



ST PHILOMENA COLLEGE

Affiliated to Mangalore University Re-Accredited by NAAC at 'A' Grade

MAI DE DEUS EDUCATIONAL INSTITUTIONS

Managed by the Catholic Board of Education, Mangalore

Philonagar, Darbe, Puttur - 574202, D.K., Karnataka | 08251 230340

🌐 www.spcputtur.ac.in | 📧 info@spcputtur.ac.in | 📞 Office : 08251-230340 | 📞 Principal : 08251-236460 | 📞 9901380340

GRIEVANCE REDRESSAL MECHANISM



1. INTRODUCTION

St. Philomena College, Puttur, is committed to providing a secure, fair, equal, and peaceful environment for learning and working. Human rights protection is crucial for the overall development of a student's personality. The college has established a Grievance Redressal Cell to provide a system for grievance resolution in order to realize the primary demands of the students, staff, and other stakeholders. In this regard, the College strictly adheres to the UGC (Grievance Redressal) Regulations, 2018.

The cell will be attended to promptly on receipt of grievances from the students. It sorts out problems promptly and judiciously will result in a pleasant and healthy atmosphere and good work culture with in-built goodwill and mutual understanding among its stakeholders. The cell formally will review all cases and will act accordingly as per the policy. The cell will give a 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.

2. OBJECTIVES

The objective of the Grievance Redressal Cell (GRC) is to provide the space to express the Grievances of students and staff without any fear and receive solutions. GRC ensures a democratic environment on the Campus and provides justice for the person who has genuine grievances.

- To maintain a harmonious educational atmosphere in the college.
- To develop a responsive accountable attitude among all the stakeholders.
- To ensure a fair, impartial, and consistent mechanism for redressal faced by the stakeholders.
- To ensure that grievances are resolved properly.
- To uphold the dignity of the institute by promoting cordial relationships with all other stakeholders.

3. SCOPE



- The college offers adequate and multiple platforms for its various stakeholders to express their grievances. All departments shall hold regular open houses, as stipulated by the College.
- A specific helpdesk will be set up to address any concerns or queries regarding admission to different academic programs. Any violation of the admissions reservation policy should be reported immediately to the principal.
- Grievance related to fee payment, caution deposit, etc. shall be dealt with by the respective heads of the department and should be reported to the Principal according to the seriousness of the issues.
- Complaints related to various officers of the college including the Principal can be informed directly to the Correspondent of the College.
- Adequate measures should be taken to address the suggestions regularly gathered from the suggestion boxes placed at different blocks of the college and online forms.
- Grievance redressal mechanism of the college should be published as a document and the same shall be made available online.
- Grievance Redressal Cell shall convene frequent meetings to monitor the grievance redress activities of the institution.

4. ROLE AND FUNCTIONS:

4.1 Grievance Redressal Cell: Students

- Create institution-wide awareness of the grievance redressal mechanism of the Institution
- Conducts the program to the student Community and conveys the grievance redressal mechanism.
- Entertain written and signed complaints and petitions of students in respect of matters directly affecting them individually or as a group.
- The Chairman & Member - Secretary of GRC will make himself/herself freely available to hear the Grievances of students personally, at least once a week at fixed timings.
- Will note the grievances may be the act of harassment from student/student groups/teachers/people outside the Campus.
- Looks at the grievances related to any other campus life-related.
- Inquires into the grievances and makes recommendations and reports to the concerned higher authorities in the Management for redressal or suitable action.
- Recommends appropriate action against the complainant if allegations made in the documents are found to be baseless.

4.2 Grievance Redressal Cell: Staff

- Receives grievances from the Teaching/Non-Teaching staff in written form.
- Discusses the content of the received grievances and evolve the solutions.
- The Chairman & Member - Secretary of the GRC will make himself/herself freely available to hear the Grievances from the Staff personally.
- Entertain written and signed complaints and petitions of Staff in respect of matters directly affecting them.
- Notes the grievances from the staff regarding the service matters, the act of harassment from colleagues/students, infrastructure facility, and the general campus life related
- Discusses the received grievances matter and takes the appropriate action.
- Inquiries into the grievances, make recommendations and reports or to concerned higher authorities in the Management for redressal or suitable action.
- Empowered to recommend the appropriate action against the complainant

5. CONSTITUTION OF THE CELL

The Constitution of the committee includes the selection of convener and coordinator, faculty members.

5.1 Role of convener and coordinator

- Have to coordinate with all the members and student representatives for issues pertaining to the grievance redressal cell.
- The Co-Ordinator shall convene a meeting of members and the aggrieved person.

5.2 Role of the faculty member

- Faculty members shall participate in meetings and give suggestions to redress grievances in the best possible way.
- He shall maintain the minutes of the meeting
- He shall inform the complaining party regarding the time and place of the meeting.

