

# DINHATA COLLEGE



Accredited by NAAC (First Cycle) Grade: B+

**P.O. DINHATA, DIST. COOCH BEHAR, PIN- 736135**

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## **STUDENTS GRIEVANCE REDRESSAL COMMITTEE POLICY**

Dinhata College is committed to create conducive atmosphere for academic and holistic development of students. Accordingly, opportunities are given to the students to seek the redressal of grievance through the Student Redressal Grievance Committee (hereinafter referred as the SRGC), constituted in compliance with University Grants Commission (Redress of Grievances of Students) Regulations, 2023 (hereinafter referred as UGC Regulations, 2023). The committee intends to redress the grievance with the highest standard of integrity, fairness and with confidentiality.

### **OBJECTIVES**

The objectives of the committee are as follows:

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

### **SCOPE**

The SRGC deals with Grievances (as defined in Section 3 of the UGC Regulations, 2023) received in writing/electronically from the students about any of the following matters: -

- i. **Academic Matters:** Related to admission, prospectus, certificates or other examination and evaluation related matters.
- ii. **Financial Matters:** Related to dues and payments for admission, fees, library, hostels etc.
- iii. **Harrasment/Discrimination:** Related to harassment or victimization of a student (other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force) or discrimination.
- iv. **Other Matters:** Related to certain misgivings about conditions of sanitation, library, laboratories etc.

Provided that the grievance shall not include the grievances made before the Sexual Harassment Committee and Anti Ragging Committee.

### **FUNCTIONS**

- i. To review the complaints received by the SGRC.
- ii. To follow the principles of natural justice in considering the grievances.
- iii. To report with recommendations, if any, to the Principal, Dinhat College within a period of 15 days from the date of receipt of the complaint.
- iv. To conduct the surveys to identify the problems of students and provide suitable solutions.

### **COMPOSITION OF THE SGRC**

As per UGC regulations, 2023, the SRGC shall be composed of the following

- i. A Professor – Chairperson
- ii. Four Professors/Senior Faculty Members of the Institution as Members.
- iii. A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.

Composition of the SGRC for the Academic session 2023-24

<b>Name</b>	<b>Designation</b>	<b>Position</b>
Dr. Amitava Datta	Associate Professor	Chairperson
Sri. Manjil Gupta	Assistant Professor	Convener
Sri. Tanmoy Saha	SACT	Member
Smt. Shereen Jahan Islam	SACT	Member (Women and OBC-A representative)
Sri. Debarshi Bhattacharjee	SACT	Member
Sri. Avimunyu Das	Student	Member (Student Representative)

### **PROCESS OF SUBMITTING THE COMPLAINT**

- i. Through the online portal provided on the website of the college.
- ii. By dropping the written complaint in prescribed format in the grievance box.

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

### **PROCEDURE OF REDRESSAL OF COMPLAINTS**

- i. On receipt of an online complaint, the institution shall refer the complaint to the appropriate SGRC, along with its comments within 15 days of receipt of complaint on the online portal.
- ii. The SGRC, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- iii. An aggrieved student may appear either in person or authorize a representative to present the case.
- iv. The SGRC shall send its report with recommendations, if any, to the Principal, Dinhata College and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- v. Any student aggrieved by the decision of the SGRC may prefer an appeal to the Ombudsperson of Cooch Behar Panchanan Barma University, within a period of fifteen days from the date of receipt of such decision.

### **EXCLUSIONS**

The SGRC shall not entertain Grievances on the following issues:

- i. Decisions of the Executive Council, Academic Council, Board of studies and other Administrative or Academic Committees constituted by the University/College.
- ii. Decisions with regard to award of scholarship, fee concessions, medals, etc.
- iii. Decisions made by the University/College with regard to disciplinary matters and misconduct.
- iv. Decisions of the University/College about admissions in any courses offered by the College.
- v. Decisions by competent authority on assessment and examination result.

  
**Principal**  
**Dinhata College**  
**Po. Dinhata, Dist - Cooch Behar**