



# Christ Church College Kanpur

## Grievance Redressal Policy

The College has a Students' Grievance Redressal Committee (SGRC) set up and updated according to the guidelines of University Grants Commission (Redress of Grievances of Students) Regulations, 2019 published in the Gazette of India on May 6, 2019. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. It is also empowered to look into matters of ragging/harassment.

### Objectives:

The purpose of the SGRC is to ensure a speedy response to and accountability of all concerned to the students of the college.

The objectives of the SGRC are as under:

- a. Upholding the dignity of the college by ensuring strife free atmosphere in the college through promoting cordial student-student relationship and Faculty-student relationship.
- b. Creating an environment in which students can freely express their grievances without fear of discrimination or victimization.
- c. Timely redressal of complaints related to 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.
- d. Counseling students to refrain provoking of their fellow students against faculty and staff of the college.
- e. Although the Proctorial and Anti-ragging board are in place, the student may if so wishes bring to the notice any incident of ragging through the committee shall ensure speedy action and protection of the student.

Ragging in any form is strictly prohibited in the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### Jurisdiction:

The committee shall deal with Grievances received in writing about any of the following matters:

1. Academic Matters- related to timely issue of character certificate and transfer certificate or other examination related matters.
2. Administration Matters- Infrastructure related sanitation etc.
3. Harassment and Ragging (in consultation with specific cells/committees)

**Procedure:**

An aggrieved student shall first submit his/her complaint in writing to his/her mentor who shall resolve the grievance within two days. In case the mentor is not able to resolve the grievance, he/she shall forward it to the chairperson of the SGRC.

The chairperson shall convene a meeting of the committee within two days of receiving the complaint from the faculty mentor or from the aggrieved student in case he/she applies directly to the committee.

The chairperson shall attempt to resolve the grievance within a week of the receipt of the complaint and action taken report from the mentor. A copy of the decision taken by the committee shall be provided to the aggrieved student within a period of 15 days from the date of receipt of the complaint.

The law of natural justice shall be observed and a fair hearing to the complainant and concerned persons shall be given at all levels. The relevant provisions of the Act/Regulations shall be kept in mind while passing an order on the grievance at any level and no order shall be passed in contradiction of the same.

**Establishment of Students' Grievance Redressal Committee**

In order to comply with the regulation for addressing student grievance in an Institution, Students' Grievance Redressal Committee (SGRC) of Christ Church College, Kanpur has been constituted with the following members in different positions to enquire the nature and extent of grievance. The committee can suggest the final action to be initiated at the institutional level for the redressal of the same.

**Students' Grievance Redressal Committee (SGRC)  
(2020-2022)**

S.No.	Name	Designation	Position in SGRC	Contact No. and email
1.	Dr. Joseph Daniel	Principal	Chairperson	9839037784 principal@cccknp.ac.in
2.	Dr. A. Z. Khan	Associate Professor	Member	9919109757
3.	Dr. Shweta Chand	Associate Professor	Member	9450154975
4.	Dr. Firdos Katiar	Associate Professor	Member	9918830040
5.	Ms. Himanshi Trivedi	M.Sc.(P) Physics	Student Representative	6395309754

  
**PRINCIPAL**