

Report 28/1/2020 - 18/2/2021.

1. Due to Covid-19 Pandemic, all academic institutions were closed. As such no case of Grievance and ragging were received throughout 2020 year.
- 2.

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14th meeting of College Student
Grievance and Redressal Committee 2021

Date : 18th February 2021.

Venue : Professor's Common Room.

Member Present

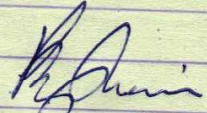
1. Prof. B. Zoliana
2. Remlalsiana.
3. S. Thangrimawii
4. L. B. Singh
5. Lalrameugmawia - (Student Representative)

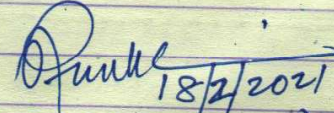
The meeting is chaired by Prof B. Zoliana,
Chairman of the Committee.

Report - Due to Covid-19 pandemic all academic
institutions were closed. As such there is
no issue of grievance or ragging during
the year 2020.

Resolution & Discussion.

1. With the opening of educational institutions,
We (the Committee) shall make announcement
to report any kind of ragging and grievance,
2. All teaching faculty may be requested by
way of electronic media to announce to their
respective class that Grievance and Ragging
Box is placed at the main entrance of
the college and that if any students has
any issues they may lodge a Complaint
immediately.
3. Procedure for Redressal of Aggrieved Student may be pasted in
this minute book.


(Prof. B. ZOLIANA)
Chairman


(REMLALSIANA)
Secretary

Report 19/2/2021 →

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COLLEGIATE STUDENT GRIEVANCE REDRESSAL COMMITTEE (CSGRC)

PROCEDURE FOR REDRESSAL OF AGGRIEVED STUDENT

**Govt. Zirtiri Residential Science College
Aizawl, Mizoram - 796001**

A. OBJECTIVE: To provide opportunities for redress of certain grievances of students already enrolled in the College, as well as those seeking admission to the College and a mechanism thereto.

B. DEFINITION OF GRIEVANCE: 'Grievance' means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

1. Admission contrary to merit determined in accordance with the declared admission policy of the college.
2. Irregularity in the process under the declared admission policy of the institution.
3. Non-publication of prospectus by the institution.
4. Publication by the college of any information in the prospectus, which is false or misleading, and not based on facts.
5. Withholding of, or refusal to return, any documents in the form of certificates of degrees or any other award or other document deposited by a student for the purpose of seeking admission in the college, with a view to induce or compel such student to pay any fees in respect of any course or program of study which such student does not intend to pursue.
6. Refusal to admit in accordance with the declared admission policy of the college.
7. Demand of money in excess of that specified to be charged in the declared admission policy.
8. Violation of any laws for the time being in force in regard to reservation of seats in admission to different category of students.
9. Nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy or under the conditions, if any, prescribed by the University Grants Commission.
10. Delay in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar, or in such calendar prescribed by UGC.
11. Failure to provide student amenities as set out in the prospectus, or is required to be extended under any provisions of law for the time being in force.
12. Non-transparent or unfair practices adopted by the college for the evaluation of students.
13. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by UGC.
14. Complaints of alleged discrimination of students from the scheduled castes, the scheduled tribes, other backward classes, women, minority or persons with disabilities categories.
15. Denial of quality education as promised at the time of admission or required to be provided.

16. Harassment or victimization of a student, other than cases of harassment, which sought to be proceeded against under the penal provision of any law for the time being in force.

C. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

1. The college shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to the college, namely;

a) The lists of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the college, as the case may be for every course or program of study, including teaching hours, practical sessions and other assignments.

b) The number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made.

c) The conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution.

d) The process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test.

d) Each component of the fee, deposits and other charges payable by the students admitted to the college for pursuing a course or program of study, and the other terms and conditions of such payments.

f) Rules/Regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.

g) The percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student.

h) details of the teaching faculty, including their educational qualifications, along with their type of appointment (regular/visiting/guest) and teaching experience of every member thereof.

i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution.


j) All relevant instructions in regard to maintaining the disciplines by student within or outside the campus of the college, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf by the relevant statutory regulatory authority.

k) Any other information as may be specified by the University Grants Commission. Provided that the college shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different news papers and through other media.

2. The college shall fix the price of each printed of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

D. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

1. On receipt of an online or offline complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.
2. In considering the grievances, the CSGRC shall follow principles of natural justice.
3. The SCGRC shall send its report with recommendations, if any, to the Principal of the College, and a copy thereof to the aggrieved student within a period of 15 days from the date of receipt of the complaint.
3. The SCGRC, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
4. An aggrieved student may appear either in person or authorize a representative to present the case.
5. Grievances not resolved by the SCGRC within the time period mentioned above, shall be reported to the Vice Chancellor of the University; who is the Ombudsperson.
6. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
7. The college, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
8. The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the UGC any failure on the part of the institution to comply with the recommendations.
9. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

 6/3/2021