

## MADRAS SCHOOL OF SOCIAL WORK

### STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

In comply with notification of University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, Dated, 11th April 2023 the college has constituted Student Grievance Redressal Committees (SGRC) to resolve the student' grievances.

[https://www.ugc.gov.in/pdfnews/4675881\\_Regulation.pdf](https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf)

The committee members consists of

S.NO	NAME	POSITION	Tenure
1	M.Hemakumar, HOD, MAHRM	Chairperson	Two year
2.	Dr.Sudarmathy, HOD-BSW	Member	Two year
3.	Dr.Vijayanthimala, Associate Professor, MSC-Psychology	Member	Two year
4	Ms.Harini, President, Students' Development Council (SDC)	Special Invitee	One Year
5	Metilda Ezhil Biruba D, Hostel-Student Secretary	Special Invitee	One year

#### Objective

**To provide opportunities for redressal of certain grievances of students enrolled in MSSW**

The aggrieved students may make complaints matters relating to the followings

1. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
2. Irregularity in the process under the declared admission policy of the institution;
3. Refusal to admit in accordance with the declared admission policy of the institution;
4. Non-publication of a prospectus by the institution, in accordance with the provisions of the regulations;
5. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
6. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
7. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
8. Violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;

9. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission
10. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission.
11. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
12. Non-transparent or unfair practices adopted by the institution 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, subject to guidelines, if any, issued by the Commission, from time to time;
14. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities 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 are to be proceeded against under the penal provisions of any law for the time being in force;
17. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution
18. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

### **Complaint submission process**

1. The students may make complaint in the google form <https://forms.gle/Ff382MDMSN9zrEgq5> or write a mail to [sgrc@mssw.in](mailto:sgrc@mssw.in)

### **PROCEDURE FOR REDRESSAL OF GRIEVANCES**

1. On receipt of complaint, the Students' Grievance Redressal Committee, along with its comments within fifteen days shall send its report to the competent authority.
2. The Students' Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
3. An aggrieved student may appear either in person or authorize a representative to present the case.
4. Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Principal, within a period of fifteen days from the date of receipt of such decision.