

Government Degree College Dehra, District Kangra, Himachal Pradesh

Standard Operating Procedure (SOP) Students' Grievance Redressal Cell (SGRC)

1. Purpose:

To provide a transparent, fair, confidential, and time-bound mechanism for addressing students' academic, administrative, and welfare-related grievances.

2. Scope:

The SGRC shall deal with grievances related to:

- Admission and enrolment
- Attendance and examinations
- Internal assessment
- Scholarships and fee-related issues
- Student welfare services
- Discrimination, harassment (except matters handled by Anti-Ragging Committee)

3. Objectives:

- To Ensure timely redressal of grievances.
- To Promote a student-friendly environment.
- To Maintain transparency and confidentiality.
- To Improve institutional quality through feedback.

4. Procedure:

Firstly, Student will submit a written or online grievance to the SGRC, thereafter the complaint will be entered in the Grievance Register. The Convener will acknowledge the complaint within 2 working days. After that Committee will examine the complaint and, if required, call the concerned parties. The grievance will be resolved within 15 working days. The decision will be communicated to the student. If dissatisfied, the student may appeal to the Principal.

5. Responsibilities:

Convener

- Receive and scrutinize complaints.
- Convene meetings.
- Ensure timely disposal.

Committee Members

- Examine facts impartially.
- Maintain confidentiality.
- Recommend corrective measures.

Principal

- Approve recommendations.
- Monitor implementation.

6. Confidentiality:

- Identity of the complainant shall be kept confidential.
- No student shall face victimization for filing a genuine grievance.

7. Meetings

- Regular meeting: Once every three months.
- Emergency meeting: As and when required.

The SGRC shall maintain:

- Grievance Register
- Minutes of Meetings
- Action Taken Report (ATR)

Principal Manika
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