

ALDER COLLEGE

Sepfüzou,

Post Box: 164 ,Kohima-797001 : Nagaland

E-mail: aldercollege92@gmail.com

Website: www.aldercollege.com

☎ 0370-2260341/2260837; Fax - 0370-2260341

Ref. No. AC/Policy/106/2023/442

Date

Policy for Student Grievance Redressal Cell (SGRC)

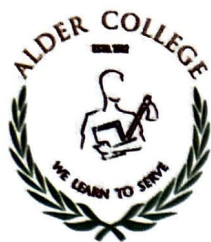
Pursuant to the University Grants Commission Notification, 2023, [UGC (Redressal of Grievances of Students) Regulations] issued in The Gazette of India on 11 April 2023, Alder College, Kohima hereby notifies its policy with guidelines in broad conformity with the said Regulations of the UGC with an aim to address the grievance of its students. Central to these guidelines is the continued working of the Grievance Redressal Cell, Alder College, Kohima, constituted in July 2015.

The policy document with guidelines is in part a continuation of the existing guidelines being followed, but the former has been amended and extended based on the new notification mentioned above.

Definitions

Within the policy concerning Student Grievance Redressal Cell, Alder College, unless the context otherwise requires,

- a) 'college' means Alder College, Kohima
- b) 'aggrieved student' means a student (enrolled student or individual seeking admission to any program of Alder College) who has any complaint in the matters relating to or connected with grievance defined under these regulations
- c) 'prospectus' means and includes publication, both in print or e-copy, issued for providing fair and transparent information relating to the college, to the general public
- d) 'Student Grievance Redressal Cell (SGRC)' means a cell constituted under these regulations, at the level of the college
- e) 'grievance' means and includes complaint(s) made by an aggrieved student in respect of the following, namely:
 - i) admission contrary to merit determined in accordance with the declared admission policy of the institution
 - ii) irregularity in the process under the declared admission policy of the institution;
 - iii) refusal to admit in accordance with the declared admission policy of the institution;



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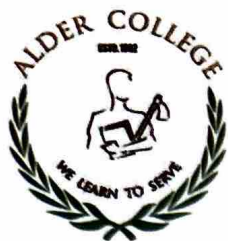
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- iv) non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- v) publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi) 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;
- vii) demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii) 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;
- ix) 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 Commission;
- x) 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 Commission;
- xi) 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;
- xii) non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii) 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 Commission, from time to time;
- xiv) complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- xv) denial of quality education as promised at the time of admission or required to be provided;
- xvi) 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;



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xvii) any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and

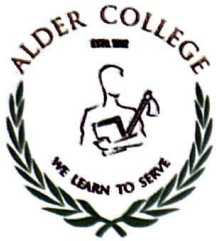
xviii) any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

Procedure for Redressal of Grievances

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) The college shall keep operative a Student Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) Senior faculty/Administrative staff - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee
- (iii) At least one member or the Chairperson shall be a woman and at least one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the college concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days, from the date of receipt of such decision.

Guidelines for Redressal of Grievances by the Student Grievance Redressal Cell

1. The college shall have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
2. In addition, it shall have a suggestion box that serves as a drop-box for any aggrieved student to submit their grievances in written form.



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3. On receipt of a complaint, online or on paper, the college shall refer the complaint to the appropriate SGRC, along with its comments within 15 days of receipt of complaint on the online portal/or on paper.
4. The SGRC, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the college and the aggrieved student.
5. An aggrieved student may appear either in person or authorize a representative to present the case.
6. Grievances not resolved by the SGRC within the time period provided in these regulations may be referred to the Ombudsperson.
7. The college shall extend co-operation to the SGRC in early redressal of grievances.
8. 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
9. The college, as well as the aggrieved student, shall be provided with copies of the order, under the signature of the Ombudsperson. The college shall comply with the recommendations of the Ombudsperson.
10. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.


Principal
Alder College, Kohima

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