

Government of Karnataka
Department of Collegiate Education
**Government First Grade College,
Raichur**

**Objectives, Powers and Procedures of the Student Grievance and Redressal
Cell**

Mission Statement:

“To develop a responsible and positive attitude among students in order to maintain a harmonious educational atmosphere in Government First Grade College”

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 relationship and student teacher relationship etc.
- To support students to 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 students.
- To investigate the reason of dissatisfaction.
- To ensure effective solution to the student grievances with an impartial and fair approach
- Encouraging the students to 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 show 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/Anti Ragging Committee of the Institution.

Grievance Redressal Committee 2021 -22:

Sl. No.	Name	Department	Designation
1	Dr. Yankanna	Sociology	Principal/Chairman
2	Sri. Goudappa	Commerce	Co-Ordinator
3	Sri.Mallanagouda	History	Member
4	Dr. J. L. Earanna	Sociology	Member
5	Smt.Vijayashree Patil	Physics	Member
6	Smt.Ishrat Begum	Computer Science	Member

Our college has created a mechanism for redressal of students' 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 Committees at college level to deal with the grievances of the students.

Powers of the Committee:

1. The Grievances committee shall deal with the any types of grievances of the students.

2. The Grievance Committee shall hear and settle grievances, as far as may be practical, within 10days 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 within a reasonable time, preferably within 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 papers concerned, the matter will place placed before the Committee Members for discussion, which shall either endorse the decision of the Coordinator or shall pass appropriate order in the best possible manner within a 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 provisions 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 which is placed near the entrance of the main gate of the college. This complaint box will be opened on every Saturday.