

STUDENTS GRIEVANCE AND REDRESSAL CELL

Introduction:

The university grants commission on Wednesday published a gazette notification about the UGC (grievance redressal) regulations, 2012 which also seeks to set up an cell / committee for students grievance and redressal cell in every higher education institution

The redressal mechanism would act as a platform where a student can not only lodge complaints against any irregularities in the admission process, withhold or refusal to return any document or certificates, but can also lodge complaints of harassment and victimization including sexual harassment.


Functions with purposes of students grievances and redressal cell are as follows:

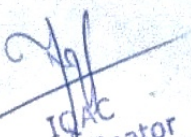
- To ensure a democratic environment in the campus.
- To acquaint all the faculty, students about their rights and duties.
- To solve the various personal and educational related grievances of the teacher student.
- To make the institution student friendly.
- To ensure the qualitative as well as quantitative development of the institution through the grievance and redressal cell.

Objectives of the grievance redressal cell:

- To develop an organizational frame work to resolve grievances of students and other stakeholders.
- To provide the students access to immediate, hassle free recourse to have their grievances redressed.
- To enlighten the students on their duties and responsibilities to access

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benefits due under the policies.

- To provide a platform for constructive interactions with the students-students and students-teachers with college management members to resolve the problems and difficulties of the students in the dimensions.

Scope of the grievances and redressal cell:

The cell deals with grievances received in writing from the students about any of the following matters.

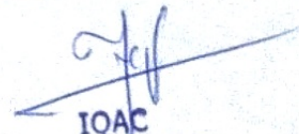
- Academic matters.
- Financial matters.
- Accommodation matters.
- Other matters.

Responsibility for redressal:


- The final responsibility for grievance redressal rests with the principal of the college.
- The college expects that grievance redressal be time bound and result oriented. Every grievance is expected to be resolved within a maximum period of fifteen working days.
- The grievance redressal cell of the college shall monitor status and progress of grievance redressal and shall furnish quarterly report on grievance redressal position to the principal.

So in our institutions i.e., Rajajinagar College of Education .Rajajinagar, Bangalore -10.

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The principal and faculty members along with students inaugurated student grievance and redressal cell on 29/06/2018 issued format of complaints decided to resolve in the meeting along with discussion with the following office bearers.


Signature

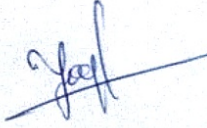
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Rajajinagar, BANGALORE-10

Dr. Krishnamurthy Chairman

principal

Dr.C.Yogeesha

Co-Ordinator



Member

Prof.M.Nagaraju

Co-member

Prof.R.K.Asha

Co-member

Dr.Shivaramaiah

Co-member

Dr.B.M.Suhas

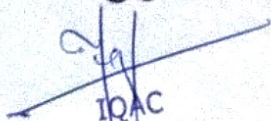
Co-member

Prof.K.Suresh


Co-member


Muniraja .A

Co-member



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Report — Student Grievance & Redressal Cell -

For the academic year 2016-17 & 2017-18
the students grievance redressal started
on 1st march 2016 and highlighted the
importance of the cell from that date
the coordinator Dr. Yogesh.C associated
Professor not received any ~~grievance~~ ^{Grievance} from
the student except late commere and
without uniform and some as been
reported to the principal.

Chairman:

Dr. Krishnamoorthy
Principal

Coordinator:

Dr. Yogesh.C.
Associate professor

Members:

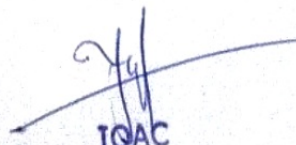
Dr. M. Nagaraj
Associate professor

Dr. Shivarumach
Associate prof

Dr. Suresh
Assistant professor


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BCU/Grievance/466/2018-19

Date: 05-12-2018

Circular


In enclosing herewith, a letter received from the Secretary, University Grants Commission, New Delhi dated 9th August 2017 is self-explanatory. In this connection, you are required to adhere to the instructions as mentioned in the letter in the matter of establishment of Grievance Redressal Mechanism and Students' Grievance portal.

