



ST. PAUL'S COLLEGE, KALAMASSERY

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STUDENTS' GRIEVANCE  
REDRESSAL COMMITTEE

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# **UGC (Redressal of Grievances of Students) Regulations, 2023 and Composition of Students' Grievance Redressal Committee (SGRC)**

The objective of the UGC (Redressal of Grievances of Students) Regulations, 2023 is to provide an effective mechanism for the redressal of grievances of students already enrolled in higher educational institutions, as well as students seeking admission. These regulations ensure fair, transparent, and time-bound resolution of grievances in matters relating to admissions, examinations, scholarships, fee refunds, discrimination, harassment, denial of facilities, unfair evaluation practices, and violations of institutional or UGC regulations. The regulations apply to universities, deemed universities, and colleges functioning under the provisions of the UGC Act, 1956, and mandate the constitution of a Students' Grievance Redressal Committee (SGRC) and the appointment of an Ombudsperson.

As per the UGC Regulations, St. Paul's College, Kalamassery publishes and uploads its prospectus on the college website at least sixty days prior to the commencement of admissions. The prospectus contains detailed information regarding programmes offered, eligibility criteria, admission procedures, fee structure, refund policies, faculty profile, infrastructure, hostel and library facilities, discipline regulations, and anti-ragging measures. The college also ensures that such information is made accessible to prospective students and the general public through appropriate advertisements and other media.

## **Grievance Redressal Mechanism**

St. Paul's College, Kalamassery has established both online and offline grievance redressal mechanisms to ensure that students' grievances are addressed effectively, fairly, and within the stipulated time frame.

### **Online Grievance Redressal**

Students may submit grievances online through the grievance application form made available on the college website.

## **Offline Grievance Redressal**

For offline grievance redressal, the college follows a structured hierarchical procedure for the submission and resolution of complaints.

## **Structure of the Grievance Redressal Mechanism**

### **Grievance Appeal Committee**

- Governing Body

### **College Grievance Redressal Committee**

- Principal
- Vice Principals
- Concerned Head of the Department
- Administrative Officer

### **Departmental Grievance Redressal Committee**

- Head of the Department
- Department Secretary
- Class Tutor

The concerned committees attend to grievances promptly upon receipt of written complaints from students. Members of the committees are authorized to resolve issues at their respective levels through discussion and appropriate intervention. If a grievance cannot be resolved at the departmental level, it is forwarded to the College Grievance Redressal Committee. Depending on the nature and seriousness of the grievance, the matter may further be escalated to the Governing Body, which functions as the apex authority in the grievance redressal process.

## **Students' Grievance Redressal Committee (SGRC)**

In accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023, St. Paul's College, Kalamassery has constituted a Students' Grievance Redressal Committee (SGRC) to address and resolve student grievances in a fair, transparent, and time-bound manner. The SGRC consists of a Chairperson, senior faculty members, and a student representative, with adequate representation for women and members belonging to SC/ST/OBC categories. The committee follows the principles of natural justice while considering grievances submitted by students.

The following members constitute the Students' Grievance Redressal Committee (SGRC) for the academic year 2025–2026:

1. Prof. (Dr.) Manju K. Menon (Chairperson), Department of Mathematics
2. Mr. Jose Xavier (Member), Department of Physical Education
3. Mr. Texin Joseph (Member), Department of Chemistry
4. Dr. Asha E. Thomas (Member), Department of Commerce
5. Dr. Sumitha Franklin (Member), Department of Economics
6. Mr. Antony Diaculous M. J. (Member), Junior Superintendent
7. Ms. Saniya Albert (Student Representative), B.Voc. Tourism and Hospitality Management, College Union Vice Chairperson

Students aggrieved by the decisions of the SGRC may appeal to the Ombudsperson appointed by the University. The Ombudsperson, Dr. K. M. Krishnan, Retired Professor, serves as an independent authority for hearing appeals and ensuring impartial redressal of grievances within the prescribed time frame. St. Paul's College, Kalamassery publishes all relevant information regarding the SGRC, Ombudsperson, grievance procedures, and student support mechanisms on its website and in the prospectus in compliance with UGC regulations.

The Grievance Redressal Mechanism of St. Paul's College, Kalamassery ensures that grievances are addressed appropriately and resolved within the stipulated time limit prescribed under the regulations.