

# BHANDARKARS' ARTS & SCIENCE COLLEGE

( Reaccredited at 'A' Grade with CGPA of 3.32 on 4 point scale )

KUNDAPURA - 576 201



UDUPI DISTRICT

Sponsored by  
THE ACADEMY OF GENERAL EDUCATION  
MANIPAL - 576 104, U. D.

Ref. No. \_\_\_\_\_

## Students' Grievance Redressal Committee

The function of the committee is to look into the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the department members in person, or in consultation with the coordinator of Students' Grievance Committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box kept in front of the college office/library. Grievances may also be sent through e-mail to the Principal/Coordinator of Students' Grievance Redressal Committee.

### **Objective:**

The objective of the students Grievance Redressal Cell is to develop a responsible and accountable attitude among all the stakeholders in order to maintain harmonious educational atmosphere in the Institute. Students' Grievance Redressal Committee has been constituted for the redressal of the problems reported by the students of the college with the following functions:

- To Redress of Students' Grievances.
- To co-ordinate between students' and the department to redress the grievances.
- To support the students who have been deprived of the services for which he/she is eligible.
- To ensure effective solution to the students' grievances with an impartial and fair approach.
- To make the members be staff responsive, accountable and courteous in dealing with the students.

### **Definition:**

- Grievance, means, and includes, any complaint or dissatisfaction, whether expressed or not, relating to academic and non-academic matter as defined under Regulation 2(h) of the UGC Regulations, 2019 including the grievances relating to internal assessments. *Provided that the grievance shall not include the grievances made before the Sexual Harassment Committee, Anti Ragging Committee and SC/ ST Commission.*

- Students' Grievance Redressal Committee means the Committee constituted under this policy as per the UGC Regulations, 2019.
- Aggrieved student means a student, who has any complaint in the matters relating to or connected with the grievances defined under UGC Regulations, 2019.

Student means a person enrolled, or seeking admission to the College

The Grievances may broadly include the following complaints of the aggrieved students

- Academic
- Non-Academic
- Grievance related to Assessment.
- Grievance related to Victimization.
- Grievance related to Attendance.
- Grievance related to charging of fees.
- Grievance regarding conducting of Examinations.
- Harassment by fellow students or the teachers etc.

#### **Procedure for lodging complaint:**

- Suggestion / complaint Box is installed in front of the college office/library where the Students, who want to remain anonymous, drop in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- By sending an email to [principal@basck.in](mailto:principal@basck.in)
- The Grievance Redressal Committee will assure that the grievance has been properly solved in a stipulated time limit.

However, the committee also reserves the right to receive the complaint on its own motion. Further, where a complaint is found to be false or frivolous, disciplinary action will be taken one who is responsible against.

#### **Grievance Mechanism:**

##### **Three tier mechanism is set up to resolve the grievance:**

- Firstly, the grievance will be brought to the notice of the concerned course teacher.
- Secondly, in case if the grievance is not resolved/ unaddressed the same can be escalated to the Class Teacher/Mentor.
- Finally, if the grievance still persists, the same shall be referred to the Student Grievance Redressal Committee (SGRC).
- In the process of redressal of the grievance, the interest of the aggrieved student shall be considered and as much as possible efforts shall made to resolve the grievance within 7 days by the SGRC.

**University examination related grievance:**

- On receipt of a complaint, the college shall refer the complaint to the SGRC, along with its report within 15 days of receipt of complaint.
- The Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case before the Committee.
- The Committee shall report with recommendations, if any, to the Vice Chancellor of affiliating university within a period of 15 days from the date of receipt of the complaint.
- Any grievances unresolved by the committee or the grievances arising from colleges can be considered by the University Student Grievance Redressal Committees (USGRC). In such cases, USGRC shall send its report and recommendations, if any, to the Principal with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

**Appeal:**

- (1) Any student aggrieved by the decision of the USGRC may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.
- (2) The Ombudsman shall hear the appeal from the aggrieved student as per the UGC Regulations, 2019.

**Consequences of Non- Compliance:**

Any contravention of the regulations by the college would invoke the actions as per Regulation 10 of the UGC Regulations, 2019

  
(Principal)  
PRINCIPAL

Bhandarkars' Arts & Science College  
Kundapura, Udupi Dist., - 576 201 ✓