

**St. Anthony's College,
Shillong**

Grievance Redressal Committee - Report

After its constitution, the Grievance Redressal Committee of St. Anthony's College formally sat for a meeting to formulate the Grievance Redressal Policy. The first draft formulated after the first meeting was circulated to all members for perusal, comments and suggestions. Accordingly, the committee met on 13th March 2024, to finalise the **Students Grievance Redressal Policy**, a copy of which is attached below:



**St. Anthony's College,
Shillong**

Students Grievance Redressal Policy

In keeping with its vision of providing holistic and quality education within the reach of all, St. Anthony's College, Shillong, strives to provide a safe and conducive environment for learning and growth. Accordingly, the College has constituted the Students Grievance Redressal Committee, henceforth known as SAC-SGRC, with a mandate to facilitate redressal of complaints and resolution of issues encountered by the students of the college. The Committee has formulated this policy in line with the UGC Grievance Redressal Regulations. In all its endeavours, the *SAC-SGRC* will be guided by the principle of natural justice, laws of the land and the code of conduct of the College.

1. Objectives:

- i. To provide a framework within which appropriate mechanisms are in place to address grievances of students of the college.
- ii. To ensure timely and effective redressal of students' grievances with a fair approach and conduct.

2. Composition:

The SAC-SGRC will consist of the following members:

Sl. No	Status	Designation
1	Principal	Chairman
2	Vice Principal (Academics)	Vice Chairman
3	Vice Principal (Campus)	Member
4	Rector	Member
5	Senior faculty	Coordinator
6	Senior faculty	Asst. Coordinator
7	Female teaching faculty - 2	Members
8	Male teaching faculty - 2	Members
9	Male non-teaching staff	Member
10	Female non-teaching staff	Member
11	Student Coordinator (Male)	Member
12	Student Coordinator (Female)	Member

3. Functions of the SAC-SGRC:

This committee has the mandate to deal with all grievances within the college campus, both academic as well as administrative, within the ambit of the general rules and regulations of the institution. Its main functions include the following:

- i. Formulating and reviewing grievance redressal mechanism, norms and guidelines.
- ii. Disseminating information pertaining to the Grievance Redressal Committee through the college website, college handbook and orientation programmes.
- iii. Encourage students to be acquainted with the rules, regulations and code of conduct of the Institution.
- iv. Endeavour to address grievances within the period of 10 (ten) days or earlier, depending on the gravity of the matter.
- v. Document the process of addressing particular grievances and maintain proper records of the same.
- vi. Present the grievance redressal report and recommendations to the Principal and management (Rector); a copy of the same may be provided to the aggrieved person (s), if required.
- vii. Make arrangements for psychological and emotional support to the aggrieved if they so desire.
- viii. Have meeting at least bi-annually or *as and when required*.

- ix. At the discretion of the Committee, action taken report will be posted on the college website.

4. Scope:

The SAC-SGRC shall receive and redress the grievances on the following issues:

- i. All Academic matters pertaining to Teaching, Learning and Evaluation.
- ii. Admissions
- iii. Inclusiveness
- iv. Co-curricular and extension opportunities
- v. Scholarship
- vi. Documents and certificates
- vii. Access to facilities
- viii. Amenities and infrastructural resources
- ix. Any other student related grievances

5. Mechanism of Redressal:

- i. The grievance may be submitted to any member of the Committee/Head of Department/Members of the Management or may be dropped in the Suggestion Boxes or may be posted in the college grievance redressal portal. Grievances aired through any other medium will not be taken note of by the Committee.
- ii. The chairman, vice chairman and co-ordinator shall have the prerogative of collecting grievances from the suggestion boxes and from the grievance redressal portal.
- iii. The SAC-SGRC is the parent body to receive all grievances.
- iv. Grievances pertaining to ragging, sexual harassment and examination will be dealt with by the respective committees, according to their procedures.
- v. Grievances or complaints that are vague in nature will not be taken up by the committee.
- vi. The Committee shall take up discussion on the grievances in its scheduled meeting.
- vii. In case of grievances that require urgent attention, the chairman and the coordinator will convene a meeting of the Committee within 3 (three) days after the grievance is received.
- viii. In cases of individual grievances, the aggrieved person(s) will be informed of the decision taken by the Committee and the grievance shall be resolved. If he/she is not satisfied with the decision, the aggrieved can appeal to the Principal within 10 days.
- ix. In case follow-up is required, a special meeting may be convened.
- x. The Committee shall have the power to call for witnesses and seek documents or information that is relevant to resolving the issues.

- xi. The SAC-SGRC shall also deal with generic feedback and suggestions within its scope, to the extent that redressal of the same will be for the common good.
- xii. In cases of grievances against any of the Committee members, the person(s) concerned shall not be part of any meeting to redress such grievances.
- xiii. In matters that require legal advice, the SAC-SGRC will seek assistance from the competent legal authority.
- xiv. The secretary/coordinator of the committee shall document the proceedings of grievance redressal.

The members of the committee for 2024-25 are the following:

Sl. No	Name	Designation/Role
1	Dr. Br. Albert L Dkhar	Chairman
2	Fr. Gervasius Nongkseh	Vice Chairman
3	Dr. Fr. Joby Joseph	Member
4	Fr. A.L. Jose	Member
5	Mr. Gregorius Kharumnuid	Coordinator
6	Dr. Probidita Roychoudhury	Asst. Coordinator
7	Dr. Aicydalyne Snaitang	Members
8	Mr. Thynanswer Challam	Members
9	Mr. Stadsing K'Rymmai	Member
10	Ms. Mary Kharkongor	Member
11	Mr. Julian Thabah (Student Coordinator)	Member
12	Ms. Phibanri Papang (Student Coordinator)	Member

Grievance Redressal Committee – Redressal Meeting

The Committee met on 20th May 2024 to address the following grievances/complaints/suggestions received by the office of the Principal or through the suggestion boxes:

Sl. No	Grievances/ Suggestions	Action Taken/To be taken
1	Re-opening of the Gym	Due to space constraints, the Gym will be set up again after the completion of the Bacchierello Block.
2	Relax implementation of policy for wearing uniforms	In this matter, the college has to fully comply with the order of the Sponsoring Body.
3	Request for teachers to inform students before hand when they are not able to take classes	The Principal will take up the matter with the teachers concerned.
4	Having classes for sign language	The department of Value Education will look into this matter.
5	Complaint against misconduct by support staff member	The Principal will see to the resolution of this matter.
6	Food not palatable	Though the grievance is quite vague, the Principal will take up the matter with the canteens.
7	Not enough chairs	The grievance is vague, hence no action can be taken.
8	Unhygienic conditions in washrooms	The matter had already been seen to and resolved.
9	Provide drinking water facility in the Wollaston Annexe	The Principal will see to this.

12 members were present for the Grievance Redressal Meeting on 20th May 2024.

Sd/-

G. Kharumnuid

Coordinator

Grievance Redressal Committee