

 AMRITSAR GROUP OF COLLEGES <small>NAAC Grade "A" 3rd Cycle under Autonomous Category</small>	Student Grievance and Redressal Committee	Office of Dean Students' Affairs
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Preamble

1. Introduction

The Student Grievance and Redressal Committee (SGRC) is reconstituted for the year 2023 with the purpose of ensuring fairness, transparency, and timely resolution of student issues. The Committee plays a crucial role in safeguarding student interests and maintaining a supportive academic environment by addressing concerns related to academics, administration, conduct, or general welfare.

2. Tenure of the Committee

The Student Grievance and Redressal Committee constituted in 2023 shall function for a period of three (3) years from 2023 to 2026, unless reconstituted earlier by the competent authority. During this period, the Committee shall remain responsible for reviewing, monitoring, and resolving grievances submitted by students.

3. Purpose and Objectives

The primary objectives of the Committee include:

- Providing an accessible and structured grievance-redressal mechanism.
- Ensuring fair, unbiased, and time-bound resolution of complaints.
- Maintaining confidentiality and transparency throughout the process.
- Guiding students regarding available institutional support.
- Documenting grievances and recommending preventive improvements.

4. Roles and Responsibilities

The Committee shall perform the following roles and responsibilities during its tenure:

- Receiving and acknowledging grievances submitted by students.
- Reviewing each case impartially and maintaining confidentiality.
- Recommending corrective measures or forwarding cases when needed.
- Maintaining documentation of grievances and resolutions.
- Communicating outcomes promptly to concerned students.
- Suggesting preventive measures for institutional improvement.

5. Core Committee

S.N.	Designation	Role
1	Principal	Chairperson
2	Dean Students' Affair	Convener
3	Minimum 3 Senior Faculty Members nominated by the Principal and out of three one member shall be female	Member