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**FAIRFIELD INSTITUTE OF MANAGEMENT & TECHNOLOGY, KAPASHERA,
NEW DELHI**
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**STUDENT GRIEVANCE REDRESSAL
COMMITTEE**



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STUDENT GRIEVANCE REDRESSAL COMMITTEE

1. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

The Student Grievance Redressal Committee (SGRC) is constituted to ensure a fair, transparent, and effective mechanism for addressing grievances of students within the institution.

The Committee serves as an institutional body responsible for the redressal of student complaints relating to academic, administrative, and other campus-related matters.

2. PURPOSE OF THE COMMITTEE

The purpose of the SGRC is to:

- Provide a structured mechanism for addressing student grievances
- Ensure timely and fair resolution of complaints
- Safeguard student rights and interests
- Promote transparency and accountability in institutional processes
- Create a supportive and student-friendly environment

3. OBJECTIVES OF THE SGRC

The SGRC is constituted with the following objectives:

1. **To Address Student Grievances:**
To receive, examine, and resolve complaints raised by students in a prompt and fair manner.
2. **To Ensure Fairness and Justice:**
To provide an unbiased platform where students can present their concerns without fear of victimization.
3. **To Promote Transparency:**
To ensure openness and clarity in decision-making and grievance-handling processes.
4. **To Protect Student Rights:**
To safeguard students from unfair practices, discrimination, or administrative lapses.
5. **To Improve Institutional Functioning:**
To identify recurring issues and suggest improvements in policies and procedures.
6. **To Build Student Confidence:**
To foster trust among students by ensuring their concerns are heard and addressed effectively.



4. ROLE OF THE SGRC

The SGRC shall perform the following roles:

- Receive and acknowledge student grievances
- Examine complaints objectively
- Conduct necessary inquiry or investigation
- Provide appropriate recommendations or decisions
- Ensure timely resolution of grievances
- Maintain records of complaints and actions taken
- Suggest corrective measures to prevent recurrence

5. SCOPE OF THE COMMITTEE

The SGRC shall deal with grievances arising from:

- Academic matters (attendance, internal marks, evaluation, results)
- Administrative issues (admission, fees, documentation, certificates)
- Infrastructure and facilities (classrooms, library, labs, hostel, sanitation)
- Behaviour of staff or students (excluding ragging and sexual harassment cases)
- Examination-related issues (hall tickets, discrepancies, delays)
- Any other matter affecting students' academic experience

Note:

Cases related to **ragging** shall be referred to the Anti-Ragging Committee, and cases related to **sexual harassment** shall be referred to the Internal Complaints Committee (ICC).

6. GUIDING PRINCIPLES OF THE SGRC

The SGRC shall function on the basis of:

- Fairness and impartiality
- Confidentiality
- Transparency
- Accountability
- Timely redressal
- Student-centric approach
- Natural justice

7. SGRC SUPPORT / FACILITATION MECHANISM

To ensure effective functioning, the SGRC may be supported by designated faculty/staff members or grievance coordinators.

Functions of the Support Mechanism:

- Assist students in filing grievances
- Maintain grievance records and documentation
- Facilitate communication between students and the Committee
- Monitor the status of complaints
- Ensure timely follow-up and resolution

8. TYPES OF CASES HANDLED BY SGRC

The SGRC shall ordinarily handle the following types of grievances:

1. Academic Grievances:

- Issues related to attendance
- Internal assessment and marking
- Evaluation discrepancies
- Result-related concerns

2. Administrative Grievances:

- Admission-related issues
- Fee-related disputes
- Delay in issuing certificates/documents
- Errors in records

3. Infrastructure & Facility Issues:

- Poor classroom conditions
- Library or lab access issues
- Hostel-related problems
- Cleanliness and maintenance issues

4. Behavioural Issues (Non-serious cases):

- Misconduct or unprofessional behaviour of staff
- Minor disputes among students

5. Examination-Related Issues:

- Admit card issues
- Seating arrangements
- Result delays or discrepancies



9. DETAILED GRIEVANCE REDRESSAL PROCESS

The institution follows a structured, transparent, and time-bound mechanism for redressal of student grievances. Students may submit their grievances through both **online and offline modes**.

A. MODE OF SUBMISSION OF GRIEVANCE

1. Online Mode:

Students may submit their grievances through:

- Email at collegefairfield@gmail.com
- Official college website (through the grievance submission portal)

2. Offline Mode:

- Students may drop a written complaint in the **Complaint/Grievance Box** placed at designated locations within the campus

B. PROCESS AFTER RECEIPT OF GRIEVANCE

1. Receipt and Recording:

- All grievances received (online/offline) are documented and acknowledged.

2. Forwarding to SGRC:

- The college administration shall forward the grievance to the **Student Grievance Redressal Committee (SGRC)** for necessary action.

3. Scheduling of Hearing:

- The SGRC shall, within **15 days of receipt of the complaint**, schedule a hearing.
- The date, time, and venue of the hearing shall be **communicated to the student** who has raised the grievance.

4. Opportunity to be Heard:

- The aggrieved student may:
 - Appear **in person**, OR
 - **Nominate a representative** to present the case before the Committee

5. Examination and Inquiry:

- The Committee shall examine the grievance, collect relevant information, and hear all concerned parties, if required.

6. Decision and Resolution:

- Based on the findings, the SGRC shall take appropriate action and communicate the decision to the concerned student.

7. Closure and Record Keeping:

- The grievance shall be formally closed after resolution, and records shall be maintained for future reference.

C. THREE-TIER GRIEVANCE REDRESSAL FOR ACADEMIC MATTERS

Grievances related to examinations and internal assessment **shall follow a three-tier mechanism:**

Tier 1: Course Teacher Level

- The grievance shall first be reported to the **concerned course teacher** for resolution.

Tier 2: Programme In-Charge Level

- If the issue remains unresolved, it shall be escalated to the **Programme In-Charge**.

Tier 3: SGRC Level

- If still unaddressed, the grievance shall be referred to the **SGRC**.
- The SGRC shall **resolve such grievances within 7 days** of receiving the case.

10. EXCLUSIONS FROM SGRC JURISDICTION

The following matters shall not be handled by SGRC:

- Ragging-related complaints (handled by Anti-Ragging Committee)
- Sexual harassment complaints (handled by ICC)
- Disciplinary cases involving serious misconduct
- Matters already under legal/judicial consideration



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