

STUDENTS GRIEVANCE REDRESSAL

Introduction

The Students Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. "Students Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias" .

Objectives

1. To support, those students who have been deprived of the services offered by the College, for which he/she is entitled.
2. To ensure effective solution to the student's grievances with an impartial and fair approach.

Functions

1. To guide ways and means to the students to redress their problems.
2. Redressal of Students Grievances to solve academic and administrative problems.
3. To co-ordinate between students and Departments/Sections to redress the grievances.

Students' Grievance Procedure

The grievance procedure is a machinery to sort out the issues between student and College. It is a means by which a student who believe that, he/she has been treated unfairly with respect to his/her academic/administrative affairs or is convinced to be discriminated is redressed. It is a device to settle a problem. It enables to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which "Students Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias" .

Grievance submission method

- 1) Students can fill up the students Grievance Application Form available under Students Grievance Redressal
- 2) Physical Submission – A grievance box will be available outside the Principal's office for students to drop their written complaint

Procedure for registration of a grievance

- 1) Register to the portal
- 2) Log in to the portal
- 3) After logging in choose the grievance category
- 4) Give the description of your grievance (max 100 words)

Approved
J. Junior

- 5) Upload all relevant and supporting documents in a single PDF
- 6) Submit the form
- 7) Note down the ticket no and take a print of your grievance registration
- 8) You may log in to track the status of your grievance

UGC Student Centric Regulations

Ragging Related	https://www.ugc.ac.in/page/ragging-related-circulars.aspx
Internal Complaints Committee (ICC)	http://www.ugc.ac.in/pdfnews/5818599 UGC-letter-reg-ICC.pdf
	http://www.ugc.ac.in/pdfnews/3284424 handbook.pdf
	http://www.ugc.ac.in/pdfnews/9286213 sexual-harassment.pdf
	University Grants Commission (Prevention, prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015 F.91-1/2013(TFGS) 2nd May, 2016 M/HRD Ref.No.12-13/2015-U-1 dt.1.4.2016
Redress of Grievance of Students	https://www.ugc.gov.in/pdfnews/4675881 Regulation.pdf
Equity in Higher Educational Institutions	UGC (Promotion of Equity in Higher Educational Institutions) Regulations, 2012 No. F. 14-3/2012 (CPP-II) dated 17.12.2012

Students Grievance Redressal Committee (SGRC)

- Rev. Dr. Dominic Savio S.J., Principal & Chairperson
- Prof. Bertram Da Silva, Vice Principal, Arts & Science
- Rev. Peter Arockiam S.J., Treasurer & Vice-Principal, Commerce(Evening) and BMS
- Rev. Fr. Joseph Kulandai S.J., Vice Principal, Commerce (Morning)
- Rev. Johnson Padiyara S.J., Vice Principal, Raghobpur Campus
- Dr. Swati Sarkar, Vice Principal, Department of Education
- Dr. Ayan Chandra, Member Secretary, Academic Council
- Dr. Partha Pratim Ghosh, Coordinator, IQAC
- Dr. Arup Kr. Mitra, Controller of Examinations
- Rev. Anil Milton Gomes, S.J., Asst. Controller of Examinations
- Dr. Farhat Bano, Dean of Arts
- Dr. Indranath Choudhuri, Dean of Science
- Dr. Panchali Sen, Dean of International Studies & Programme
- Dr. Sanjib Kumar Basu, Dean of M.Com
- Dr. Amitava Roy, Dean of Commerce (Morning).
- Dr. Soheli Ghose, Dean of Commerce (Evening)
- Prof. Sougata Banerjee, Dean of BMS
- Dr. Samrat Roy, Coordinator, Ph.D. Programmes
- Dr. Zaid Al Basat
- Prof. Aparajita Hembrom
- Student member
- Dr. Romit S. Beed, Head of the Department (Secretary)



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STUDENTS' GRIEVANCE APPLICATION FORM

To be filled by the Applicant

Name (in full):

Department:

Semester:

CIN:

Gender:

Address:

Pin Code:

Contact Number:

Email-Id:

Category:

i. Issues pertaining to Teaching-Learning and Internal Assessment	
ii. Issues pertaining to infrastructure	
iii. Issues pertaining to ragging	
iv. Issues pertaining to discrimination on the basis of Caste, Creed, Ethnicity, or Disability	
v. Hostel Related	
vi. For any other grievances not categorized above	

(Kindly put a tick mark against the appropriate category)

Complaint Details (Max 100 words) (kindly attach all the relevant documents supporting your complaint):

I hereby declare that the complaint being submitted by me is true and correct.

Full Signature of the Applicant with Date

Drop this form, duly filled, in the Grievance Box (placed outside the Principal's office, first floor near Room 10) or fill up the Students Grievance Application Form available under Students Grievance Redressal