



## DIGBOI COLLEGE STUDENT GRIEVANCE REDRESSAL COMMITTEE POLICY

(Approved by the Digboi College Governing Body meeting held on 23/09/2019)

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

### 1. Objectives:

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

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

### 2. Definition

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

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

The committee shall consist of:

- Principal of the college – Chairperson;
- Three senior members of the teaching faculty to be nominated by the Principal – Members;
- A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.



#### 4. Functions:

- To review the complaints received by the Student Grievance Redressal Committee
- To follow the principles of natural justice in considering the grievances.
- To report with recommendations, if any, to the aggrieved student within a period of 15 days from the date of receipt of the complaint.
- 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:

- By sending an email to digboicollege@yahoo.com; or
- Through the online portal provided on the website of the college; or
- By dropping the complaint in the grievance box;

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.

#### 6. Grievance Mechanism:

- 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.
- The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.
- The Committee shall report with recommendations, if any, to the aggrieved student within a period of 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 Digboi College Governing Body meeting held on 23/09/2019*



*[Signature]*  
23/09/19

**Principal**  
**Digboi College, Digboi**