

Grievance and Redressal cell 2018-23

**Convener: Nagalakshmi. S
Dept. of Commerce**

Sree Siddaganga college of Arts, Science and Commerce has constituted a mechanism for Redressal of grievances related to Administrative, Academic, discrimination etc.

Principal is the Chairman and committee includes Convener, NAAC Co-ordinator, IQAC Co-ordinator, Office superintendent, Examination in charge as members. 2 students from each course will be representatives.

Aims of Grievance and Redressal cell

1. Uphold the dignity of the college qualitatively by ensuring fearless atmosphere through promoting cordial relation between students, with teachers and by making officials responsive, accountable and courteous with the students.
2. Encourage the students to express their grievances freely and frankly in person or through letters to ensure effective, impartial, fair solution.

Objectives of Grievance and Redressal cell

1. To identify grievances and Support students deprived of services. such as Library facility, teaching learning evaluation of students offered in the college.
2. To ensure staff with infrastructure as per requirement and salary service.

In 1996 under the Chairmanship of C.R.Nagaraj, Principal Grievance redressal cell was established with Ranganath as convener, NSS officer, NCC officer, Physical education director, HOD's of all departments as members.

In 2004 the Redressal cell was reconstituted under the chairmanship of Principal Peer sob goal. After the retirement of principal, Prof. M.B.Sadashivaiah became chairperson. It was succeeded by. Manjunath Adiga .In 2008 Dr. Niranjan aradhya In 2012 Prof. Vydyeshawar, Prof. B.S.Malleshappa. and Dr.R. Ananda kumari . After the superannuation of Dr.R. Ananda kumari Dr. Veerabhadra swamy took the charge as principal and Chairman of redressal cell.

On 5th / First week of every month Grievance redressal cell meeting will be held. Suggestion boxes are installed near Office, Library, one in each floor. Letters will be collected, read in the meeting, discussed problems will be solved in one week and suggestions will be considered.

TYPES OF GRIEVANCE

1. **Academic:** - Grievances related to Transfer certificate, Study certificate, marks cards, fees, breakage in laboratory, Library, Scholarships etc.
2. **Discrimination:** - grievance about discrimination, other students Behavior.
3. **Others:** Problems related to Sanitation, Canteen facility, Bus pass etc.

Procedure or steps for redressal

Redressal cell is empowered to look into the Grievances and ensure harmonious atmosphere by solving problems timely and effectively to all the students at no cost.

➤ **Any student with the grievance may approach the department faculty in person.**

After verifying the facts, HOD and faculty redresses the grievance within a week of receipt of complaint from the student orally.

➤ **Student shall make an application and drop it in the suggestion box/ Complaint box.**

The convener after verifying the facts, discuss the matter before the Chairperson and members. The committee will either endorse the decision of HOD level or will pass appropriate order. While dealing with the complaint the committee will be impartial and provide justice.

In 2020-21 lock down due to Pandemic COVID-19 led to closure of college frequently and our institution adapted to online mode of teaching. It was carried on effectively.

Apart from poor net connectivity issues to some remote areas, no complaints were received. Hence for the benefit of students after lifting of lockdown contact classes were engaged.

Grievances solved in 2018-19

DATE	CLASS	GRIEVANCE	SOLUTION
05-02-2019		Request to provide PPT facility in class rooms	Provided in few rooms. Decided to increase the facility.
		Cleanliness in wash room	Decided to monitor the Cleanliness by housekeepers.
	B.Sc	Request to write the assignment questions legibly on board Physics	Decided to give questions in typed format
	B.com	To provide computer lab	Request is considered, decision will be discussed iqac meeting.
		To provide water facility in rest rooms	Decided to provide
		Request to attend the class 15 to 20 minutes for first hour	Decided to change class timings from 9am to 9.30am
		To provide use of Gym and Game room, Because it will be locked	Sports room will be kept locked only when physical education director is on sports competition in other places
10-07-2019	B.com	Request for Uniform	Uniform will be provided for BBM and M.com students. Majority of B.com students are not willing to have uniform
		To provide Dust bins in class room and wash rooms	Decided to place dust bins
		To repair Napkins destroyer	Action taken to repair it.
	B.Sc Mohammed Imtiaz pasha, Akshay	Request to correct their name in degree marks card	Examination superintendent is informed to bring to university exam section and follow it

