerns without fear of discrimination or reprisal, ensures that every grievance is heard fairly, and upholds the dignity and rights of students. The Committee meets periodically to examine the nature and pattern of grievances received and to take appropriate corrective measures, thereby promoting a healthy, inclusive, and conducive academic environment while strengthening institutional transparency and accountability.

COMPOSITION OF THE STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The Students' Grievance Redressal Committee (SGRC) of the College shall be constituted in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations. The Committee shall comprise the following members:

1. Chairperson - A senior faculty member of the Institution.
2. Members - Four Professors / Senior Faculty Members of the Institution.
3. Student Representative (Special Invitee) - One student nominated on the basis of academic merit, excellence in sports, or outstanding performance in co-curricular activities.

The SGRC functions as an institutional mechanism to examine and resolve student grievances in a judicious and impartial manner, in adherence to the principles of natural justice and the provisions of the UGC regulations.

OBJECTIVES

The objectives of this Student Grievance Redressal Policy are:

1. To provide a fair, transparent, and time-bound mechanism for redressal of grievances of students and applicants seeking admission to the College, in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
2. To ensure protection of students' rights in matters relating to admissions, academic activities, examinations, evaluation, scholarships, infrastructural and other facilities, and other services provided by the College.
3. To promote accountability, transparency, and ethical practices in institutional processes by addressing grievances arising from administrative, academic, and infrastructural issues.
4. To prevent unfair practices, discrimination, harassment, or victimization of students and to provide a safe and inclusive learning environment for all, including students from SC/ST/OBC, minorities, women, and persons with disabilities.

5. To facilitate early resolution of grievances through adherence to the principles of natural justice and by encouraging dialogue and institutional responsibility.
6. To establish and strengthen the Students' Grievance Redressal Committee (SGRC) as an effective internal forum for addressing student grievances at the institutional level.
7. To provide an appellate mechanism through the Ombudsperson (appointed by the affiliated University), as prescribed by the UGC, in cases where students are not satisfied with the decisions of the SGRC.
8. To enhance student satisfaction and institutional credibility by ensuring continuous improvement in academic delivery, student services, and governance.
9. To ensure compliance with all applicable UGC regulations, statutory provisions, and affiliating university guidelines relating to student grievance redressal.

PROCEDURE

Any bonafide student enrolled in or seeking admission to the College may submit a grievance relating to academic, administrative, financial, infrastructural, or other institutional matters. Grievances may be submitted through the online grievance redressal portal of the College; and/or a written complaint deposited in the suggestion/complaint box placed on the College premises; and/or, email addressed to the Students' Grievance Redressal Committee (SGRC), as notified on the College website.

The Students' Grievance Redressal Committee (SGRC) shall consider grievances, including, but not limited to, the following:

- Irregularities or lack of transparency in admission procedures.
- Publication of false or misleading information by the institution through any official medium.
- Withholding or non-return of original certificates or documents submitted by students.
- Demand or collection of fees beyond the approved fee structure.
- Violation of statutory reservation policies in admissions.
- Delay or non-payment of scholarships, fellowships, or financial assistance as applicable.
- Delay in the conduct of examinations or declaration of results beyond the academic schedule.
- Non-provision or inadequacy of student amenities and facilities mandated by the institution or law.
- Non-transparent, biased, or unfair evaluation and assessment practices.
- Delay or denial of refund of fees, wherever applicable, as per UGC/University norms.
- Complaints of discrimination based on caste, tribe, gender, minority status, or disability.
- Denial of quality education or academic support as reasonably expected from the institution.
- Harassment or victimization of students, excluding cases covered under penal laws.
- Any action taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the College.
- Any action taken contrary to the regulations or guidelines issued by the affiliating University, UGC, or other regulatory authorities.

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

1. All grievances received by the College shall be formally acknowledged and forwarded to the appropriate Students' Grievance Redressal Committee (SGRC) for examination.
2. The SGRC shall examine the grievance in accordance with the principles of natural justice.
 - a) The aggrieved student shall be given an opportunity to be heard either in person or through an authorized representative.
 - b) The SGRC shall fix a date for the hearing of the grievance and communicate the same to the concerned student and authorities.
 - c) The Committee may call for records, reports, or explanations from the concerned department or authority.
3. The SGRC shall endeavor to resolve the grievance and submit its recommendations to the competent authority of the College within 15 working days from the date of receipt of the complaint.
4. The decision of the SGRC shall be communicated to the aggrieved student.
5. Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson (appointed by the affiliating University) within 15 days of receipt of the decision, as per the UGC (Redressal of Grievances of Students) Regulations, 2023.
6. Grievances not resolved at the institutional level may be referred to the Ombudsperson through the affiliating University.
7. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, pass a reasoned order to redress the grievance and provide appropriate relief to the aggrieved student.
8. The College shall ensure timely compliance with the recommendations or directions issued by the SGRC and/or the Ombudsperson.
9. In cases where a grievance is found to be false or frivolous, appropriate action may be taken against the complainant, as recommended by the SGRC or the Ombudsperson.

