



# DIAMOND HARBOUR WOMEN'S UNIVERSITY

## STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Diamond Harbour Women's University is the first Women's University in the Eastern Part of India and has been envisaged in answer to the longstanding requirements of the girl students of this region and beyond for greater scope in the search for attainment of selfhood. The University is very much keen to promote advancement and dissemination of knowledge in an environment conducive to meet the growing demand of the society for higher education, specially focussing on women. The prime aim of the University is to encourage & empower aspiring young women to realize their full potential and thereby contribute to intellectual, cultural, social and economic development of the country. To fulfill these objectives the Student Grievance Redressal Committee (SGRC) was set up at the University in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 (*D.O. No F.1-13/2022 (CP-II) date: 12<sup>th</sup> April, 2023*).

### COMPOSITION OF STUDENT GRIEVANCE REDRESSAL COMMITTEE:

1. Professor Sujit Mandal, Professor of Geography & Former Dean, Faculty of Science (Chairperson)
2. Professor Aparajita Hazra, Dean, Faculty of Arts (Member)
3. Professor Dilip Das, Dean, Faculty of Science (Member)
4. Professor Tapan Mandal, Professor of Bengali & Former Dean, Faculty of Arts (Member)
5. Professor Raj Kumar Kothari, Professor of Political Science & Director, IQAC (Member)
6. Ms. Riya Mondal, Ph.D. Scholar (Special Invitee Member)
7. Dr. Tania Chakraverty, Dean, Students Welfare (Non-member Secretary)

## AIMS:

The Student Grievance Redressal Committee (SGRC) attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Committee ensures effective solution to the grievances. The Committee enables the students to express their grievances by initiating and following the grievance redressal procedure in accordance with the rules and regulations of the Diamond Harbour Women's University. The committee meets periodically, examines the nature and pattern of the grievances and redresses it accordingly. Any student with a genuine grievance may approach Student Grievance Redressal Committee to submit her grievances.

## OBJECTIVES

- To maintain the dignity of the institution by promoting cordial Student-Student relationship and Student-Teacher relationship.
- To ensure effective solution to the students' grievances with an impartial and fair approach and in complete confidentiality.
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- To document students' grievances/complaints and to ensure reasonable solutions for further improvement of academic and administrative environment in the University.

## PROCEDURES

The bonafide students may submit their grievances, if any, in the **suggestion box/complaint box** placed in the chamber of the Dean, Students' Welfare and **through email ([sgrc@dhwu.ac.in](mailto:sgrc@dhwu.ac.in))**. The Student Grievance Redressal Committee shall receive and redress the grievances on the following issues:

- non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the UGC/Govt. of West Bengal/Other agencies;
- delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the UGC;
- failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- non-transparent or unfair practices adopted by the institution for the evaluation of students;
- delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the University/UGC, from time to time;

- complaints of alleged discrimination of against students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minorities or persons with disabilities categories;
- denial of quality education as promised at the time of admission or required to be provided;
- harassment or victimization of a student, other than cases of harassment which are to be proceeded against under the penal provisions of any law for the time being in force;
- any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
- any action initiated/taken contrary to the regulations and/or guidelines issued by the University/UGC and/or the regulatory body concerned.

### PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEE AND OMBUDSPERSONS:

- i. On receipt of a complaint, Student Grievance Redressal Committee shall take necessary action within reasonable time.
- ii. The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- iii. An aggrieved student may appear either in person or authorize a representative to present the case.
- iv. The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student.
- v. Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
- vi. Grievances not resolved by the Student Grievance Redressal Committee may be referred to the **Ombudsperson**.

- viii. The University shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), for early redressal of grievances.
- ix. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- x. The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- xi. The institution shall comply with the recommendations of the Ombudsperson.
- xii. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

## DOCUMENTATION

The proceedings and the information 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. In order to monitor the redressal process from time to time the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC.

## STUDENTS GRIEVANCE REDRESSAL FORM

The Student Grievance Redressal form is to be used only by students requesting a formal hearing for grievance redressal procedures. Aggrieved students are requested to download the form from the following link and to submit the same to the Student Grievance Redressal Committee (SGRC) of Diamond Harbour Women's University in the **suggestion Box** placed in the chamber of Dean of Students' Welfare or **through email:** [sgrc@dhwu.ac.in](mailto:sgrc@dhwu.ac.in)

**STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)**  
**Diamond Harbour Women's University**  
**Sarisha, South 24 Parganas, West Bengal-743368**  
Email: [sgrc@dhwu.ac.in](mailto:sgrc@dhwu.ac.in)

## Student Grievance Redressal form

<b>Name of the Student</b>	
<b>Student ID</b>	
<b>UG/PG/M.Phil./Ph.D.</b>	
<b>Department with Semester</b>	
<b>Permanent/Mailing Address</b>	
<b>Email</b>	
<b>Contact Number</b>	
<b>Details of grievances/complaints with supporting documents if any</b>	
<b>Date and Time</b>	
<b>Signature</b>	