

**Government of Karnataka**  
**Department of Collegiate Education**  
**Government First Grade College Koppa**

**Policy Document of Student Grievance and Redressal Cell**

**Mission Statement**

“TO develop a responsible and positive attitude among student in order to maintain a harmonious educational atmosphere in Government First Grade College Koppa

**Grievances Redressal Policy :**

Vide University Grants Commission( Grievance Redressal) Regulation. 2012

Objectives:

Student Grievance Redressal Cell has been constituted for the redressal of the problems reported by the students with the following

- To uphold the dignity of the Institutional work by ensuring free atmosphere in the College through promoting cordial student-student relation ship and student teacher relation ship ect
- To support students access benefits ,who have been deprived of the services for which he/she is entitled
- To ensure the students duties and responsibilities
- To make teaching and supporting staff responsive ,accountable, courteous in dealing with the student
- To investigate the reason of dissatisfaction
- To ensure effective solution to the student grievances with an impartial and fair approach
- Encouraging the students express their grievance/problems freely and frankly without any fear of being victimized
- Advising the students to respect the right of dignity of one another and shown restraint and patience whenever any occasion arises
- Ragging in any form is strictly prohibited in and outside the Institution
- Any violation of ragging or disciplinary rules should be urgently brought to the notice of the Principal/ Anit Ragging Committee of the Institution

## Grievance Redressal Committee 2020-21

SL.No	Name	Department	Designation
1	Vijayendra.M.N Convener	Sociology	Assistant professor
2	Udayakumar.D.S	Commerce	Assistant professor
3	Narashimha.S.A	Physics	Assistant professor
4	Prassana.D.G	Physics	Assistant professor
5	Vasanthakumar.K.J	Kannada	Assistant professor
6	Madhuchethan.N	Commerce	Assistant professor
7	Sandhesh.S.V	Economics	Assistant professor
8	Sathish.S.D	Commerce	Assistant professor
9	Sarthak	BBA	Student represent
10	Mefaz	BA	Student represent

Our college has created a mechanism for redressal of student's grievances related to academic and non-academic matters, such as assessment, victimization, attendance, conducting of examinations, harassment by colleague, students or teachers etc. There is a Grievance Redressal Committee at college level to deal with grievances of the student.

### Power of the Committee:

- 1.The Grievances Committee shall deal with the any types of grievances of the students
2. The Grievances Committee shall hear and settle grievances, as far as may be practical, within 10 days after the grievance is lodged

**Procedure for Redressal of Grievances (ROG) is as under:**

1. An aggrieved student who has the Grievance or Grievances shall make an application first to the Coordinator with a copy to the principal, The Coordinator, after verifying the facts ,will try to redress the grievance with in a reasonable time, preferably with in a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution of the coordinator, then the Same should be placed before the committee members
2. The Chairmen after verifying the facts and the paper concerned the matter will place placed before the committee Members for discussion ,which shall either endorse the decision of the Coordinator of shall pass appropriate order in the best possible manner with in reasonable time, preferably within 10 days of receipt of application.
3. On approval by the Chairmen and committee members, the final decision shall be communicated to the student through the principal
4. The Committee, if needed, may recommend to the principal, necessary corrective action as it may deem fit, to ensure avoidance of recurrence of similar grievance at institution.
5. While dealing with the complaint, the Committee observes law of natural justice and hears the complainant and concerned people
6. While passing an order on any Grievance, the relevant provision of the Act/Regulations would be kept in mind and no such order would be passed in contradiction of the same.
7. The student will submit the application of Grievance or appeal to the coordinator either directly or by dropping in the complaint box .

### **The Mechanism of Redressal in the Institution**

The institution is the pioneer place of intellectual machinery that moulds the very shape of the youth through fruitful education. An educational institution is like a big tree which bears the fruits. The college is strictly adhering to the academic discipline ,there is a transparent mechanism for the redressal of students. Ragging and sexual harassment is strictly prohibited in the college campus. The college is situated in the rural area of highly cultural spirit and holistic principles giving much importance to the human and spiritual values. So, that no place for such activities.

There are some committees such as Ant-sexual harassment committee. Anti-Ragging committee, Students discipline committee and grievance cell constituted to curb the unwanted activities in the college. One or more members of these committees will be doing rounds whenever they got free hours, while they are doing rounds, they are instructing the students not involve in such activities. If there is any body found involved any such activities, immediately informed to the principal for the further action. The committee resolved for the disciplinary action. If is necessary, informed to their parents. Fortunately, no such things have been noticed so far. The college has been trouble –free atmosphere for women students as well as beginners.

Grievances from the stake holders usually considered whole heartedly by the principal and the staff for the sustenance and enhancement of academic quality of the college. The grievances taken in casual talking from the students, parents and alumni, then immediately taken necessary steps for the implement Staff meeting is arranged to redress the grievances \for example, drinking water problem, class rooms cleanliness, change of class room, shortage of desks, library resources, and inconveniences of time table etc. solved with their satisfaction.

There were general complaints regarding the irregularities of water supply, power supply failures, lightning problems and overlapped classes for the same combinations in timetable, all these solved immediately.

Most of the queries relate to anomalies in marks card and results given by the university. The principal and the office staff guide them the university procedures for rectification of these problems from the university.

There is a staff association to solve any problems faced by the women staff. There is a perfect co-operation among all the staff irrespective of gender, caste, religion and such other diversities. The staff members were discussed their requirements in the the staff meeting and forwarded to the state association. The office bearers of the association bring them to the notice of the higher education department.