

# PAHALWAN GURUDEEN PRASIKSHAN MAHAVIDYALAYA



VILL- PANARI, DIST- LALITPUR (U.P.) 284403  
(Affiliated to Bundelkhand University Jhansi UP, College Code-756)  
Mob. No. 9532425775, 8176800106, 9415832438  
Website : [www.pgpm.in](http://www.pgpm.in) AISHE ID C-57870 Email : [pgpm756@gmail.com](mailto:pgpm756@gmail.com)



Ref... MEMO...

formation Date .....10-07-2017

Reformation Date.....11-07-2023

## Pahalwan Gurudeen Prashikshan Mahavidyalaya, Lalitpur (U.P.) Student Grievance Redressal Cell (SGRC)

### 1. About the Student Grievance Redressal Cell

The Student Grievance Redressal Cell (SGRC) has been constituted in accordance with the provisions of the UGC (Redressal of Grievances of Students) Regulations, 2023 issued by the University Grants Commission.

The purpose of this cell is to ensure a transparent, fair, and prompt mechanism for addressing grievances of students related to academic matters, administrative issues, and other institutional concerns. The college is committed to maintaining a supportive and responsive environment for students by providing an effective grievance redressal system.

### 2. Objectives of the Cell

The primary objectives of the Student Grievance Redressal Cell are:

1. To provide a fair and transparent mechanism for redressing student grievances.
2. To resolve complaints related to academic and administrative issues.
3. To ensure that students receive proper guidance and support in addressing their concerns.
4. To maintain discipline and harmony within the institution.
5. To promote a student-friendly and accountable institutional environment.

### 3. Scope of Grievances

Students may submit grievances related to the following matters:

- Admission-related issues
- Examination and evaluation matters
- Academic difficulties
- Infrastructure and facilities
- Harassment or unfair treatment
- Library, laboratory, or hostel facilities
- Administrative delays or procedural problems

However, grievances related to **sexual harassment or ragging** will be addressed by the respective committees constituted for those purposes.

## 4. Functions of the Student Grievance Redressal Cell

The Student Grievance Redressal Cell performs the following functions:

- Receive and examine grievances submitted by students.
- Conduct impartial inquiries where necessary.
- Ensure timely resolution of student complaints.
- Maintain records of grievances and their resolutions.
- Recommend corrective measures to the college administration.
- Promote awareness about the grievance redressal mechanism.

## 5. Composition of the Student Grievance Redressal Committee

As per the provisions of the UGC (Redressal of Students' Grievances) Regulations, 2023, the Committee consists of the following members:

S. No.	Name	Designation	Role
1	Prof.( Dr.) Mahesh Kumar Jha	Head/ Principal	Chairperson
2	Mr. Ramlal Raikwar	Teaching Staff	Coordinator
3	Mis.Ratna Yagik	Teaching Staff	Member
4	Mr. Vishal Yadav	Non-Teaching Staff	Member
5	Mr. Prayank Chaturvedi	Student	Member

## 6. Procedure for Filing a Grievance

Students may submit their grievances through the following process:

1. The student submits a written complaint to the Student Grievance Redressal Cell.
2. Complaints may also be submitted through the college website or official email.
3. The SGRC reviews the complaint and initiates an inquiry if required.
4. The committee examines the issue and provides an appropriate resolution.
5. The decision of the committee is communicated to the concerned student within a reasonable time.

## 7. Principles of Grievance Redressal

The grievance redressal process follows these guiding principles:

- Fairness and transparency
- Confidentiality of complainants
- Timely disposal of grievances
- Impartial and objective inquiry

## 8. Online Grievance Submission

Students may submit their grievances online through the **Student Grievance Portal** available on the college website.



The online form generally requires:

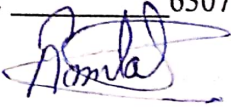
- Name of the Student
- Course / Programme
- Enrollment Number
- Contact Details
- Description of the Grievance

## 9. Contact Details

( Mr. Ramlal Raikwar ) Coordinator – Student Grievance Redressal Cell  
Pahalwan Gurudeen Prashikshan Mahavidyalaya  
Lalitpur, Uttar Pradesh, India

Email: \_\_\_\_\_ pgpm756@gmail.com

Phone: \_\_\_\_\_ 6307387155



Principal

Pahalwan Gurudeen Prashikshan  
Mahavidhyalaya Panari-Lalitpur