

GOVERNMENT FIRST GRADE COLLEGE

Vijayapura road, Devanahalli, Bangalore Rural-562 110

Grievance Redressal Cell

Grievance redressal cell has been created in the college to resolve issues related to student's problems, develop a responsive attitude among the students in order to maintain a harmonious educational atmosphere in Institute. Suggestion / complaint Box is installed in the college in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.

Objectives:

1. To develop institutional framework to resolve Grievances of Students.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To identify systemic flaws in the administration and to seek solutions thereon.
4. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
5. Suggestion / complaint Box is installed in the college in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
6. The committee will consider only individual grievances of specific nature from the students and staff.

Grievance redressal Committee: The committee is headed by the Principal with three faculty members and a representative from office Committee meet regularly to address the issues raised by students..

Scope:

Grievances received in writing from students about any of the following matters:

Academic: Related to transfer certificate, study certificate, conduct certificate, photocopy of result sheet, Provisional degree certificate and other examination related matters.

Financial: Related to scholarships, free ships, payment of exam fees etc.

Library: Issue and return of books, photocopy, reading room facility and previous year question papers.

Others: Related to Bus pass, admission to hostels, canteen facility, Govt. Schemes etc.

FUNCTIONS:

- Suggestion box will be opened regularly by the comity.
- The cases will be attended promptly on receipt of written grievances from the students,
- The cell formally will review all cases received.
- The cell will give report to the principal about the cases received and the possible solution if any, which require direction and guidance.

Powers:

- In case of any grievance the members of the committee are empowered to sort problems at their level through discussion with the students.
- In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter.
- Considering the nature and depth of the grievance due inquiry is made by the members of the committee and through personal discussion the matter is solved.

- If anybody is found to be guilty for any kind of nuisance, he or she is given punishment with due consideration with the principal. The nature of punishment includes verbal as well as written warning, information to the parents, financial punishment, information to the police (if situation arises for so) and expelling from the college as per the rule of the university.

Purpose:

- To ensure a democratic environment in the campus
- To acquaint all teacher-trainees about their rights and duties
- To solve the various personal and educational related grievances of the teacher-trainee
- To make the institute student friendly and to ensure the qualitative as well as quantitative development of the institution.

Procedure for lodging the complaint:

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.
- Students can also lodge their complaint through online

Initiatives:

The students are given information and publicity regarding the purpose of suggestion box in the college and the rules and regulations of UGC / University /Government during orientation program, fresher's day, by the

Mentors frequently and are encouraged to submit their grievance without any hesitation.