



STANDARD OPERATING PROCEDURE (SOP) FOR GRIEVANCES REDRESSAL COMMITTEE:

1. PREAMBLE

St. Bede's College Shimla is committed to providing a safe, fair and harmonious learning and work environment. Student Grievance Redressal Committee was constituted in accordance with the University Grants Commission regulations 2023 (The Gazette of India, June 21, 2023) for handling day-today grievances related to students and parents and re-constituted in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. Grievance Redressal Committee facilitates the resolution of grievances in a fair and impartial manner involving the respective Institute/Department/Office (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, as the case may be. Any stakeholder with a genuine grievance may approach Grievance Redressal Committee to submit his/her grievance.

2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders.
- To uphold the dignity of the campus by promoting cordial student relationship and student-teacher relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the college campus.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized.

4. GRIEVANCES REDRESSAL COMMITTEE STRUCTURE

With reference to UGC (Redressal of Grievances of Students) Regulations, 2023, committee for Student Grievance Redressal is reconstituted with a Recent Admin Orders/Draft-SOP-Student Grievance Committee (10.06.2023), <https://www.stbedescollege.in/student-grievance-redressal-committee/> faculty as chairperson and faculties from different institutes as members. This constitution will be governed through latest university notification. In considering the grievance before it, the SGRC shall follow principles of natural justice. The SGRC shall send its report with recommendations, if any, to the competent authority of the



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university concerned and a copy thereof to the aggrieved students, preferably within a period of 15 working days from the date of receipt of the complaint.

5. TERM OF THE STUDENT GRIEVANCE REDRESSAL COMMITTEE

- The term of the Chairperson and members shall be for a period of two years.
- The term of the special invitee shall be one year.
- The Quorum of the meeting including the chairperson but excluding the special invitee shall be five.

6. FUNCTIONS OF THE COMMITTEE

- To provide with proper advocacy to stakeholders to express their grievances freely and frankly without any fear of being victimized.
- To analyze the merits of grievances and conduct formal hearings and investigation as the case may be.
- To protect the privacy and confidentiality of all parties during the investigation, consistent with and subject to the policy guidelines.
- To obtain the facts through relevant sources in a fair and objective manner.
- To ensure speedy disposal of every grievance application.

7. FACILITIES FOR FILING GRIEVANCE

- Student may produce her grievances in person, after filling the form uploaded on the college website(<https://www.stbedescollege.in/wp-content/uploads/2024/10/Student-Grievance-Redressal-Form-2.pdf>) along with documents if any.
- The students may submit their grievance forms through e-mail – bedessrgc@gmail.com
- Students may drop the written complaint, grievance form in the complaint/suggestion box placed outside the principal's office. The complaint/ suggestion box is opened once a month.

8. STANDARD OPERATING PROCEDURE (SOP)

Any student or parent who wants to initiate a grievance may, in the first instance, fill the form available on the college website, and mention the grievance clearly. The form must be submitted to any member of the SGRC. The grievance will be brought to the notice of the Head of the respective department / office, who will address the issue within 48 working hours and try to resolve it within 7 working days of the receipt of the grievance. The grievant may directly submit her grievance by dropping the form in the complaint/suggestion box or submit in person to the Grievance Redressal committee members.



9. FORMAL REGISTRATION

Any aggrieved student or parent or staff member with a genuine grievance will submit his/her Grievance in writing along with necessary documents, if any through any of the modes.

10. FORWARDING

Upon receiving of a grievance, the Student Grievance Redressal Committee shall analyze the merits of the grievance, and forward the grievance to the respective institute / department / office / individual requesting them to enquire into the grievance and redress within such period as may be specified, in a time not exceeding 15 days from the receipt of grievance /complaint. The Grievance Redressal Committee should make fair and unbiased decisions based on the evidence and circumstances.

11. SCRUTINY

Grievance Redressal Committee will make a thorough review of the Redressal process. In case, the committee feels satisfied with the resolution provided by the respective department / office/ individual, then it will intimate the same to the grievant.

13. FINAL DECISION

After the hearing or investigation, the Student Grievance Redressal Committee shall make best efforts to work out a resolution of the issues involved with the parties named in the grievance application – pass an order indicating the reasons for such order, as may be deemed fit. The decision of the College SGRC will be final.

14. APPEAL PROCESS:

- If the complainant is not satisfied with the resolution, an appeal can be made first to the principal, who is the appellate for SGRC.
- The appeal can be directed to a higher college authority or an external ombudsperson.

14. CLOSURE OF COMPLAINT

The complaint shall be considered as closed when:

- If the grievance is invalid or trivial, it can be closed after notifying the



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complainant.

- The grievant has indicated acceptance of the resolution.
- The grievant has not responded within 15 days from the date of receipt of information on resolution.

15. DOCUMENTATION

The information relating to the proceedings 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.

16. MEETINGS AND REPORTING

- Every academic year at least two meetings will be conducted.
- The committee should prepare an annual report summarizing the grievances received, resolved, and pending.
- The report can be shared with relevant college authorities for transparency.

mollym
26/06/24
Principal
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