

UNIVERSITY COLLEGE MANGALORE

GRIEVANCE REDRESSAL CELL

A Prelude

In a democratic set up, it is always desirable especially for students to have sufficient space to vent the feeling, doubts, queries, questions, and unhappiness about administrative affairs of the College. 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 (GRC) 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
2. Dr Uday Kumar M.A. Head of Commerce Faculty Convenor
3. Dr Latha A Pandith- Head of Arts Faculty
4. Dr Usha K.M. Head of Science Faculty
5. Dr Suma T.R Coordinator, P.G. Department Hindi
6. Dr. Suresh, Coordinator, IQAC
7. Smt Bhagya Laxmi- Office Superintendent
8. Dr. Kumara Subaramanya Bhat, Student Welfare officer
9.President, Students Union (Due to pandemic, Union election was not conducted. Hence no union president in the year 2020-2021
10. Mr. Colonel Sharath Bhandary N- President Alumni Association- Member
11. Mrs Hemalatha, President Parent Teacher Association

The GRC is intended to solve issues related to admissions, Sexual harassment –physical or mental 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 the college and judge its merit. The GRC 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 GRC. 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 GRC.

Constitution of GRC

The GRC established in September, 2019 in University College Mangalore to address the complaints of students relating to college.

1. GRC is constituted with the following composition based on the UGC norms.
 - Principal of the College-Chairperson
 - Two Senior faculty members nominated by the Principal of the College
 - A student representative nominated by the Principal
2. The 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. While considering the grievances before it, the GRC shall follow the norms of the committee
5. The GRC shall send its report with recommendations, if any to the Registrar of Mangalore University, Mangalagangothri and a copy to the aggrieved student within a period of 15 days from the receipt of complaint.

OBJECTIVES:

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

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 available under the GRC policies.
4. To establish structured interactions with students to elicit information on their expectations.
5. Encourage the students to express their grievances / problems freely and frankly, without any fear of being victimized.
6. Suggestion/complaint Box will be installed in the Administrative Block in which the students, who want to remain anonymous, can drop their grievances in and their suggestions for improving the Academic /Administration in the College.
7. Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be immediately 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 marks card, Transfer Certificate, Conduct Certificate and other examination related matters.
- **Financial Issues:** Related to dues and payments for various items from case workers entrusted with fee collation library books scholarships, etc.
- **Issues related to Library:** Issue and return of books, availability of syllabus, photocopy, and 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 regulations of the GRC. 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 rule.

PROCEDURE FOR LODGING COMPLAINT:

- The students may feel free to register their grievance in writing and drop it in the 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 provided by the cell.
- Students may register their grievances directly to any one of the above members or write a Complaint letter the convenor to the following address

Dr Uday Kumar M.A.
Head of the Department of Commerce
University College , Mangalore
Hampankatta Mangalore 575 001

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


Principal
University College
Mangalore - 575 001, D.K