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Office of the Principal
Udalguri College

Udalguri, BTR, Assam: 784509

Date:

Memo No:.....

UDALGURI COLLEGE
STUDENT GRIEVANCE REDRESSAL COMMITTEE POLICY

(Approved by the Udalguri College Governing Body meeting held on 27/04/2022)

The Grievance Redressal System is a vital part of any administration. The College Administration is responsible for providing a secure and contented environment to its Students. The Student Grievance Redressal Committee has been formed in Udalguri College in compliance with section 5, University Grants Commission (Redress of Grievances of Students) Regulations, 2019 (herein referred to as UGC Regulations, 2019). The committee intends to redress the grievance with the highest standard of integrity, fairness and confidentiality.

1. Objectives:

The objectives of the Udalguri College Student Grievance Redressal Committee are as follows:

- a. To provide an opportunity for the students to freely express their grievances, with utmost anonymity.
- b. To set up a mechanism for speedy and expeditious resolution of the grievance.
- c. To provide appropriate counselling to the students in the process of grievance.

2. Definition

- a. Grievance, means, and includes, any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matters as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessments. Provided the grievance shall not include the grievances made before the Sexual Harassment Committee, Anti-Ragging Committee and SC/ ST Commission.
- b. Student Grievance Redressal Committee means the Committee constituted under this policy as per the UGC Regulations, 2019.
- c. Aggrieved student means a student, who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulations, 2019.
- d. Student means a person enrolled, or seeking admission into Udalguri College.



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3. Structure & Composition of the Udalguri College Student Grievance Redressal Committee:

The committee shall consist of:

- i. Principal of the college – Chairperson;
- ii. Six senior members from the teaching faculty shall be nominated by the Principal– Members; One convenor will be appointed from among the nominated members.
- iii. The Vice President of the Students’ Union shall be nominated to this body by the Principal to represent the students.

4. Functions:

- a. To review the complaints received by the Student Grievance Redressal Committee
- b. To follow the principles of natural justice in considering the grievances.
- c. To report with recommendations, if any, to the aggrieved student within 15 days from the date of receipt of the complaint.
- d. To conduct the surveys to identify the problems of students and provide suitable solutions.

5. Process of submitting the Complaint:

Any aggrieved student can submit a complaint:

- a. By sending an email to grcuc1979@gmail.com; or
- b. Through the online Google form provided on the college website; or
- c. By dropping the complaint in the grievance box;

However, the committee also reserves the right to receive the complaint on its motion. Further, where a complaint is found to be false or frivolous, disciplinary action will be taken.

6. Grievance Mechanism:

- a. On receipt of a complaint, the college shall refer the complaint to the Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.
- b. The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- c. An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.



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- d. The Committee shall report recommendations, if any, to the aggrieved student within 15 days from the date of receipt of the complaint.
7. Consequences of Non-Compliance: Any contravention of the regulations by the college would invoke the actions as per Regulation 10 of the UGC Regulations, 2019.

Approved by the Udalguri College Governing Body meeting held on 27/04/2022.

Principal,
Udalguri College,
Udalguri

PRINCIPAL
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