

Students Grievance Redressal Committee

The **Students' Grievance Redressal Committee (SGRC)** is a key body in educational institutions responsible for addressing and resolving issues faced by students. It ensures a fair, transparent, and timely resolution of grievances while fostering a harmonious environment.

Objectives

1. Address and resolve grievances related to academics, administration, infrastructure, or personal concerns.
2. Create a supportive atmosphere by ensuring fairness and justice.
3. Foster a sense of trust between students and the institution.

Composition

NAME	DESIGNATION	PHONE NO	MAIL ID
DR. MEGHDOOT GHOSH	PRINCIPAL	9830839124	Principal211@peerlesshospital.com
DR. SUPTI MANDAL	PROFESSOR & OFFICER	9830066290	msupti@gmail.com
MRS. RUPA BANERJEE	ASSISTANT PROFESSOR	9674126203	rupabanerjee.official@gmail.com
MR. KAMAL PRASUN CHATTERJEE	MANAGER	79806 64382	kamal.kpasun@gmail.com
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BABITH REJ	GUARDIAN	9330414188	Babithrej498@gmail.com

Scope of the Committee

1. Academic issues (e.g., exam results, attendance disputes, etc.)
 2. Administrative concerns (e.g., hostel facilities, fee structures, etc.)
 3. Behavioral issues (e.g., harassment, discrimination, etc.)
 4. Infrastructure-related grievances (e.g., classrooms, libraries, or IT facilities).
 5. Miscellaneous matters affecting the student community.
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Functions

1. **Grievance Receipt:** Establish channels (online/offline) to collect grievances from students.
 2. **Preliminary Investigation:** Review complaints to determine their validity and scope.
 3. **Hearing Sessions:** Provide a platform for students to express their concerns.
 4. **Resolution Mechanism:** Suggest corrective actions or recommend solutions to the management.
 5. **Documentation:** Maintain records of grievances and actions taken for accountability.
 6. **Follow-up:** Ensure proper implementation of resolutions.
 7. **Awareness Drives:** Educate students about the grievance redressal process.
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Procedure

1. **Submission:** Students submit grievances through a formal process to **principal211@peerlesshospital.com/meghdoot@pgiha.co.in**
 2. **Acknowledgment:** The committee acknowledges receipt of the grievance.
 3. **Investigation:** Conduct an impartial inquiry by gathering evidence and hearing all parties involved.
 4. **Resolution:** Recommend or implement suitable solutions.
 5. **Closure:** Inform the complainant of the outcome and ensure the grievance is resolved.
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Significance

- Enhances trust between students and the institution.
- Promotes a safe, inclusive, and supportive educational environment.
- Improves overall academic and administrative efficiency.

This committee plays a pivotal role in ensuring students' welfare and upholding institutional integrity.