

# UNIVERSITY COLLEGE MANGALORE

## GRIEVANCE REDRESSAL CELL

### A Prelude

In a democratic set up, it's always desirable to have sufficient space to give vent to the feeling, doubts, queries, questions, and unhappiness about administrative affairs of the College, especially for students. It is in this context, the University College Mangalore is of the firm belief that, it is always good to air a grievance rather than to keep it bottled up. To realize the primary needs of the students and staff and secure civil liberties for everybody, a Grievance Redressal Cell is in existence in college since, November 2015. However, it is reconstituted as per the UGC guide lines in September 2021, with the following members.

1. Dr Ansuya Rai- Principal - 9448128504
2. Dr Uday Kumar M.A. HOD of Commerce- Convenor - 9449772996
3. Dr Latha A Pandith- Head of Arts Faculty - 9845417029
4. Dr Usha K.M. Head of Science Faculty - 9480576292
5. Dr Suma T.R, Coordinator, P.G. Department Hindi
6. Dr. Suresh, Coordinator, IQAC
7. Smt Bhagya Laxmni- Office Superintendent
8. Dr. K.S. Bhat, Student Welfare officer
9. ----- President, Students Union
10. Mr. Colonel Sharath Bhandary N- President Alumni Association- Member
11. Mrs Hemalatha, President Parent Teacher Association

The GRC is indented to find solutions for problems related to admissions, issue related to like Sexual harassment – any kind of physical or mental harassment, Complaints regarding class room teaching – Class room management, completion of syllabus, teaching methods etc, if and when they arise. The GRC convenes meetings periodically and takes steps to redress the grievance. The function of the cell is to look into the complaints lodged by any student of college and judge its merit. The Grievance Cell is also empowered to look into matters of that falls outside purview of other committees duly constituted to look into matters concerned. Anyone with a genuine grievance may approach the members in person, or in consultation with the officer in-charge of Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be

dropped in writing at the letterbox/ suggestion box. Grievances may also be sent through e-mail to the member/officer in-charge of Students' Grievance Cell.

### **Constitution of GRC**

The GRC established in September, 2019 in college with the purpose to complaints of students relating to college.

1. The CSGRC of the college is having three senior teaching staffs as its member, one teacher as special invitee, one representative from students as nominated by principal and the principal as the chairman.
2. Term of members and special invitees will be two years.
3. The quorum for meeting including the chairperson, but excluding special invitee, shall be three. Care is taken to select staff members from each stream.
4. In considering the grievances before it, the CSGRC shall follow principles of natural justice.
5. The CSGRC shall send its report with recommendations, if any to the Vice-chancellor of Punjabi University, Patiala and a copy to the aggrieved student within a period of 15 days from the receipt of complaint.

### **OBJECTIVES:**

CSGRC has been created in the college to resolve issues related to student's problems, develop a responsive and accountable attitude among the all stakeholders in order to maintain a harmonious educational atmosphere in Institute. Following are the important objectives of CSGRC.

1. To develop an organizational framework to resolve Grievances of Students and other stakeholders.
2. To provide the students access to immediate, hassle free recourse to have their Grievances redressed.
3. To enlighten the students on their duties and responsibilities to access benefits due under the policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon.
6. To institute a monitoring mechanism to oversee the functioning of the Grievance Redressal Policy.

7. Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
8. Suggestion / complaint Box will be installed in the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
9. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal

## **SCOPE:**

The GRC deals with Grievances received in writing from students about any of the following matters

**Issues related to Admission and Examination:** Related to timely issue of Applications, Prospectus, Students Academic Calendar. Information about admission, publication of list of selected candidates provisionally admitted to the Course. Information about examination application, examination fees, last dates for payment of fee without fine and with fine, publication of internal marks, examination time table, issue of Admission tickets, issue of mark card, transfer certificate, conduct certificate and other examination related matters.

**Financial Issues:** Related to dues and payments for various items from fee clerk, library, scholarships, etc.

**Issues related to Library:** Issue and return of books, syllabus, photocopy, university question papers.

**Other Issues:** Related to certain misgivings about conditions of sanitations, preparation of food, availability of transport, victimization by teachers etc.

## **FUNCTIONS:**

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will prepare statistical reports about the number of cases received.
- 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.

## **POWERS:**

- In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students in consultation with the Principal.

- In case the members fail to find out any solution then the matter is referred to the principal for final comment on the matter.
- Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved.
- If anybody is found to be guilty for any kind of nuisance, he or she may be given punishment as per the rules and regulation. The nature of punishment includes verbal as well as written warning, information to the parents, levying penalty etc. Referring the matter to the higher authorities, as per the law.

## **PURPOSE:**

The GRC of college functions with following purposes

- To ensure a democratic environment in the campus,
- To acquaint all teachers and students about their rights and duties,
- To solve the various grievances of the students,
- To make the College student friendly, and
- To ensure the qualitative as well as quantitative development of institution through GRC.

## **PROCEDURE FOR LODGING COMPLAINT:**

- The students may feel free to put up a grievance in writing and drop it in complaint box.
- 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.
- Students may register their grievances directly to any one of the above members or write a letter about the complaint to the convenor to the following address

Dr Uday Kumar M.A.

Head of the department of Commerce

Mangalore University College

Hampankatta Mangalore 575 001

Newly constituted committee met on the 21<sup>st</sup> September 2021 in the meeting hall of the College and decided to communicate the developments to the students, Parents and Teachers properly and also to post the same to the College website.