DOCUMENTATION AND CONFIDENTIALITY

1. All grievances received by the College and the proceedings thereof shall be properly recorded and documented by the Students' Grievance Redressal Committee (SGRC).
2. The details of grievances, records of hearings, reports, recommendations, and decisions shall be treated as strictly confidential and shall be used solely for the purpose of inquiry, redressal, monitoring, and compliance with the UGC (Redressal of Grievances of Students) Regulations, 2023.
3. Access to grievance-related documents and information shall be restricted to the members of the Students' Grievance Redressal Committee, the competent authority of the College, and the Ombudsperson, wherever applicable.
4. The Students' Grievance Redressal Committee shall maintain a Grievance Register and/or digital records, under the supervision of the Chairperson of the SGRC, for the purpose of monitoring, reviewing, and reporting of grievance redressal activities.

5. The Grievance Register and all related records shall be preserved in a secure manner and shall not be disclosed to any person or authority other than those officially authorized, except where disclosure is required under law or by directions of the University Grants Commission, affiliating University, or other competent authority.
6. Periodic review of grievance records may be undertaken by the SGRC to ensure timely redressal, institutional improvement, and continued compliance with applicable UGC regulations.

STUDENT GRIEVANCE REDRESSAL FORM

For the purpose of seeking formal redressal of grievances, an aggrieved student shall submit a Student Grievance Redressal Form to the Students' Grievance Redressal Committee (SGRC) of the College. The grievance redressal form shall be made available on the official website of the College.

A duly filled-in form may be submitted by the student through any of the following modes:

- Email: grievance@sscollege.ac.in
- Online Portal: [https://sscollege.ac.in/grievance\(https://forms.gle/WB1LSn3vnk7ACAxDA\)](https://sscollege.ac.in/grievance(https://forms.gle/WB1LSn3vnk7ACAxDA))
- Complaint Box: Available in the Administrative Block

Submission of the grievance redressal form shall be treated as a request for formal consideration of the grievance under this Policy and the applicable UGC Regulations. All information furnished by the student shall be kept confidential and shall be accessed only by the members of the Students' Grievance Redressal Committee, the competent authority of the College, and the Ombudsperson, wherever applicable.

This policy shall be reviewed periodically and may be amended by the College authorities in accordance with UGC regulations and institutional requirements.

Approved by the competent authority of Sullamussalam Science College, Areekode.

STUDENT GRIEVANCE REDRESSAL FORM

(All fields are mandatory)

| | |
|---|--|
| Name of the Student: | |
| Register Number / Admission Number: | |
| Programme & Semester: | |
| Department: | |
| Contact Number: | |
| Email ID: | |
| Category of Grievance (Admission / Examination / Fees / Scholarship / Infrastructure / Academic / Discrimination / Harassment / Others – specify): | |
| Nature of Grievance (brief description with date and relevant details): | |
| Supporting Documents (if any): Yes / No If yes, specify: | |

Declaration: I hereby declare that the information provided above is true to the best of my knowledge.

Signature of the Student:

Date:

Place:

STUDENTS' GRIEVANCE REDRESSAL MECHANISM

The Students' Grievance Redressal Mechanism of Sullamussalam Science College, Areekode follows a structured and transparent four-step process to ensure the timely and effective resolution of student grievances.

Four Steps of the Grievance Redressal Process

1. Lodging of Complaint
2. Verification of the Complaint
3. Action Taken by the Committee
4. Intimation to the Complainant

Step 1: Lodging of Complaint

Students may lodge their grievances by submitting the Online Grievance Form through the official grievance portal (<https://forms.gle/WB1LSn3vnk7ACAxDA>). Grievances may also be submitted in the prescribed form through email(grievance@sscollege.ac.in) or by submitting a duly filled application addressed to the Chairperson (physical complaint box) of the Students' Grievance Redressal Committee (SGRC).

Step 2: Verification of Complaint

Upon receipt of the complaint, the Students' Grievance Redressal Committee (SGRC) records the grievance and undertakes a preliminary verification to assess its nature, authenticity, and admissibility under the UGC regulations.

Step 3: Action by the SGRC

After verification, the SGRC initiates appropriate action. The Committee may fix a date for a hearing, which shall be communicated to the aggrieved student. The student may appear in person or authorize a representative to present the case. The SGRC shall take all necessary measures to resolve the grievance, preferably within 15 working days, following the principles of natural justice.

Step 4: Intimation to the Student

Once the grievance is resolved, the decision and outcome are formally communicated to the complainant. The grievance is thereafter treated as closed, subject to satisfaction of the student.

If a grievance is not resolved by the Students' Grievance Redressal Committee within the stipulated time or if the student is aggrieved by the decision of the SGRC, the student may prefer an appeal to the Ombudsperson (appointed by the affiliating University), in accordance with the provisions of the UGC (Redressal of Grievances of Students) Regulations, 2019 and 2023.