



"Educating hearts and minds"

HOLY CROSS COLLEGE

ACCREDITED BY NAAC WITH 'A' GRADE

Tripura University Reg. Code: 17

Jubatara, P.O. Lembucherra, Tripura West Pin-799210

Phone: 0381-2915930, +91 9402315672

email- principalhccagt@gmail.com

Web: www.holycrosscollege.in

Date: 24-5-2025

HOLY CROSS COLLEGE, AGARTALA NOTIFICATION

Establishment of Online Grievance Redressal Mechanism

In accordance with the AICTE Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019, and with the approval of the Governing Body, Holy Cross College, Agartala has constituted the Student Grievance Redressal Committee (GRC) with the objective of addressing and resolving grievances of students and their parents in a fair, transparent, and time-bound manner.

Provision has been made on the College website for online submission of grievances through the official email ID:

principalhccagt@gmail.com; administrator@hccagt.ac.in

Students and their parents may submit/register grievances online, which shall be accessed by the Grievance Redressal Committee headed by the Principal. The Committee shall examine the grievance and take appropriate action. The decision of the GRC shall be communicated to the complainant through email/SMS and/or hosted on the College website.

Nature of Grievances Covered

The grievances may include, but are not limited to, the following: - Admission made contrary to merit - Irregularities in the admission process - Withholding or refusal to return original certificates - Demand of money in excess of the prescribed fees - Breach of reservation policy - Complaints of alleged discrimination (SC/ST, OBC, Women, Minority, or Persons with Disabilities) - Non-payment or delay in payment of scholarships - Delay in conduct of examinations or declaration of results - Withholding of student amenities - Denial of quality education - Non-transparent or unfair evaluation practices - Harassment or victimisation of students, including sexual harassment - Refund of fees on withdrawal of admission, etc.



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Composition of the Student Grievance Redressal Committee (GRC)

Chairperson

Dr. Fr. Benny K. John, CSC

Principal, Holy Cross College

Convener

Fr. Joe Paul, CSC

Vice-Principal (Administration)

Members

1. Mr. Genesis Debbarma (Mob.: 9612184053 for SMS and Phone Call)

2. Ms. Nazmun Nahar Begum

3. Mr. Diptanu Das

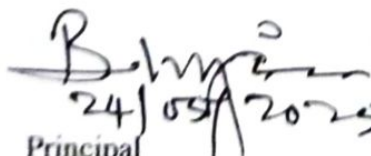
4. Ms. Rupa Saha

The members of the Grievance Redressal Committee shall hold office for a period of two years. The GRC shall meet as and when required and assess the merit of each complaint.

In case any complaint is found to be false or frivolous, the Committee shall take appropriate action against the complainant as per institutional rules.

This notification is issued with the approval of the competent authority and shall come into force with immediate effect.

By Order


24/05/2025

Principal
Holy Cross College, Agartala

PRINCIPAL
HOLY CROSS COLLEGE
AGARTALA

Date: 24-5-2025

Place: Agartala

Note: The notification to be published in a website and a separate section for grievance redressal to be created in the website.