

# POMPEI COLLEGE AIKALA

Mangaluru - 574141

Managed by Catholic Board of Education, Mangaluru

Affiliated to Mangalore University

Reaccredited by NAAC with 'A' Grade



## **POLICY DOCUMENT FOR STUDENT GRIEVANCE REDRESSAL CELL**

2020-21



*“If I were to remain silent, I’d be guilty of complicity.”  
– Albert Einstein*

# POMPEI COLLEGE AIKALA

Aikala Post, Mangalore, Karnataka – 574 141

Re-Accredited by NAAC with 'A' Grade (CGPA 3.31) in 3<sup>rd</sup> Cycle

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## INTERNAL QUALITY ASSURANCE CELL (IQAC)

### Policy Document for Grievance Redressal Cell

#### Preamble

Pompei College Aikala, managed by the Catholic Board of Education ® maintains a conducive environment for its stakeholders. It has established a functional Grievance Redressal Cell to attend the grievances and complaints of students. A student means 'a person enrolled, or seeking admission to be enrolled in the college. Through the Grievance Redressal Cell, the College intends to offer effective solutions to the grievances using a fair approach. The effective functioning of the Cell would enable the students to express their grievances through a systematic procedure in accordance with the rules and regulations of the College. The redressal of the grievances is to be resolved in a fair and time bound institutional mechanism. The Grievance Redressal Cell shall meet to examine the nature and pattern of the grievances and redresses it accordingly.

#### Objectives

- ✓ To find resolve to the grievances of the students of the college through its organizational framework.
- ✓ To ensure effective solution to the grievances with an impartial and fair approach.

- ✓ To investigate the reason of dissatisfaction.
- ✓ To enlighten the students on their duties and responsibilities.

## **Functions**

The functions of the Grievance and Redressal Committee are:

- The Grievance Redressal Committee shall provide information about the Cell's objectives and mode of operation through handbook and the website.
- During the time of Induction programme, the Committee shall Inform students about the mechanism of the institution to resolve their grievances through the Grievance Redressal Cell.
- The class advisors and the Value education teachers shall be asked to make known the procedures of the Grievance Redressal Cell to their wards at the beginning of every academic year.
- The Cell shall seek a solution through decision-making process.
- The grievances of the complainant student shall be resolved by giving an opportunity of hearing to all the concerned parties according to the principle of natural justice.
- The Convenor shall maintain the documentation of the grievances of students.
- The Convenor will prepare minutes and Action taken report for the Grievance Redressal Cell.
- The Convenor shall prepare annual report regarding working of the GRC and submit it to the Principal.
- The convenor shall preserve all related documents for future references.

## **Composition of Grievance Redressal Committee**

The composition of the Grievance Redressal Cell shall be:

- Chairman – Principal
- Convenor – Teaching Staff
- Member – Teaching Staff
- Member - Teaching Staff

## **Nature of Grievances**

The following grievances of the students are to be resolved through the Grievance Redressal Cell of the College:

- ❖ admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ❖ irregularity in the process under the declared admission policy of the institution;
- ❖ refusal to admit in accordance with the declared admission policy of the institution;
- ❖ non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- ❖ publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- ❖ withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- ❖ demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- ❖ violation, by the institution, of any law for the time being in force in regard to

- reservation of seats in admission to different category of students;
- ❖ nonpayment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
  - ❖ delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
  - ❖ failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
  - ❖ non-transparent or unfair practices adopted by the institution for the evaluation of students;
  - ❖ delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
  - ❖ complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
  - ❖ denial of quality education as promised at the time of admission or required to be provided; and
  - ❖ harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.

## **Procedures of Functioning**

Procedures of functioning of the Grievance and Redressal Cell:

- The Grievances are invited from students through a suggestion box maintained at the entrance the main building.

- On receipt of a complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint.
- The grievances are redressed at the earliest.
- The Student Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- The redressal of grievance depends on its nature since the functioning of the Grievance Redressal Cell seeks solutions through decision-making process.
- Certain matters are resolved through offering counselling at the department level.
- Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
- Grievances that require review shall be redressed by receiving written and signed application.
- After receiving the application, the Redressal Committee shall review the complaint by inviting both the parties for discussion.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- The outcome of the report or the action to be initiated to be reported to the Principal.
- Principal shall initiate actions as per the governing rules and regulations of the College.
- The aggrieved is is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.
- All the grievances that pertain to women harassment, ragging and examination shall be dealt by the respective committees as per the prescribed procedures that govern those committees and cells.

- College shall extend co-operation to the Student Grievance Redressal Committee in early redressal of grievances; and failure to do so may be reported to the Commission to take action in accordance with the provisions of the UGC regulations.

