

Student Grievance Redressal Committee

Overview

Sresakthimayeil Institute of Nursing and Research is committed to ensuring a transparent, fair, and effective mechanism for addressing student grievances related to academic, administrative, or other institutional matters. In accordance with the UGC (Redressal of Grievances of Students) Regulations, 2023, the institution has established a Student Grievance Redressal Committee (SGRC) at the institutional level and an Ombudsperson at the university level to resolve student concerns efficiently.

Functions of the Grievance Redressal Committee

- ✓ Provides a structured mechanism for students to submit complaints.
- ✓ Ensures confidentiality and protection against victimization.
- ✓ Addresses grievances related to admissions, examinations, results, fee refunds, harassment, discrimination, and other institutional issues.
- ✓ Recommends corrective measures and submits reports to the Principal for further action.
- ✓ Escalates unresolved grievances to the University Ombudsperson as per UGC guidelines.

Procedure for Lodging a Grievance

1. The aggrieved student may submit a complaint via:
 - Online through the [Grievance Reporting Portal](#)
 - Email to nursing@jkkn.ac.in
 - Drop Box available at the college premises
 - In person at the Grievance Redressal Cell, to the Officer-In-Charge of Grievance Redressal Cell.
2. The SGRC will review the complaint confidentially and initiate an investigation.
3. A hearing may be conducted, if necessary, to gather further information.
4. A resolution will be provided within 15 working days.
5. If unsatisfied, the student may appeal to the Ombudsperson within 15 days of receiving the decision.

Composition of the SGRC (As per UGC Regulations 2023)

- ✓ **Chairperson** – A senior professor of the institution.
- ✓ **Four faculty members** from various academic disciplines.
- ✓ **One student representative** (based on academic merit, sports achievements, or co-curricular excellence).
- ✓ **Diversity Representation** – At least one woman member and one SC/ST/OBC member.

Ombudsperson & Appeals

The Ombudsperson is appointed by the affiliating university to address appeals against SGRC decisions.

- The Ombudsperson will conduct hearings, review complaints, and issue final decisions within 30 days.
- The institution must comply with the Ombudsperson's recommendations.

Confidentiality & Anti-Retaliation Policy

- ✓ All complaints are handled with strict confidentiality.
- ✓ No student shall face retaliation for filing a grievance.
- ✓ False or frivolous complaints may result in disciplinary action.

Ensuring Compliance

- ✓ The SGRC details and grievance mechanism are published on the official college website.
- ✓ Regular monitoring and review ensure efficient resolution of grievances.
- ✓ Compliance with UGC and regulatory guidelines to uphold student rights.

Follow-Up & Monitoring

The Grievance Redressal Cell shall coordinate, monitor, and ensure redressal within the stipulated time. Depending on the seriousness of the grievance, the Grievance Redressal Cell will follow up regularly until their final disposal by way of reminders.

COMPOSITION

S.NO	NAME	DESIGNATION	CONTACT&E MAIL DETAILS
1.	Mrs.Gowri.B	Faculty Member	9894302206 hodmedicalsurgical@jkkn.ac.in
2.	Mrs.Arockiamary.M	Faculty Member	9865219184 hodcommunityhealth@jkkn.ac.in
3.	Mrs.Uma.K	Faculty Member	9943726517 hodmentalhealth@jkkn.ac.in
4.	Mrs.Radha.S	Faculty Member	6379477327 radha_s@jkkn.ac.in
5.	Mrs.Thilagam.L	Faculty Member	8838126049 thilagam.g@jkkn.ac.in
6.	Ms.Lakshya	Student Member	9345787335 lakshyas.ns@jkkn.ac.in
7.	Mrs.Parameshwari.S	Non Teaching Staff	9500354906

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WORK FLOW OF GRIEVANCE COMPLAINTS

