

GRIEVANCE REDRESSAL CELL

As suggested by University Grants Commission, New Delhi, the College has established a Grievance Redressal Cell to provide a mechanism for redressal of students' grievances and ensure the transparency in admission, and prevention of unfair practices, etc. The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the suggestion box.

Objective

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Scope

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc

Procedure for Lodging Complaint

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- 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.

Convener
Mr. Nanjundaiah

Member
Mr. Siba Prasad
Ms. Sunitha

Academic Year (2019-20)

List showing the name register number and course which the student has studied and the nature of grievance and redressal of it.

S.No	Name of the student	Register Number	Course	Nature of Grievance	Redressal of Grievance
1.	Eshwar Adith	MB197001	MBA	viva- Voce marks not declared	After Redressal it showed 155 out of 200
2.	Anand	C1852629	B.Com	Not Processed (NP)	After Redressal he was declared as pass.
3.	Aparna	15XWCH102	B.Com	Convocation not processed	Grievance addressed and Convocation received
4.	Alan C. Binoy Muhammed Muhasin	B1928219 B1928268	BBA	Cultural Diversity & Society Internal Assessment	Problem addressed and marks sent to the University

Kooh
9



Academic Year (2020-21)

List showing the name register number and the course which the student has studied and the nature of grievance and redressal of it

S.No.	Name of the Student	Register Number	Course	Nature of Grievance	Redressal of Grievance
1.	Jhansi Sanitha A T.S. Deepak Athul C	U18FY21M0048 U18FY21M0119 U18FY21M0179 U18FY21M0181	BBA (Aviation)	These students had come in necessary BBA (Regular) list	The issue was addressed and changes were done
2.		18XWSLCO02 18XWSLCO06	MCA	Results were not processed	The problem was addressed and later their results were declared.
3.	Muhammed Farhan	17XWC2647	BBA	Result was not published	Problem was addressed and result was published