

Collegiate Student Grievance Redressal Committee(CSGRC) June 10-11, 2019

- **Made the following resolutions about the MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING as per the University Grants Commission (Redress of Grievances of Students) Regulations, 2019:**

(1) The institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the University of North Bengal

(b) the number of seats approved by the University of North Bengal for each course

(c) the conditions of educational qualifications and eligibility of persons for admission as a student in a particular course or program of study, specified by the University of North Bengal;

(d) the process of selection of eligible candidates applying for such admission, specified by the University of North Bengal and the Department of Higher Education, Government of West Bengal;

(e) each component of the fee, deposits and other charges payable by the students admitted to Southfield College in relation to pursuing a course or program of study;

(f) rules/regulations for imposition and collection of any fines

(g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;

(h) details of the teaching faculty (Regular/visiting/guest)

(i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, etc.

(j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the college, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation

(k) Any other information as may be specified by the University of North Bengal and the Department of Higher Education, Government of West Bengal :

(2) The college shall fix the price of each printed copy of the prospectus

- **Formation of the Collegiate Student Grievance Redressal Committee (CSGRC) of Southfield College**

A complaint from an aggrieved student relating to Southfield College shall be addressed to the **Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition made through nomination:**

- a) Chairperson: Dr Anuradha Rai
- b) Principal's nominees: Dr Dipty Subba, Ms Gyanshree Pradhan, Dr Dinesh Chandra Ray
- c) The Head Counsellor of the Students as the special invitee

- **Formulation of Mode of functioning:**

- (i) The term of the members and the special invitee shall be **two years**.
- (ii) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (iii) CSGRC of Southfield College shall follow principles of natural justice in considering the grievances before it, the
- (v) The CSGRC of Southfield College shall send its report with recommendations, if any, to the Vice Chancellor of the University of North Bengal and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

- **FRAMING THE PROCEDURE FOR REDRESSAL OF GRIEVANCES BY THE CSGRC OF SOUTHFIELD COLLEGE:**

- (i) The college will develop an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the Principal shall refer the complaint to the CSGRC of Southfield College
- (iii) The CSGRC of Southfield College shall fix a date, within five days, for hearing the complaint which shall be communicated to the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) The principal shall forward, with comments and recommendations, if any, to the Vice Chancellor, NBU, along with a copy thereof to the aggrieved student within 15 days of receipt of complaint on the online portal.