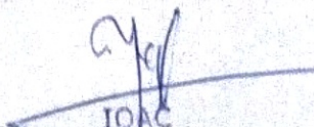

REGISTRAR

To,

1. The Coordinators of BCU for necessary action.
2. All the Principals of Affiliated Colleges, BCU, Bengaluru.

To
Dr. C. Y
for further action
6/12/18


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UNIVERSITY GRANTS COMMISSION
BAHADURSHAH ZAFAR MARG
NEW DELHI-110 002

No.F.1-1/2020(Secy)

10th May, 2020

PUBLIC NOTICE

REDRESSAL OF GRIEVANCES RELATED TO COVID-19 PANDEMIC

The UGC has issued Guidelines on Examinations and Academic Calendar in view of COVID-19 Pandemic on 29th April, 2020. Accordingly, all universities have been advised to plan their academic activities keeping in view the safety and interest of all stakeholders, giving highest priority to the health of all concerned, while adopting and implementing the Guidelines.

Universities have also been requested to establish a Cell for handling grievances of the students related to examinations and other academic activities arising due to this pandemic and notify the same to the students.

Further, the UGC has undertaken the following steps to monitor the queries, grievances, and other academic matters of students, teachers, and institutions, arising due to COVID-19 pandemic:

1. A dedicated Help Line Number: 011-23236374 has been set up.
2. An email address: covid19help.ugc@gmail.com has been created.
3. Students can also lodge their grievances on the existing Online Students Grievance Redressal Portal of UGC at https://www.ugc.ac.in/grievance/student_reg.aspx
4. A Task Force has been constituted at UGC to monitor concerns/ grievances of students, teachers, and institutions, and redress them accordingly.

All the Universities and colleges are requested to upload a copy of this public notice on their official websites and also share it with the teaching and student community via e-mail and other digital media.

