

**GOOD NEWS WELFARE SOCIETY'S
ARTS & COMMERCE FIRST GRADE COLLEGE, KALGHATAGI**



Grievance Redressal Policy

A systematic mechanism for the redressal of students' grievances is functioning in the college. If the student has any grievance on non-academic issues, she/he may approach the Teacher in-charge/ Department Head/ Dean of Student Services. If it doesn't get resolved there, the matter may be reported to the principal who refers it to the grievance redressal cell, constituted as follows:

- Vice principal
- Senior faculty
- Staff secretary
- Staff representative
- Dean & HODs concerned
- Dean, student services
- Woman representative
- Student representative
- Management representative

The cell looks into the grievance and makes its recommendations to the principal. In order to address the grievances regarding academic matters, a four-level redressal mechanism is envisaged. Complaints regarding evaluation shall be brought to the notice of the teacher concerned. If the student is not satisfied with his/her decision, he/she may appeal to the Departmental Redressal Cell, which consists of the HOD, the teacher-in-charge for that class and the teacher against whom the complaint is made as members. The student shall also have the freedom to make a further appeal to the College Level Grievance Redressal Cell, which consists of the Principal, Controller of Internal Examinations and the HOD concerned as members. Complaints can be filed online at grievances@shcollege.ac.in. If the student is not satisfied, he/she may appeal to the University Level Grievance Redressal Cell which consists of Pro-Vice Chancellor, Affiliation Committee Convener and Controller of Examinations. The verdict of the University Level Redressal Cell shall be final.



Grievances and Redressal Mechanism

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach. The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

Objectives

1. To develop an organizational framework to resolve grievances of the students and other stakeholders
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
 - ♣ To investigate the reason of dissatisfaction.
 - ♣ To enlighten the students on their duties and responsibilities.

Grievance and Redressal Cell Composition

- ♣ Principal
- ♣ Vice-Principal
- ♣ Grievance and Redressal Coordinator
- ♣ Member
- ♣ Member
- ♣ Non-teaching Staff Member

Students Functions of the Grievance and Redressal Cell

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and analyse the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.
6. The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

Procedures The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

- Academic issues pertaining to teaching, learning and evaluation activities.
- Student-teacher, student-student grievances
- Grievances related to library, canteen and IT services.
- Grievances related to sports, cultural
- Grievances related to behaviour of stakeholders

1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the building.

2. Department level counselling is offered where the matter can be resolved

3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.

4. For other grievances that require review shall be redressed by receiving written and signed application.

5. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion.

The outcome of the discussion is reported to the Principal for further action to be taken. Redressal of Grievances The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.



Co-Ordinator

Internal Quality Assurance Cell
Good News Welfare Society's Art & Commerce
First Grade College, Kalaghatgi-581204



PRINCIPAL

Good News Welfare Society's
Arts & Commerce First Grade College,
Kalaghatgi-581204

Notice

It is informed to all ~~sub~~ experience committee members to attend the meeting called in principal's chamber at 3.30 PM on 18/11/2017.

sub:

(a) To discuss
st. experiences

(b) other matters of
(Co-ordinator)

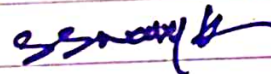

PRINCIPAL
Good News Welfare Society's
Arts & Commerce First Grade College,
Kalaghatgi-581204

Sr. no

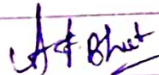
Name

Sign

01. Smt. S.S. Nayak



02. Smt. A.T. Bhat



03. Shri. Y.R. Soolibhavi



04. Shri. S.R. Yemmi

05. Shri. M.D. Horakeshi

ಇವರಂದು

Project no.

ದಂಡನೋಪ ಕಾಲೇಜು
ಕೆಲಸಿಬಿ

ಇವರಿಗೆ,

ಪ್ರಾಚಾರ್ಯರು
ದಂಡನೋಪ ಕಾಲೇಜು
ಕೆಲಸಿಬಿ

ಮಾನ್ಯರೇ

ಅಭ್ಯಯ - ಪೋಸ್ಟರ್ ಪ್ರದರ್ಶನ ಆಗಿ
ಹಳೆಯ ಕೆಲಸ

ಈ ಮೇಲಾಣಿಸಿದ ಅಭ್ಯಯಕ್ಕೆ
ಸಂಬಂಧಿಸಿದಂತೆ ಕ್ಷಮೆ ಕೊಡುವಂತೆ
ಅಭ್ಯಯಕ್ಕೆ ಇಷ್ಟು ಕಾರಣವಾಗಿ
ಅಧ್ಯಯನಕ್ಕೆ ಆಗದಂತೆ
ಕಾರಣ ಕಾರಣವಾಗಿ ಈ ಅಭ್ಯಯಕ್ಕೆ
ನಿರೀಕ್ಷಿಸುವಂತೆ ಕೇಳುತ್ತೇನೆ

ಉನ್ನತವಾಗಿರಲಿ

ಸ್ವೀಕೃತಿ:-
ಇನಾಂಕಿ:-

ಇಂತಿ ನಮಗೆ ಅಭ್ಯಯ

Sulakshana

(Signature)

Sanita

(Signature)

Anushka

Minutes

On 18/11/2017, at 3:30pm all the Grievance Cell Committee members were present to discuss about students grievances. The Report is as under.

(a) The meeting started with a prayer and principal welcomed all the members and also brought ~~the~~ ~~notice~~ to the notice of all members about grievances.

(b) Then, Poo. Niju Thomas discussed about the grievance of books issues. He informed the Librarian to solve the issue at the earliest possible.

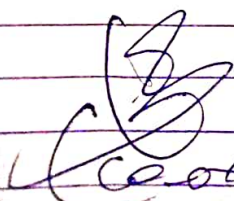
(c) The principal also told about the use of smart boards in the classroom. Students complaint about defects in its use. Then secretary promised in the meeting to solve it soon.

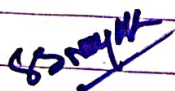
(d) Shri. Y.K. Soolibhavi raised an issue of drinking water to students. He requested to purchase a new ove.

(e) Poo. Niju then told the members to look after issues in priority wise to solve.

So, the meeting went on till 4:30pm & concluded with a tea break.

PRINCIPAL
Good News Welfare Society's
Arts & Commerce First Grade College,
Kalaghatgi-581204


(Coordinator)





Good News Welfare Society Arts and Commerce
First grade College Kalaghatgi
Grievance Cell

Academic Year. - 2017-18
 Action - taken Report.

Date	Grievance lodged by	Grievance Requirement -	Action taken.
18/11/2017	All the students	Library books	Librarian issued the book for students from the library.
18/11/2017	All the students	Use of smart board	Lecturer used the smart board to deliver the lesson.
	All the students	Drinking water facilities.	Arranged water facility in library ladies room and Hall No: -2.


Co-Ordinator
 Internal Quality Assurance Cell
 Good News Welfare Society's Art & Commerce
 First Grade College, Kalaghatgi-581204




PRINCIPAL
 Good News Welfare Society's
 Arts & Commerce First Grade College
 KALGHATGI - 581204