



Panchur College

(A Fully Aided College of Government of West Bengal)

(Affiliated to The University of Calcutta)

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Institutional Policy on Redressal of Student Grievances in accordance with UGC Guidelines for Redressal of Grievances of Students, 2023 (Notification Date: April 11, 2023) :-

Our institution shall strictly adhere to the UGC Guidelines to ensure a transparent and fair mechanism for addressing student grievances. The following are recognized as valid grievances:

1. Admission decisions contrary to merit as determined by the institution's declared admission policy.
2. Irregularities in the admission process under the declared admission policy.
3. Refusal to admit students according to the declared admission policy.
4. Non-publication of the institution's prospectus as mandated.
5. Publication of false, misleading, or factually incorrect information in the prospectus.
6. Withholding or refusing to return student documents (certificates, degrees, diplomas, or other submitted documents) to compel payment for courses not intended by the student.
7. Demanding fees exceeding those specified in the declared admission policy.
8. Violation of laws related to reservation of seats for different categories of students.
9. Non-payment or delay in payment of scholarships or financial aid as per institutional policy or Commission guidelines.
10. Delays in conducting examinations or declaring results beyond the scheduled academic calendar.
11. Failure to provide student amenities listed in the prospectus or required by law.
12. Adoption of non-transparent or unfair evaluation practices.
13. Delay or denial of fee refunds to students withdrawing admission within the specified timeline.
14. Discrimination against students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minorities, or persons with disabilities.
15. Denial of quality education promised at admission.
16. Harassment or victimization of students outside penal provisions.
17. Actions contrary to the institution's statutes, ordinances, rules, regulations, or guidelines.
18. Actions contrary to regulations or guidelines issued by the Commission or relevant regulatory bodies.

Important Links

* University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. F.1-13/2022 (CPP-II). 11th April, 2023 https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf

* University Grants Commission (Redress of Grievances of Students) Regulations, 2019. F.No. 14-4/2012(CPP-II). 6th May, 2019. https://www.ugc.gov.in/pdfnews/2813028_SG-Regulations-2019.pdf



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