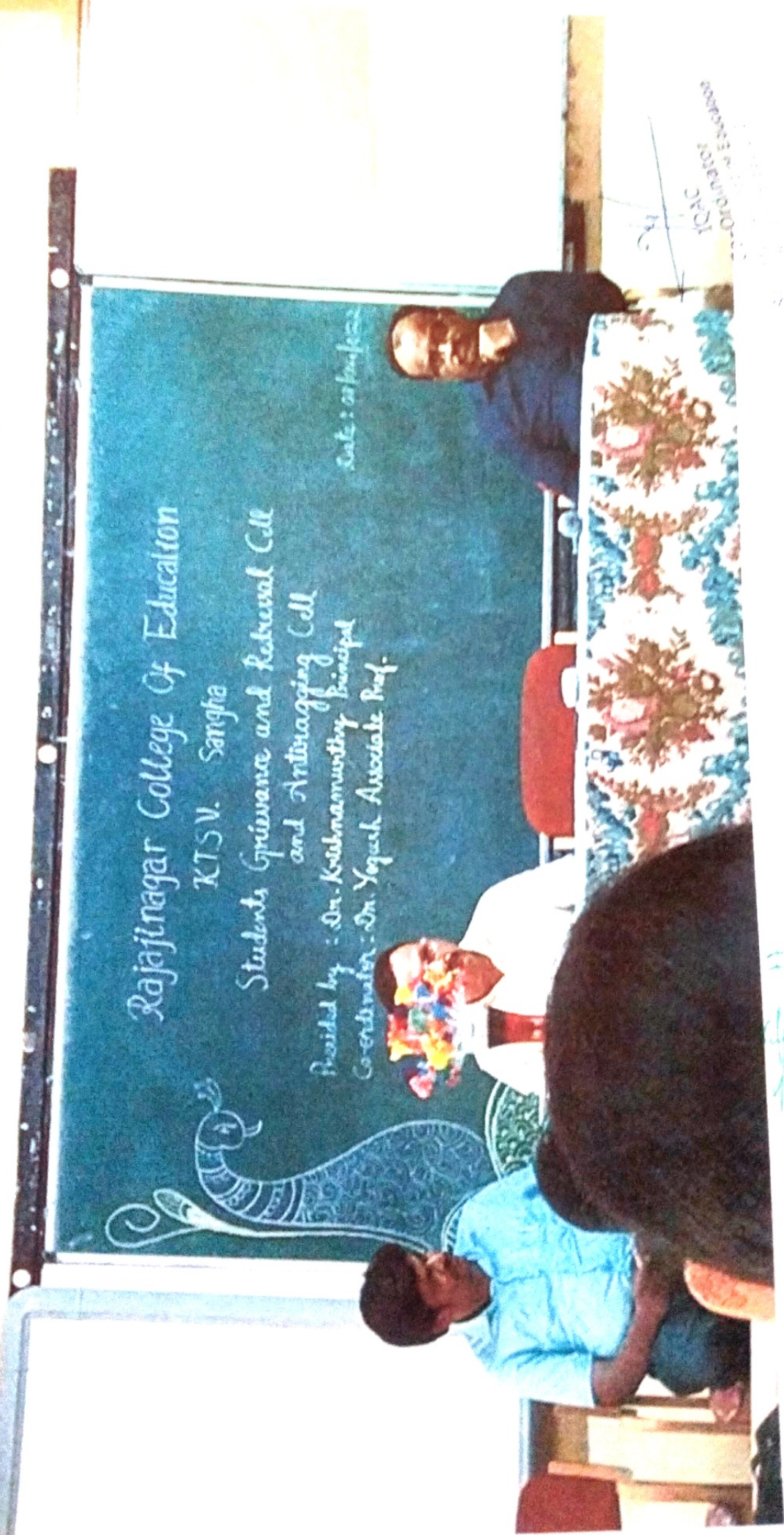

(Prof. Rajnish Jain)
Secretary

To
see further
action


Rajajmangal College of Education
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please
conduct
one more meeting
in Jan 21
8/1/21

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Report of Students Grievance Redressal Cell 2022-2023

As suggested by university grants Commission, the college has established a "Grievance Redressal Cell" to provide a mechanism for redressal of students.

The function of the Cell is to look into the complaints lodged by any student, and judge its merit.

The Grievance Cell is also empowered to look into matters of harassment.

Anyone with a genuine grievance may approach the department members in person.

In case, the person is unwilling to appear in self, grievance may be dropped in writing at the suggestion box of the grievance cell at near principal cabin.


Grievance may also be sent through e-mail to the officer in-charge of student's Grievance Cell.

E-mail I-D :- asswforum@gmail.com.

Minutes of the meeting of students grievance and redressal cell committee

Meeting Date :- 6/4/2023

Time :- 3.00 PM


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Minutes of the Meeting :-

- The members discussed about the effective awareness about the cell among the students.

direction was given to the Committee members to document the same.

- Recommended a female Teacher.
 - Recommended to do batches wise lab.
- The issue was rectified and the same was communicated to the Students furthermore to solve it.

Grievance Appeal & Redressal & Committee Members

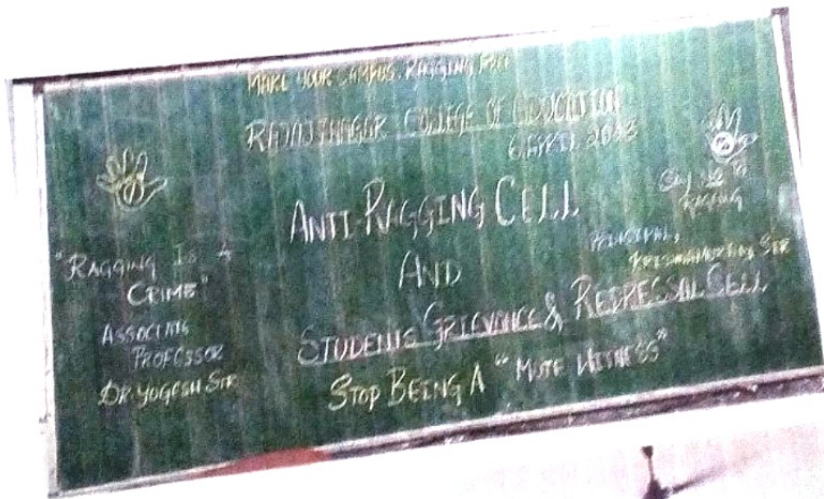
Sl.No	Names	Nominated as
1.	Dr. KRISHNAMURTHY	Principal
2.	Asst. Prof. Dr. Yogesh	Member
3.	Dr. Suresh. K	Member
4.	Mr. A. Muni Raju	Member
5.	Mr. Suhas	Member

Total Students attended the meeting
48 Students.


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Year Dr 2022 - 2024



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Rajinagar BANGA