Grievances solved in 2019-2020

DATE	CLASS	GRIEVANCE	SOLUTION
5-9-2019	PCM	To provide continuous power supply in Mathematics lab	Decided to provide UPS
5-9-2019	II B A	Request to change Economics lecturer	Decided to change Guest faculty if he does not give quality teaching
5-9-2019	II.B. Com	Business communication teacher very slow in completion of syllabus	Informed HOD
5-9-2019	BCA	Request to change Teacher	Enquired and informed HOD
5-9-2019	PMCs	Demand new computer for labs	Decided to replace old computers
5-9-2019		About to maintain cleanliness in wash room	Action taken and monitored every day
10-2-2020	II sem B.com	Request to change college timings from 9am to 9.30am	Already changed from 8.30 to 9am. Further change not possible.
5-3-2020	-----	No Letters found in Box	

Grievances solved in 2020-21

SL.NO	DATE	CLASS	GRIEVANCE	SOLUTION
1	5-11-2020	-----	No Letters found in Box	-----
2	5-11-2020	BA,BSc,B.com	Oral: net work interruption for online classes	Decided to take revision classes in case of interruption reported
3	6-8-2021		No Letters found in Box	
4	11.11-2021		Request o stop fee collection for student vehicles	Will be considered
5			Suggested t open extra counter for exam fee payment	Different dates are allotted to pay fee
6		II CBZ	To replace old benches in class room	The damaged benches are replaced
7		B.Com	Request to provide coaching classes fro competitive exam.	Considered,
8			About to maintain cleanliness in wash room	Allotted office staff to visit wash rooms and monitor cleanliness

GRIEVANCES SOLVED IN 2021-22

SL. NO	DATE	CLASS	GRIEVANCE	SOLUTION	Action taken/Remarks
1	7-12-2021	I B.Com	Students request for uniform	Decided to discuss with commerce HOD	Accepted to provide from the next academic year
2	7-01-2022	B.Com	Requested to place more glasses at the place of drinking water	Accepted to place more glasses at the place of drinking water	Provided
3	//		Requesting to provide dustless chalk	Decided to provide	Provided
4	//	I CBZ	Students request for uniform	Accepted and It will be implemented	Apron provided as an Uniform
5	5-02-2022	M.Com	Requesting to conduct certificate course	Request accepted and will organise shortly	
6	//		Request to sanitisation of class rooms	It is already doing in alternative days	Students are satisfied
7	//		Request to provide dustless chalk	Measures had taken	Already provided
8	//		Request to maintain cleanliness in wash rooms	Informed housekeeping to clean wash rooms	Monitored frequently
9	//		Request to conduct online classes during report of Covid	Measures are taken	
10	5-03-2022	I B.Com	Requested to change the lab to computer science lab	Decided to repair the systems which are in trouble	Instead of changing the lab systems are repaired and rectified
11	6-06-2022	I B.Com	Requesting to provide Uniform	Decision taken to provide uniform in future days	Uniform will be provided from the next academic year
12	5-07-2022		No letters found in suggestion box		
13	8-08-2022	CBZ	Requesting to reduce siren sound	Decided to reduce the siren sound	Sound has been reduced
14	8-08-2022	I B.Com 'A'	Not understanding the way of teaching of subject Web Designing by concerned lecturer	Decided to inform to the concerned lecturer to change the way of style in teaching	Students are satisfied at present way of teaching
15	6-09-2022		About prices are more in canteen when compared to outside	Already notice has been issued to reduce the prices and it is done by the canteen	It has done

GRIEVANCES SOLVED IN 2022-23

Sl. No	Date	Class	Grievance	Solution	Action taken/ Remarks
1	05-11-2022	I B.Com 'B'	Disturbance from last bench students	Issue provided to discipline department	Disturbances has reduced
2		I B.Com 'B'	Requesting for Uniform	Already decided to implement	
3	05-12-2022	B. Sc	Requested to Place dustbin in Room No-104 and maintain wash rooms	Approved to place dustbins and maintenance of wash room is insisted to house keeping	Implementation is satisfied
4	05-01-2023	B. Sc	Requesting to maintain wash rooms and class rooms	Already decision implemented to maintain wash rooms by placing dustbins along with garbage bags	
5	08-02-2023		Requested to wash curtains	Informed housekeeping to wash curtains	Curtains are washed and placed as usual
6			Requested to provide NEP books in library	Insisted library department to order the books	Some books already received and some ordered and expected to receive.
7	07-03-2023		No grievances found		
8	08-06-2023		Requested to place more glasses in the place of drinking water	Decided to place	Placed
9			To Maintain clean wash rooms	Decided to communicate to house keeping	
10		I B. Com	Requested to provide uniform	Already placed an order for uniform and expected to receive as early as possible	Uniform provided
11	07-07-2023	II sem BCA	Requesting to provide uniform	Communicated to the tailor as early as possible	Uniform provided
12			Maintain wash rooms	Instructed to maintain	
13	08-08-2023		No grievances found		