



Darjeeling Government College

Collegiate Students Grievances Redressal Cell (SGRC)

Right to be heard and treated without bias.

Darjeeling Government College has constituted Students Grievance Redressal (SGRC) Cell/Committee as per the guidelines set by the University Grants Commission (Redress of Grievances of Students) Regulations, 2019 Published vide Notification F.No. 14-4/2012(CPP-2), dated 6.5.2019 act 3391. It aims at effectively addressing and resolving grievances of the students. All students of DGC have equal access to the Grievance Redressal Committee to voice their concerns about academic matters, financial matters, health services, the library and other issues which comes under the ambit of the college. The college has a zero tolerance policy for any form of grievance be it ragging or sexual harassment.

Objective:

- To redress the problems/grievances reported by the students in a judicious manner.
- To develop and maintain a conducive educational atmosphere in the college to uphold the dignity of the students.
- To help the students to express their genuine grievance without any inhibition and also give suggestions to improve the academic ambience of the college.

How do we go about it?

A complaint Box/Suggestion Box is installed in front of the main college entrance in which the aggrieved students can lodge grievances in writing and drop them in the box.

OR

The aggrieved student can directly approach the Students Grievance Redressal Committee members in person.

The complaint box shall be unlocked in the presence of convener or any two members twice a month. The grievances are redressed on priority basis depending on the seriousness of the issue. The committee tries to redress the issue at the earliest. In all cases the aggrieved is informed of the measures taken. The departmental issues/grievances are to be settled at the departmental level. In case the complainant is not satisfied then he /she may lodge a written grievance with the College Students' Grievance Redressal Committee. The basic aim of the committee is to look into the complaint/grievance lodged by any student, and judge its merit in a strictly confidential manner. The Grievance Redressal Committee shall communicate its decision within fifteen days of receipt of the complaint. The committee shall meet twice a year for the smooth functioning.

The grievances concerning to sexual harassment/assault and ragging shall be dealt by the respective committees of the college as per the prescribed procedures. The committee shall not deal with the cases beyond its jurisdiction.

Redressal of Grievances:

The committee shall redress the complaint received as per the set guidelines of the UGC. On receipt of the complaints from aggrieved student/students the committee shall convene a meeting with the aggrieved student and the accused and shall hear and judiciously settle the grievance as soon as possible.

The decision of the committee shall be final and any appeal against the decision shall not be entertained. However, the committee welcomes any suggestion/suggestions for improving the academic ambience of the college. The committee shall send its report with recommendations, if any, to the competent authority of the institution preferably within a period of 15 working days from the date of receipt of the complaint as per the notification of UGC. In case of any false or frivolous complaint, the chairman may order appropriate action against the complainant.

The Grievance Redressal Committee,DGC is constituted with the following members for the academic Session 2022-2023. The Principal of the college (OIC) is the Chairman of the committee and teachers' council secretary is the Ex-Officio Secretary.

Sl No	Name of the Faculty	Department	Position	Email & mobile No
1	Prof. Nisha Tamang	Geography	Jt.Convenor	tamangneesha@gmail.com 9832091510
2	Prof Rana Saha	Commerce	Jt.Convenor	ranasaha6@gmail.com 9851693871
3	Prof. Sujata Rani Rai	Nepali	Member	sujataranirai@gmail.com 9933020442
3	Prof Sudha Lama	History	Member	sudhalama4@gmail.com 9733101412
4	Prof KripaSindhu Kumar	Physics	Member	kripasimdhu.kumar@gmail.com 9775388987
5	Prof Jannat Alom Miah	Philosophy	Member	jannatalom1988@gmail.com 8670488316
7	Prof Pinkey Lepcha	Microbiology	Member	lepchapinkey15@gmail.com 7551078074

The SGRC is to include student representation besides receiving and investigating student complaints within 15 working days, using principles of regional justice. Accordingly, the committee has nominated one students' representative as a **special invitee** as per the UGC guidelines. The SRGC shall hear the student and the person against whom the complaint is made.

The grievance redressal form can be downloaded from the website of DGC or can be availed from the college office.



