CHRIST COLLEGE, UMEIT

Ri- Bhoi District, Meghalaya

STUDENT GRIEVANCE REDRESSAL CELL (SGRC)

Transparency, Accountability & Students Welfare

Christ College, Umeit is committed to providing a safe, respectful and supportive learning environment for every student. The Student Grievance Redressal Cell (the "Cell") offers a fair, transparent, confidential and time-bound mechanism through which students can raise concerns and have them resolved without fear of victimisation.

Objectives

To provide a formal and easily accessible platform for students to express grievances.

To resolve complaints promptly, impartially and in accordance with the rules of the College, the affiliating University and the regulations of the University Grants Commission (UGC).

To maintain a campus free from ragging, harassment and discrimination of any kind.

To protect the identity of complainants and prevent any form of retaliation.

To promote a culture of dialogue, trust and accountability between students, faculty and administration.

Types of Student Concerns Addressed

Category	Examples
Academic	Admission, attendance, internal assessment, examination, results, re-evaluation, classroom or teaching concerns
Administrative	Fee payment, scholarships, certificates, ID cards, records and documentation
Infrastructure and facilities	Classrooms, library, laboratories, drinking water, sanitation, hostel, canteen, transport
Personal safety and conduct	Ragging, bullying, harassment, discrimination on grounds of gender, caste, tribe, religion, disability or region
Others	Any other matter affecting the welfare of a student

Composition of the Grievance Redressal Cell

Sl. No.	Name	Position in Cell	Designation / Department
1	Dr. Sr Alice Matthew	Chairperson	Principal
2	Miss.Nobelyne Nongkynrih	Convener	Assistance Professor
3	Mr. Jerry Welton Nongseij and Miss Donna Thabah	Members	Anti- Ragging Cell
4	Miss Phiba D Thawbroi and Miss Pyniasuk Lyngdoh	Members	Women’s Cell
5	Miss Nobelyne Nongkynrih, Dr. Monice Mawlong and Miss Banrihun Rynthathiang	Members	Internal Quality Assurance Cell (IQAC)
6	Chairperson	Student Member	-

How to Submit a Grievance

Students may submit a grievance through any of the following channels:

Online: through the Grievance Form available on the College website [insert link].

Email:christcollegeshillong395@gmail.com

Contact No: 918731074549

Grievance box: placed at the location near the Board Room / Library. The box is opened by the Convener on every Thursday of the week

In person or in writing: to the Convener or the Chairperson of the Cell during office hours.

A grievance should include the student's name, class/roll number, contact details, a clear description of the issue, the date of the incident and any supporting documents. Anonymous complaints on serious matters (for example ragging or harassment) will also be looked into.

Procedure and Timeline

Step	Action	Timeline
1	Grievance received and acknowledged in writing / by email	Within 3 working days
2	Preliminary scrutiny and referral to the concerned authority	Within 5 working days
3	Inquiry, hearing of both sides and recommendation by the Cell	Within 15 working days of receipt
4	Decision communicated to the student in writing	Within 3 working days of the decision
5	Appeal (if unsatisfied) to the Principal / Governing Body / affiliating University	Within 15 days of the decision

Complex matters may require additional time; in such cases the student will be informed of the reason for the delay.

Confidentiality and Protection from Retaliation

The identity of the complainant and the details of the complaint are kept confidential and shared only with those who need to know for the purpose of inquiry. No student shall be penalised, harassed or discriminated against for raising a grievance in good faith. Any act of retaliation will be treated as a serious offence.

Related Committees and Cells

Anti-Ragging Committee

Internal Complaints Committee (ICC) under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Women's Cell

SC/ST/OBC and Equal Opportunity Cell

Students' Welfare / Counselling Cell

Internal Quality Assurance Cell (IQAC)

Regulatory References and Helplines

This mechanism follows the UGC (Redress of Grievances of Students) Regulations, 2023 and the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions. Students may also approach external bodies where required:

Resource	Contact
UGC Anti-Ragging Helpline (toll-free)	1800-180-5522 | helpline@antiragging.in
UGC Grievance Portal	ugc.gov.in (Student Grievance section)
National Commission for Women	ncw.nic.in | Helpline 14490
Affiliating University	https://nehu.ac.in (Student Grievance Section)

Contact the Cell

Item	Details
Office / Room	Christ College Office
Convener	918731074549
Email	christcollegeshillong395@gmail.com
Office hours	Monday to Friday, 10:00 AM to 4:00 PM
Address	Christ College, Umeit, Ribhoi District, Meghalaya – 793103

Downloads

Student Grievance Form (PDF / Word)

Notification of the Grievance Redressal Cell

Annual Report of Grievances Received and Resolved

UGC (Redress of Grievances of Students) Regulations, 2023

Annexure: Student Grievance Form

Christ College, Umeit, Ribhoi, Meghalaya

Details	To be filled by the student
Date of submission	
Name of student	
Course / Semester / Department	
Roll number	
Mobile number	
Email address	
Category of grievance	Academic / Administrative / Infrastructure / Harassment / Other
Date and place of incident (if any)	
Persons involved (if any)	

Description of the grievance:

Documents attached (if any):

Signature of student: _____ Date: _____

For office use only	
Grievance number	
Date received	
Received by	
Action taken / Date of resolution	