5.3 Responsibility of the cell

- The cell shall inform the complaining party named in the complaint of the time and place of the hearing.
- Encouraging the students to express their grievances freely and without any fear of being victimized.
- The cell may forward the case to the higher authority if required.
- Maintenance of records till the time grievances are redressed.

6. PROCEDURE FOR LODGING A COMPLAINT

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

- The cell will act upon the cases which have been forwarded along with the necessary documents.
- The cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

7. STATUTORY BODIES

- Internal complaints committee
- Anti-women Harassment cell
- Anti-ragging Cell
- Internal Committee for Differently-abled (Divyang-jan) DAP

8. NATURE OF GRIEVANCES:

8.1 Academic Grievances:

- Issues related to admissions/ transfer/withdrawal
- Issues related to change of language/specialization/ elective
- Issues related to classroom management
- Issues related to practical sessions/laboratory
- Issues related to examinations
- Issues related to add-on/certificate courses.

8.2 Co-curricular/ Extracurricular grievance:

- Issues related to enrolment to and change of EC/CC associations and clubs.
- Issues related to EC/CC associations and clubs activities and their functioning.

8.3 Administrative Grievance:

- Issues related to college fees
- Issues related to scholarships.

8.4 Amenities/facilities/maintenance-related grievances:

- Sanitization and hygiene-related issues.
- Issues related to canteen services.
- Issues related to library and reading room facilities
- IT/ICT facilities-related issues

8.5 Any other issues

- Disciplinary-related issues
- Ragging, harassment, and discrimination-related issues

9. GRIEVANCE APPEAL AND REDRESSAL MECHANISM:

The grievance appeal and redressal mechanism is carried out at three levels in the Institution:

- The departmental level grievances are attended to by the concerned faculty. Academic Class Mentors and Heads of the Departments shall be resolved within a week of the receipt of the complaint.

- The staff and student coordinators of various clubs and associations act as facilitators to communicate and sort out the grievances pertaining to various clubs and associations.
- Unresolved grievances at the departmental level and association level are referred to the Grievance Redressal Committee of the Institution. The students can approach the Grievance Redressal Committee of the institution with their complaints of common interest too. They can directly communicate them to the Student Welfare Mentors / IQAC Coordinators/Principal.

10. GRIEVANCE FORM:

If at any time, a student feels that he or she has been subject to unjust actions or denied his or her rights, redress can be sought through the filing of a grievance, or an appeal of the decision/action taken in response to a grievance, within the framework of policy and procedure set forth. A prescribed format for filing grievances is available on the college website.

Measures to Redress the Grievance:

The Institute shall follow the following measures to redress the grievances:

1. Drop-in Box:

Students/employees can drop in their grievances in the drop box placed in the college

2. E-mail:

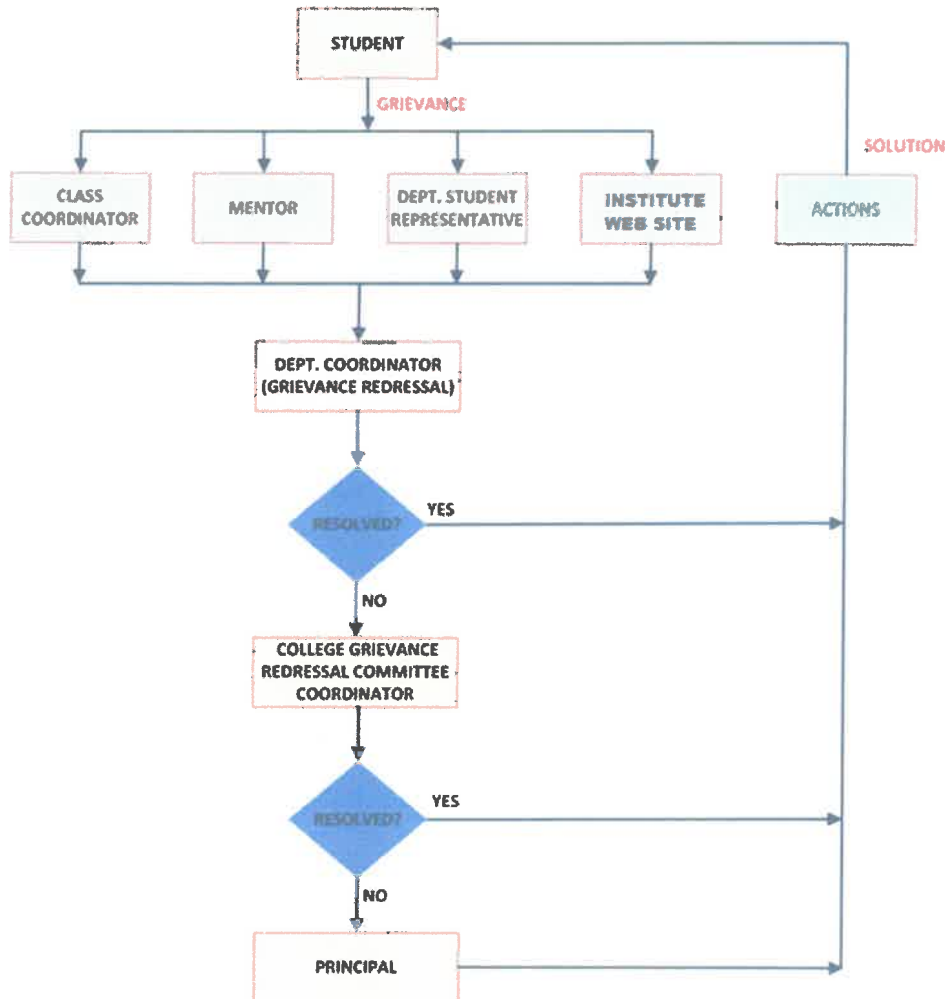
Grievances can also be forwarded to the concerned through E-mail.