<div><div>Darjeeling Government College</div><div><u>Complaint Form</u></div><div>COMPLAINANT INFORMATION</div><div>1. Name: _____</div><div>2. Gender (Male/Female/Other):_____</div><div>3. Department: _____</div><div>4. Semester: _____</div><div>5. Roll No. _____</div><div>6. Contact Number: _____</div><div>7. Email ID: _____</div><div>8. Types of Complaint (put a √)<div><div>a. Sexual Harassment/offence <input type="checkbox"/></div><div>b. Ragging <input type="checkbox"/></div><div>c. Other related issues inside the college premises <input type="checkbox"/></div></div></div><div>9. Details of the complaint as mentioned in item No. 8: _____</div><div>_____</div><div>Signature of the complainant with date</div></div>
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Annual Report 2018-2019

SGRC, Darjeeling Government College provides a sound platform for students to voice their complaints in a free environment. The Students' Grievance Redressal Committee was formed in May 2018 as SC/ST/OBC Minority and Students' Grievance Redressal Committee with the following members:

- Prof Rujas Yonle of the Department of Zoology and Prof. Binay Barman of Bengali Department as Jt.Conveners. The Committee members were Professor Amarjeet Tamang of Mathematics, Prof. Kishore Biswas of Botany and Prof. Banani Dutta of Mathematics department. The committee met on 23/5/2018 to keep the students abreast about the functioning of the Committee. The members felt the need of organizing that an awareness programme on the procedure for addressing the grievance of the students. Accordingly, 4th May 2019 was fixed for the programme for the 2nd year students. Subsequently, the awareness programme was held on 4/6/2018 from 11 am in the seminar hall with the convener, Prof Rujas Yonle highlighting the functioning of the committee, the procedure to file a complaint if any and the redressal mechanism.

Annual Report 2019-2020

The grievance committee is formed with the goal of resolving student grievances. To create a conducive atmosphere and to ward off any harassment students sensitization hold prime importance. A meeting of the students' grievance redressal committee convened was held on 20/09/ 2019. The committee discussed in length the reason for the non receipt of any complaint/ suggestion by the students. The members resolved to organise awareness programme in the month of September with the new 1st year students so that the students become aware of the grievance redressal system.

Due to Covid 19 Pandemic and the imposition of lockdown the committee could not hold any meeting in 2020 as a result all the activities were stalled.

The academic session 2021-2022 was also disrupted partially due to Covid lockdown. The committee organized the first meeting after the pandemic on 11/11/2021 to discuss reaching out to the students. Subsequently the committee was able to organize a programme on 19/11/2021 but the attendance of the students was feeble.

The annual meeting was held on 11/4/2022 in the ante chamber of the Principals' office at 2pm. The members discussed about the functioning of the committee. The complaint/suggestion box was unlocked only to learn that there was no complaint received.

Annual Report 2022-2023

In view of the non receipt of the complaint, the committee met on 10.11.2022 at 2pm in the ante chamber of the principal's office to discuss the importance of organizing awareness /sensitization programme for the students. The meeting was chaired by the Officer- in Charge, Dr. Prajwal Chandra Lama. He stressed the need of redressing the grievance of the students and to make them voice their grievance in a free and secure atmosphere if they have any.

On 12/06/2023 at 12 noon another meeting of the Committee was convened at the Ante Chamber of the Office of the Principal, DGC, to discuss the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. The members discussed in length the implementation of the new regulations. The University Grants Commission (UGC) has introduced the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 to simplify and improve the mechanism for handling student grievances. The new regulations supersede the University Grants Commission (Redress of Grievances of Students) Regulations, 2019, and require all higher education institutions to establish a Students' Grievances Redressal Committee (SGRC) and appoint Ombudsperson(s) at the university level. These regulations have been revised in line with the National Education Policy (NEP) 2020. The new regulations aim to provide an additional forum for redressal of complaints against caste-based discrimination. However, they do not replace the other regulations and guidelines issued by the

UGC to ensure that no student is discriminated against based on their caste, creed, religion, language, ethnicity, gender, or disabilities. To make the new regulations inclusive, the UGC officials have ensured that the grievance committees have representation from women, SC, ST, and OBC members. This was not provided for in the previous regulations. The committee decided to co-opt the members as per the new regulations. The meeting ended with a vote of thanks to the chair.

The SGRC, DGC is committed to create informed students capable of addressing their rights, voice their grievance at the same time committed to discharge their duty sincerely.

2019-20

Conveners: Prof Nisha Tamang

Prof Rana Saha

Members:
Sudha Lama,History
Kripa sindhu Physics
Jannat Alom Miah Philosophy

2020-21No committee covid/students welfare committee
Conveners: Prof Nisha Tamang
2021-22no committee/students welfare committee
Conveners: Prof Nisha Tamang

2022-23 there is no Students Grievance Redressal Cell