

## **STUDENTS' GRIEVANCE REDRESSAL CELL**



Lady Brabourne College  
P1/2, Suhrawardy Avenue  
Kolkata 700017

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### **POLICY DECLARATION OF THE STUDENTS' GRIEVANCE REDRESSAL CELL**

In accordance with UGC regulations, the Students' Grievance Redressal Cell, Lady Brabourne College was constituted in compliance with the Gazette Notification No. F.No. 14-4/2012(CPP-II) [in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012] dated 6th May, 2019 published by The Ministry of Human Resource Development (University Grants Commission).

**The Students' Grievance Redressal Cell, Lady Brabourne College (SGRC, LBC)** was later reconstituted as per the Guidelines laid down by the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, Gazette Notification No. F.1-13/2022 (CPP-II) dated 11<sup>th</sup> April, 2023 to provide opportunities for redress of grievances of students already enrolled in the institution.

#### **Objectives**

- To redress the grievances of students by sorting out the problems promptly, amicably and judiciously thereby ensuring a pleasant, ambient atmosphere and good work culture with an increased mutual understanding.
- To address grievances of students related to academic matters, matters related to interactions with peers, teaching or non-teaching staff or related to Canteen, Food court, Drinking water, Common room facilities, Playground, Photo copying facilities, Toilet facilities etc.

### **Constitution of the Committee**

Students' Grievance Redressal Cell (SGRC), will have the following composition to consider grievances of the students:

- A Professor - Chairperson
- Four Senior Faculty Members of the Institution as Members.
- Other members selected by discretion of the Chairperson and Principal.
- A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities - Special Invitee.
- At least one member shall be from SC/ST/OBC category.

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 for the meeting including the Chairperson, but excluding the special invitee, shall be three.


### **Procedure of action to be followed by the SGRC, LBC in compliance with MHRD/UGC guidelines:**

In considering the grievances before it, the SGRC shall follow principles of natural justice.

- The Committee has to coordinate with all members and students for issues pertaining to any grievances. They have to hold a meeting of members and the aggrieved person (student).
- The Committee will have to inform the complaining party regarding time and venue of the meeting.
- The minutes of the meeting have to be maintained and in a file, and the same has to be kept in the custody of any one of the Senior Members.
- The SGRC shall send its report with recommendations, if any, to the Chairperson (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.

### **Responsibility of the Cell**

- The SGRC shall inform in writing, or via email, the complaining party and individuals named in the complaint of the time and place of the hearing.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Maintenance of records till the grievances are addressed amicably and satisfactorily.

  
Principal  
Lady Brabourne College  
Kolkata