

ಬಸವೇಶ್ವರ ಶಿಕ್ಷಣ ಮಹಾವಿದ್ಯಾಲಯ, ಬೀದರ - ೫೮೫ ೪೦೩, ಕರ್ನಾಟಕ**Hyderabad Karnataka Education Society's****BASAVESHWAR COLLEGE OF EDUCATION BIDAR - 585 403, KARNATAKA**

(Permitted by Govt. of Karnataka Recognized by SRC. NCTE, New Delhi. Permanent Affiliated to Gulbarga University, Kalaburagi.)

GUK Code : B209

APSO Code : 3382

ಕ್ರಮಾಂಕ /Ref No. HKES/BCOEB/

ದಿನಾಂಕ /Date _____

Grievance Redressal Cell**Institutional guidelines for students**

The Grievance Redressal Cell of our college is constituted for the Redressal of the problems reported by the Student-teachers of the College by following objectives and tries to build the grievance free environment and to develop a responsive and culpable attitude among the students to maintain harmonious environment in the campus.

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non- academic matter within the campus through grievance/ suggestion box.

“The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. In case the person is unwilling to appear in self, grievances may be dropped in writing at the Suggestion/ complaint Box of the Grievance Cell. Students are requested to note that making a complaint is serious and therefore they are to use this power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality.

Objectives of Grievance Redressal Committee

To provide opportunities for redress of certain grievances of students already enrolled in our college, as well as those seeking admission to our institutions.

Definition: In These Regulations, Unless the Context Otherwise Requires:

1. “Act” means the University Grants Commission Act, 1956 (3 of 1956).
2. “Aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
3. “College” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.

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4. "Collegiate Student Grievance Redressal Committee" (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
5. "Grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - a) Admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - b) Irregularity in the process under the declared admission policy of the institution;
 - c) Refusal to admit in accordance with the declared admission policy of the institution;
 - d) Non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
 - e) Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - f) 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;
 - g) Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - h) 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;
 - i) Non-payment 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;
 - j) 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;
 - k) 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;

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- l) Non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - m) 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;
 - n) Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - o) Denial of quality education as promised at the time of admission or required to be provided; and
 - p) 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.
6. "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
 7. "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
 8. University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC

Collegiate Student Grievance Redressal Committee (CSGRC)

1. A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
 - a) Principal of the college – Chairperson;
 - b) Three senior members of the teaching faculty to be nominated by the Principal–Members;
 - c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in Co-curricular activities – Special Invitee.
2. The term of the members and the special invitee shall be two years.

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ಸ್ಥಾಪನೆ /ESTD : 1980

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3. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
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 ViceChancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.
- 6.

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- ❖ Our institution shall, within a period of three months from the date of issue of this notification, have a Complaint box where any aggrieved student may submit an application seeking redressal of grievance.
- ❖ 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 Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.

Grievance Redressal Committee		
Dr.Mallikarjun C Kankatte	Chairperson	8147671269
Sri.Rajkumar Annarao Sindhe	Co-Ordinator	9886638766
Smt.Shilpa R Hippargi	Member	9480757016
Smt.Sharanamma Veershetty	Student Representative	9900527516
College Phone No. 08482-235209		


IQAC Coordinator
H.K.E. Society's
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