



SESHADRIPURAM EDUCATIONAL TRUST
Seshadripuram Institute of Commerce and Management
(Affiliated To Bengaluru City University)
NAAC Accredited 'B' Grade
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Policy for Grievance Redressal Cell

Introduction

Pursuant to UGC Regulations, 2012 on Grievance Redressal, as notified in the Gazette of India, dated March 23, 2013, the Seshadripuram Institute of Commerce and Management, Bengaluru hereby notifies Guidelines in broad conformity with the said Regulations of UGC, with an aim to address the grievances of students of college.

The Grievance Redressal Cell was constituted to probe into the student grievances. The Grievance Redressal Cell attempts to address genuine problems and complaints of students whatever be the nature of the problem.

The Cell maintains a conducive and unprejudiced educational environment. Complaints of students and parents are redressed as soon as they are received. All complaints are scrutinized by the Grievance Redressal Cell and the resolutions are recorded.

Objectives

1. Grievance Redressal Cell provides a platform to all the students without any discrimination to resolve their grievances.
2. Identify the weaknesses and address the students in a positive and structured manner.
3. Bridging the gap between college management, teachers and students.
4. To get suggestions from parents and students for constant improvement and enhancement of quality.

Grievance Handling Levels

Anyone with a genuine grievance may approach the class teacher in person, or in consultation with the officer in-charge Student's Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Cell.

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

1. **Administrative Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
2. **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
3. **Admission Matters:** Refusal of admission in accordance with the declared admission policy of the institute, Non publication of prospectus, as specified by UGC, Any information, published in the prospectus, which is false or misleading, and not based on fact.
4. **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Functions of the Grievance Redressal Cell

1. The cases will be attended promptly on receipt of written grievances from the students.
2. The cell formally will review all cases and will act accordingly as per the Management policy.
3. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Grievance Through,

Offline: In case the person is unwilling to appear in self, grievances may be dropped in writing at the suggestion box. Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Cell.

Online: The student can also express their grievances through online from by filling the form available at the college website.

Grievance Handling Mechanism Protocol

1. The College Grievance Redressal Cell shall follow the principles of natural justice while considering the grievances.
2. All complaints are collected, analysed, scrutinized and handled with due care.
3. The Complaint Management Mechanism is carried out in three levels in the institution.
4. The departmental level grievances are attended by the concerned class teachers, Mentors and Department Heads.
5. Unresolved grievances at the departmental level are referred to the Grievance Redressal Cell of the institution.
6. An online monthly Status Report regarding the number of grievances received, disposed of and pending as on the last day of the previous month is being informed to the convener of Grievance Redressal Cell and the Principal.

Grievance Redressal Mechanism

1. Registration of grievances via email-id/submitting in person or Departmental Heads or Through Class Teachers /online registration system.
2. Acknowledging the receipt of grievances immediately through oral communication to the aggrieved student.
3. Scrutiny of the Redressal process by reviewing the grievances.
4. Call for hearing or Enquiry if the resolution is not satisfactory in a stipulated time.
5. Grievance Redressal cell shall resolve the issue or grievance brought to the notice within the period of seven working days of receiving the complaint. In case of certain unwarranted situations Redressal time may extend up to ten working days.
6. After receiving the complaint, the concerned parties are called and given equal opportunity to express their points of view. This process makes it more transparent and unbiased.
7. The aggrieved parties will be given an opportunity to express discontentment with the Redressal given by the cell. The cell may review the grievance again and redress it within seven working days. In case, the grievance continues, the case may be taken up with the Head of Institution for Redressal.
8. Action taken: The Grievance Redressal Cell tries its best to resolve the issue and Punishment for fake or false or malicious allegations for providing the false evidence.
9. Decision is taken and Grievance redressed is documented.

References –Policy is drafted with reference to UGC Regulations for Grievances Redressal Regulations 2012- F.NO.14-4/2012 (CPP-II) notification dated October 2018

Records Management

The Discipline and Anti-Ragging Cell has to prepare the following documents:

1. Circulars
2. Minutes of Meeting
3. Program Documents
4. Action taken reports
5. Annual Reports
6. Undertaking from the students.

Approval and Review Details

Approval Authority	Prof Vidya Shivannavar Principal
Date of Approval	6-01-2019
Advisory Committee	Associate Professor Suresh RB Student welfare Officer Captian Chikkarangaswamy R Student welfare Officer Associate Professor Amar H.A IQAC Co-ordinator
Reviewed by	Associate Professor Bhuvaneshwari R H Head of Department of English Assistant Professor Akarsh Kumar Singh Department of Commerce


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