

Students Grievance Redressal Committee (SGRC) (2025-2027)

The Students Grievance Redressal Committee (SGRC) for the term 2025-2027 has been constituted as per the UGC Regulations, 2023 & UGC; letter dated 11.10.2024 and it is functional in the Institute. The student may contact the committee at the e-mail krgcsgrc@gmail.com for resolving the grievances as per the enclosed policy available on the Institute's website (<https://krgcgwalior.org/>).

Sno	Name & Designation	Contact Details
1	Dr Rajendra Dubey, Chairperson Prof & Head , Deptt. Of Zoology	
2	Dr Anup Moghe, Member, Prof. & Head, Deptt. Of Music	
3.	Dr. Alka Mourya, Member, Deptt of Hindi	
4	Dr. Veena Shukla, Member, Deptt of Sociology	
5.	Dr. Sukriti Ghosh, Member, Deptt of physics	
6	Ku. Charu Pandey, Student Representative, (2025-26)	

Principal

Seal/Signature

Students' Grievance Redressal Committee (SGRC) – Policy

Preamble :

In compliance with the University Grants Commission (UGC) Regulations, 2023, Govt. Kamla Raja Girls PG(Autonomous) College, has established a Grievance Redressal Committee (SGRC) to address and resolve grievances of students in a fair, transparent, and timely manner. The Institute is committed to ensuring a conducive environment for academic and personal growth, fostering trust, and promoting well-being.

Objective s:

To provide opportunity for redressal of grievances faced by the students regarding academic and administrative issues, ensuring compliance with UGC Regulations, 2023 for students already enrolled in the Institution as well as those seeking admission to the Institute, and a mechanism thereto.

Constitution of the collegiate Student Grievance Redressal Committee (SGRC) and the procedure for redressal of grievances is as follows:

Composition of SGRC:

1. • Senior Professor of the Institute – Chairperson
2. • Four Professors/Senior Faculty Members of the teaching faculty to be nominated by the Principal
3. – Members • One representative from among the students of the Institute, to be nominated by the Principal based on academic merit, excellence in sports, or performance in co-curricular activities – As Special Invitee .

Term, Quorum & Other Details (i) The term of the chairperson and members shall be for a period of two years.

(ii) The term of the special invitee (Student Representative) shall be one year.

(iii) Atleast one member or the Chairperson shall be a woman.

(iv) Atleast one member or the Chairperson shall be from SC/ST/OBC category.

(v) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

(vi) In considering the grievances presented before it, the SGRC shall follow the principles of natural justice.

(vii) The SGRC shall send its report with recommendations, if any, to the Principal of the 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.

(viii) Any student aggrieved by the decision of the Students' Grievance Redressal Committee will be required to inform the Principal and then may appeal to the Ombudsperson Jiwaji University, Gwalior, within a period of fifteen days from the date of receipt of such decision.

2. Submission of Complaint

- The bonafide students may submit their grievances, if any, in the suggestion box/complaint box /Beti ki peti placed in the college or through email kgrc@rediffmail.com
- All grievances must be accompanied with relevant details and the supporting documents.

3. Referral to SGRC :Upon receipt of a complaint, the institution shall refer it to the SGRC along with its comments within 15 days.

4. Scheduling a Hearing: The SGRC shall fix a date for hearing the grievance and inform the institution and the aggrieved student.

5. Representation: Students may appear in person or authorize a representative to present their case before the SGRC. 6. Recommendations The SGRC shall send its report with recommendations, if any, to the Principal of the college and to the Vice-Chancellor (if required) of Jiwaji University, Gwalior and a copy thereof to the aggrieved student.

7. Responsibilities of the Institution

- Extend full cooperation to the SGRC for speedy resolution of grievances.
- Ensure wide publicity of the Grievance Redressal mechanism and its procedures.
- Monitor the implementation of recommendations made by the SGRC.
- Maintain records of grievances and resolutions for audit and review.

DOCUMENTATION

The proceedings and the information of grievances shall be treated as confidential and can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC.

8. Awareness and Training: The Institute shall conduct periodic workshops and awareness programs for students and staff about the Grievance Redressal Cell's functioning and the UGC Regulations, 2023.

9. Review and Amendments This policy shall be reviewed periodically to ensure effectiveness and alignment with the latest UGC regulations and institutional requirements.

10. Dissemination This policy shall be made available on the Institute's website and displayed prominently on campus notice boards.

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With effect from: 01st May 2025

Approved by: IQAC

Student Grievance Redressal form

Name of the Student Student	
Applicant's Roll Number/ Enrollment No	
Program/ course you are perusing	
Major Subject	
Address (Permanent/Mailing Address)	
Mob No	
Details of your grievance	
I am Undertaking: I am submitting this form with full understanding and approval of the ."SGRC's process for addressing grievances.	
Signature	Date

Online form link” <https://forms.gle/8HywS14p7BY9rBfW9>