3. Grievance Appeal Form:

By filling in the particulars in the Grievance Appeal Form that is available on the college website, it can be forwarded to the concerned for necessary follow-up.

11. GRIEVANCE REDRESSAL PROCEDURE:

Primarily the Grievance Redressal Procedure evolves the receipt and processing of complaints of stakeholders and it includes action taken on any issue raised by them to avail services more effectively.



The procedural formalities that evolved are stated as below:

- Any grievant associated with the Institute can appeal for his/her grievance.
- Grievance may be oral, by email, or in writing. If the complaint is oral, based on gravity, it will be converted into a written form by the Grievance Redressal Committee member who received the complaint and authenticated by the grievant under his/her signature as soon as possible.
- An aggrieved who has any grievances at the Programme level shall make an application first to the concerned faculty/ Academic Class Mentor / Head of the Programme Department as the case may be. They, after verifying the facts shall try to redress the grievance within a reasonable time. preferably within a week of the receipt of the complaint.

- If the grievant is not satisfied with the verdict or solution of the faculty/Academic Class Mentor/ Head Programme Department, as the case may be then the same should be placed before the Student Welfare Mentors / Internal Quality Assurance Cell (IQAC)/ Head of the Institution that is Principal shall if necessary refer the same to the respective College Level Committee called Grievance Redressal Committee for redressal.
- On receipt of the grievance by the committee, the Committee shall acknowledge and sort out the grievances based on the nature.
- The committee shall take follow-up measures by conducting inquiry through meetings.
- Based on the inquiry conducted, the committee shall make an analysis of the same so as to resolve it by arriving at an acceptable solution
- The committee shall communicate the solution/decision and action taken to all the concerned.

12. MEETINGS OF GRIEVANCE REDRESSAL COMMITTEE (GRC):

- The GRC shall meet regularly as per the exigency in order to redress the grievances appealed within 15 days of its receiving. If there are no grievances, the GRC shall meet once in every semester.
- The Member Secretary as directed by the Chairman will convene a meeting of the GRC at the place, date, and time that is fixed in consultation with him/her.
- The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson, and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.

13. EXPECTED OUTCOMES OF GRIEVANCE REDRESSAL SYSTEM:

The expected outcome and interpretation of the grievances will be done for:

- Academic Improvement
- Improvement of Administration
- Improvement of Facilities and services

14. SCOPE FOR RE-APPEAL:

- Aggrieved parties who are not satisfied with the decision of the Grievance Redressal Committee, may appeal to the Grievance Appeal Committee for consideration and review within 07 working days.
- The decision of the Grievance Appeal Committee, in all such matters shall be final and there shall be no further appeal in the matter.

15. EXCLUSIONS

- Decisions of the Academic Council/IQAC and other academic/administrative committees constituted by the college.
- Decisions with regard to the award of scholarships/fee concessions/awards/medals.
- Decisions made by the college under the Discipline Procedures.
- Complaints regarding internal examinations are to be addressed to the Convener of the examination committee and only if redressal is not found there should a student approach GRC.
- Complaints regarding sexual harassment should be addressed to the ICC
- Complaints originating from intra-student conflict are not under the purview of this body.
- Students are bound by rules of the college regarding decorum, behavior et al clearly listed in the College Calendar. When a student takes admission in the college it is under the premise that he/she will no complaint to such rules, therefore no complaints will be entertained regarding such rules.

Effective From 01-07-2016



PRINCIPAL

ST PHILOMENA COLLEGE
PHILONAGAR, DARBE, PUTTUR - 574 202