



# College of engineering and Management, Kolaghat (CEMK)

## Regulations for Redressal of Grievances of Students

*(Framed in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023)*

### 1. Short Title and Commencement

1.1 These Regulations will be called the College of Engineering and Management, Kolaghat (CEMK) Regulations for Redressal of Grievances of Students, 2026.

1.2 These Regulations will come into force from the date of approval by the Governing Body of the College.

1.3 These Regulations will apply to all students admitted to or seeking admission to any programme offered by CEMK.

### 2. Objectives

The objectives of these Regulations are:

- a) To provide a transparent, fair, and accessible mechanism for redressal of student grievances.
- b) To ensure protection of students' rights and interests.
- c) To promote accountability, equity, and good governance within the institution.
- d) To provide timely resolution of grievances relating to academic, administrative, infrastructural, financial, and student welfare matters.

### 3. Definitions

For the purpose of these Regulations:

- a) **College** means College of Engineering and Management, Kolaghat (CEMK).
- b) **Student** means any person enrolled or seeking admission in any programme of the College.
- c) **Aggrieved Student** means a student having a complaint covered under these Regulations.
- d) **SGRC** means the Students' Grievance Redressal Committee constituted by the College.
- e) **Director** means the Director of the College.
- f) **Competent Authority** means the Director or any authority designated by the Governing Body.

### 4. Scope of Grievances

The following matters will be considered grievances under these Regulations:

1. Admission contrary to declared admission policy.
2. Irregularities in admission procedures.
3. Refusal of admission despite fulfillment of eligibility criteria.

4. Publication of false or misleading information.
5. Excess collection of fees beyond approved norms.
6. Non-refund or delayed refund of fees.
7. Delay in declaration of examination results.
8. Non-transparent or unfair evaluation practices.
9. Delay or non-payment of scholarships and financial assistance.
10. Inadequate student facilities promised by the College.
11. Discrimination based on caste, religion, gender, disability, minority status, or any other protected category.
12. Harassment or victimization of students.
13. Denial of quality education and academic support.
14. Violation of College rules, regulations, ordinances, or statutory guidelines.
15. Any action contrary to directives of regulatory authorities such as UGC, AICTE, MAKAUT, or Government agencies.

#### **5. Matters Excluded from the Purview of SGRC**

The following will ordinarily not be considered by the SGRC:

- a) Cases pending before a court of law.
- b) Matters relating to disciplinary proceedings already under inquiry by statutory committees.
- c) Issues relating to re-evaluation or re-totalling of answer scripts, except where specific procedural irregularity or discrimination is alleged.
- d) Anonymous or pseudonymous complaints.

#### **6. Constitution of Students' Grievance Redressal Committee (SGRC)**

The College will constitute a Students' Grievance Redressal Committee with the following composition:

<b>Sl. No.</b>	<b>Position</b>	<b>Designation</b>
1	Senior Professor/Professor	Chairperson
2	Senior Faculty Member	Member
3	Senior Faculty Member	Member
4	Senior Faculty Member	Member
5	Senior Faculty Member	Member
6	Student Representative (Academic Merit/Sports/Co-curricular Excellence)	Special Invitee

The composition will satisfy the following requirements:

- At least one member or the Chairperson will be a woman.
- At least one member or the Chairperson will belong to SC/ST/OBC category.
- The tenure of the Chairperson and Members will be two years.

- The tenure of the Student Representative will be one year.
- The quorum for meetings will be three members including the Chairperson, excluding the Special Invitee.

## 7. Proposed Composition of SGRC for CEMK

The following composition may be adopted by CEMK subject to approval by the Director and Governing Body:

Position	Designation
Chairperson	Dean Academic Affairs / Senior Professor
Member	Head, Department of Computer Science & Engineering
Member	Head, Department of Computer Science & Engineering (AIML)
Member	Head, Department of Electronics & Communication Engineering
Member	Head, Department of Electrical Engineering
Member	Head, Department of Mechanical Engineering
Member	Senior Woman Faculty Member (Nominated)
Special Invitee	Student Representative nominated on merit/excellence basis

The Director may revise the composition from time to time.

## 8. Submission of Grievances

8.1 Students may submit grievances through:

- Online Grievance Portal.
- Institutional email designated for grievances.
- Written application addressed to the Chairperson, SGRC.

8.2 Every complaint will contain:

- Name and Roll Number of the student.
- Department and Semester.
- Contact details.
- Nature of grievance.
- Relevant supporting documents.

## 9. Procedure for Redressal

1. The grievance will be acknowledged within three working days.
2. The SGRC will examine the complaint and may seek additional information from the student or concerned department.
3. The Committee will provide an opportunity of hearing to all concerned parties.
4. The Committee will follow the principles of natural justice.

5. The Committee will submit its recommendations to the Director.
6. A copy of the decision will be communicated to the student preferably within fifteen working days from the date of receipt of the grievance.

## **10. Appeal**

10.1 A student aggrieved by the decision of the SGRC may file an appeal within fifteen days from the receipt of the decision.

10.2 The appeal will be made to the University Ombudsperson appointed by the affiliating University in accordance with UGC Regulations, 2023.

## **11. Duties and Responsibilities of SGRC**

The SGRC will:

- a) Receive, examine, and resolve student grievances.
- b) Ensure fair, impartial, and confidential proceedings.
- c) Recommend corrective measures to the competent authority.
- d) Maintain records of grievances and actions taken.
- e) Submit an annual report to the Director regarding grievances received and resolved.

## **12. False or Frivolous Complaints**

If a complaint is found to be deliberately false, malicious, or frivolous, the College may initiate appropriate action against the complainant after giving due opportunity of hearing.

## **13. Confidentiality**

All proceedings of the SGRC will be treated as confidential. Information will be disclosed only to persons directly concerned with the grievance redressal process.

## **14. Display and Awareness**

The College will:

- Display details of the SGRC prominently on its website.
- Publish grievance redressal procedures in the Student Handbook and Prospectus.
- Maintain an online grievance submission facility.
- Publicize contact details of the SGRC and Appellate Authority.

## **15. Repeal and Savings**

Any earlier grievance redressal provisions inconsistent with these Regulations will stand modified to the extent of such inconsistency. Matters not covered herein will be governed by the UGC (Redressal of Grievances of Students) Regulations, 2023.

## **Resolution for Approval**

*Resolved that the above "Regulations for Redressal of Grievances of Students and Constitution of Students' Grievance Redressal Committee (SGRC)" be adopted by the College of Engineering and Management, Kolaghat (CEMK) in compliance with the UGC (Redressal of Grievances of Students) Regulations, 2023.*