

BESANT EVENING COLLEGE



Grievance Redressal Cell

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(Managed by: Women's National education Society Mangaluru)

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Grievance Redressal Cell

The Grievance Redressal Cell (GRC) of the college 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 suggestion box kept outside the office. The institution aims at solving the grievances of the students within stipulated time. The Grievance Redressal Cell is formed at the beginning of every academic year. The list of members of the committees is printed in the college calendar.

Objectives:

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Mechanism of the GRC-

1. Grievance redressal committee (GRC) shall consider only individual grievances of specific nature of students and staff.
2. The GRC shall not consider any grievance of general applicability or of collective nature raised collectively by more than one employee/student.
3. Post receipt of the complaint/application the committee will decide on the merit of case regarding scope of further discussion investigation and act promptly.
4. The GRC may mediate between complainant and defendant against who the complaint has been made, it required.
5. GRC shall consider redressing of grievances within a reasonable time.
6. The cell will give report to the authority about the cases attended to and seek guidance from the higher authorities if required.

Scope:

- ❖ The students may lodge grievance about any academic and non- academic matters related to - Timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination and scholarship related matters.
- ❖ No due certificates from the library.
- ❖ Certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers and any other offensive activity.

Procedure for lodging complaint:

- The students may feel free to drop the writing (can be anonymous if required) in the suggestion box.

- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.