

# **COLLEGE LEVEL GRIEVANCE REDRESSAL COMMITTEE (CGRC) POLICY AND SOP**



**NAJATH COLLEGE**  
**OF SCIENCE AND TECHNOLOGY**  
**KARUVARAKUNDU**  
(Affiliated to University of Calicut)

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## COLLEGE LEVEL GRIEVANCE REDRESSAL COMMITTEE (CGRC) POLICY AND SOP

### Introduction

Najath College of Science & Technology, Karuvarakundu, has established a Grievance Redressal Committee (CGRC) to address the genuine problems, complaints, and grievances of students, faculty, administrative staff, and stakeholders related to academic, non-academic, and administrative matters. The institution aims to resolve grievances within stipulated timeframes through various channels, including online submissions, direct interactions, and grievance/suggestion boxes. An effective complaint management mechanism enhances stakeholder relationships and satisfaction. The nature of this cell is highly confidential.

### Objectives

- **Timely Resolution:** Settle grievances of students and other stakeholders within a reasonable period, strengthening their bond with the institution.
- **Conducive Environment:** Maintain a conducive and congenial working atmosphere among students and teachers.
- **Fair Treatment:** Address complaints lodged by students fairly and impartially, ensuring no fear of victimization.

### Functions of the Grievance Redressal Cell

- **Grievance Acceptance:** Accept written or emailed grievances from students and stakeholders.
- **Mechanism Implementation:** Create and implement mechanisms to handle reported grievances.
- **Review and Action:** Listen, record, and scrutinize grievances submitted by staff and students, taking necessary steps immediately.
- **Representation:** Represent grievances to the concerned sections, including maintenance, transport, academic, and amenities.
- **Periodic Meetings:** Convene periodical meetings to discuss whether grievances have been settled.
- **Follow-Up:** Regularly follow up on these matters until their final disposal.
- **Management Reporting:** Forward findings to the management if necessary for further action.
- **Confidentiality:** Maintain strict confidentiality, if required.

### Types of Student Grievances

1. **Admission-Related Grievances**
  - Admission contrary to merit
  - Irregularities in the process
  - Refusal to admit per regulations
  - Excessive money demands
  - Violation of reservation laws
  - Non-publication of a prospectus
2. **Academic Grievances**
  - Academic quality and integrity disputes
  - Class timetables and inadequate learning resources
  - Attendance and internal assessments
  - Co-curricular activities and grade disputes
  - Publishing false or misleading information
  - Withholding or refusal to return documents
  - Non-transparent or unfair practices
  - Add-on/Certificate Courses
  - Denial of quality education
3. **Faculty and Staff Grievances**
  - Academic delivery and quality
  - Classroom conduct and punctuality
  - Discrimination or victimization
  - Examination and internal marks grievances
  - Delay in conducting examinations and declaring results
4. **Amenities & Services Grievances**
  - Common services (playground, transportation, canteen, medical)

- Extra-curricular facilities and student financial aid
- Travel concessions and identity cards
- 5. **Finance-Related Grievances**
  - Fees and dues, fee concessions
- 6. **Student Conflicts**
  - Conflicts between students of the same or different programs, and inter-college conflicts
- 7. **Harassment Grievances**
  - Bullying by fellow students or faculty/staff
- 8. **Discrimination Grievances**
  - Issues related to SC/ST/OBC, minorities, persons with disabilities
- 9. **Other Grievances**
  - Actions contrary to statutes, ordinances, rules, and regulations
  - Actions contrary to institutional guidelines

#### **Collegiate Students Grievance Redressal Cell (SGRC) Functioning**

1. **Complaint Submission:** A complaint from an aggrieved student shall be addressed to the SGRC, with the following composition:
  - Principal of the college – Chairperson
  - Four senior members of the teaching faculty nominated by the Principal – Members
  - A student representative nominated by the Principal based on merit, sports, or co-curricular activities – Special Invitee
2. **Term and Quorum:** The term of members and the special invitee is two years. The quorum for meetings, excluding the special invitee, is three.
3. **Principles of Natural Justice:** The SGRC shall follow principles of natural justice in considering grievances.
4. **Reporting:** The SGRC shall prepare a report with recommendations and provide a copy to the aggrieved student within 15 days of receiving the complaint.

#### **Complaint Management Mechanism**

The Student Grievance Redressal Cell (SGRC) of Najath College of Science & Technology, Karuvarakundu follows guidelines issued by UGC, the University of Calicut, and the Department of Collegiate Education, Kerala.

- **Grievance Communication:** Students may communicate grievances directly or via mail to [najathsgrc@gmail.com](mailto:najathsgrc@gmail.com), Website or through the Student Application
- **Referral to SGRC:** On receipt of a complaint, the institution refers it to the SGRC with comments within 15 days for a hearing.
- **Presentation:** An aggrieved student may present the case in person or through an authorized representative.
- **Escalation:** If unresolved, students may bring the matter to the notice of the University Ombudsman.

By adhering to this policy and SOP, Najath College of Science & Technology, Karuvarakundu aims to ensure a transparent, efficient, and confidential grievance redressal process that supports the institution's commitment to a harmonious and productive academic environment.