



POLICY ON GRIEVENCE REDRESSAL CELL

Dr. B. B. Hegde First Grade College constituted the Grievance Redressal Cell, as a machinery to sort out the issues between the students and the college. It is a means through which a student who has been treated unfairly with respect to his/her academic/administrative affairs or is convinced to be discriminated is redressed. It enables the distressed students to be communicative by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the college. It involves a process of investigation in which the Student Grievance Cell enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter.

Scope : Any student can approach the cell for their grievances regarding academic matters, examination matters, financial matters, health services, library and other services.

Objectives :

- To provide a mechanism for the students of the college to convey their grievances and provide redressal for the same, so that they will have a comfortable life at the college from the day of admission to their graduation.

Grievance Redressal Procedure

The students have to communicate their grievances through suggestions boxes/complaint books placed at various points in the campus like the college office, the library and the grievance redressal cell. The coordinator, in turn intimates the matter to the committee for the necessary action. The final report based on grievance received, after resolution will be submitted to the Principal and further course of action, if required will be decided and the same shall be intimated to the concerned students.

Grievance Redressal Committee

The student Grievance Redressal committee of Dr. B. B. Hegde First Grade College comprises of a Chairperson (Head of the institution), two coordinators (preferably any of the student welfare officers), four members (preferably HODs) and two student representatives. Any aggrieved student may make an application to the chairperson at the Grievance Redressal Cell, seeking redressal of the grievance. The Grievance Redressal Cell shall receive the complaint and the committee shall fix a date for the hearing of the complaint and communicate its decision within ten days of the receipt of the complaint. The Grievance Redressal Committee shall ensure the disposal of every application as quickly as possible, no later than a month from the receipt of the grievance. On the conclusion of proceedings, the committee shall pass an order, deemed fit to redress the grievance and provide the desired relief to the affected student. In case of a false or frivolous complaint, the committee will take an appropriate action against the complainant.


Principal

Principal

Dr. B.B. Hegde
Kundapura 201


President

President
Coondapur Education Society
Kundapura