

SOP FOR STUDENTS' GRIEVANCE REDRESSAL COMMITTEE

1. The procedure to be followed by the Students' Grievance Redressal Committee (SGRC) shall be in accordance with the Students' Grievance Redressal Regulations 2024 as published by the College and updated from time to time.
2. The SGRC shall create a google form link through its authorized email id for collation of student grievances and publish the same on the SGRC webpage.
3. A complainant shall mandatorily file a complaint through the given Google Form link and also upload a signed copy of the complaint through the same link. Anonymous complaints to the SGRC shall not be entertained.
4. The first meeting on a complaint shall be held within seven days after the date of receipt of the complaint. The complainant concerned shall be invited for the meeting. The complainant shall appear in person only. The complainant shall not be accompanied or represented by any other person including parents / legal guardian or legal representative.
5. The complainant shall be asked to present the grievance along with any supporting or documentary evidence, if any. The SGRC may, if required, also invite any other staff member (teaching or non-teaching) or student to testify before it in connection with the complaint.
6. In case the complainant, or any other person, is unable to appear for the hearing before the SGRC on the appointed date, or if the complaint warrants another hearing, the SGRC may grant an adjournment for a period not exceeding seven days.
7. The SGRC shall conclude the hearings and furnish its report within a period not exceeding 20 days from the date of the receipt of the complaint.
8. The SGRC shall submit its report along with recommendations, if any, to the Principal of the College in a sealed envelope within a period of seven days from the date of the last meeting held. The Principal shall inform the complainant regarding the decision of the Committee within six working days from the date of receipt of the report from the Committee.
In case if the Principal is on leave, then the person officiating as Principal or Vice-Principal of the College may handover the decision of the SGRC to the student concerned.
In case the Principal is not available, the Committee shall report to the Management of the Sadhana Education Society.
9. The SGRC may recommend punishment to any student or staff member (teaching or non-teaching) in accordance with Clause 10 & 11 of the SGRR and the same shall be carried out by the College.
10. Any complainant aggrieved / not satisfied by the decision of the Committee may prefer an appeal to the Ombudsperson, i.e. the Principal of the College, within a period of seven days from the date of receipt of the decision of the Committee.

11. The Ombudsperson shall call for a hearing within a period not exceeding 14 days from the date of receipt of the appeal. The Ombudsperson shall invite the complainant and the SGRC for the hearing. The Ombudsperson may also invite any other staff member (teaching or non-teaching) or student to testify in connection with the complaint.
12. In case the complainant, or any other person, is unable to appear for the hearing on the appointed date, or if the complaint warrants another hearing, the Ombudsperson may grant an adjournment for a period not exceeding seven days.
13. The Ombudsperson shall pass an order within a period not exceeding 15 days from the date of the last hearing.
14. The College as well as the complainant shall be provided with copies of the order under the signature of the Ombudsperson.
15. The Ombudsperson may recommend punishment to any student or staff member (teaching or non-teaching) in accordance with Clause 10 & 11 of the SGRR and the same shall be carried out by the College.
16. The College shall comply with the recommendations of the Ombudsperson.
17. The Ombudsperson may recommend appropriate action against the complainant where a complaint is found to be false or frivolous.