

# **SRI SARVAJNA COLLEGE OF EDUCATION**

**Vijayanagara, Bangalore-40**

## **Grievance-Redressal Policy at SSCE**

### **Preamble**

As per the University Grants Commission (UGC) Grievance Redressal Regulation Sri Sarvajna College of Education shall address the grievance mechanism of student teachers and staff. With respect to the above regulation of UGC the College has a policy for grievance and redressal of student teachers and staff in just and fair manner based on the objective to redress the grievances.

Any student or employee feels or thinks unfair, inequality, dissatisfaction or discontent whether expressed or not is included in grievances. Under clause 2(f) of the regulation of the Gazette Notification No. 14-4/2012 (CPP-II) dated December 2012 are considered grievances of students.

### **Objectives Grievance and Redressal cell**

1. To develop an organizational framework to resolve Grievances of students
2. To develop awareness among Students on their duties and responsibilities to access benefits due under the policies
3. To establish structured interactions with Students to elicit information on their expectations
4. To monitoring the mechanism to oversee the functioning of the Grievance Redressal Policy.

In Sri Sarvajna College of Education Principal select the members for the committee. The Chairperson of the committee is Principal of the college, IQAC coordinator and one staff member as an in charge and another staff as member. two student members are suggested by the principal. Sstudents gives their grievances to Principal and the same forwarded to the in charge of committee. It is discussed in the meeting with all the committee members and faculty members and student members to address the grievance of student teachers. It includes permission for fee payment, leave, submission of assignments, seminars projects

reevaluation and other issues with genuine reasons

### **Procedure to submit the Grievance**

1. Student teachers can write their grievances address to the Principal of the College individually or group.
2. It should be signed by individual student and student teachers (group grievances)
3. Principal forward the same to in charge of the committee.
4. It will discuss orally (if possible) with members and other staff members along with student members. If not, it will discuss in the meeting.

### **Procedure of handling Grievances**

1. Individual and Group grievances are submitted to the principal of the college.
2. Principal forward the same to the in charge of the cell.
3. In charge discuss with staff members orally and try to resolve grievance if possible.
4. During meeting the issue will discuss and give solution for grievances of students as early as possible within seven days.
5. Students requested few grievances orally with principal and such simple cases are resolved in mentoring classes.
6. If it is required to maintain confidential is followed by the principal and in-charge of the cell.

## **7. Grievance and Redressal Cell of SSCE**

Chairperson:	Dr. Madhumati. B.P. Principal
IQAC Coordinator	Dr. Umashree D.K. Asst. Professor
Convenor:	Dr. Veena M. S. Asst. Professor
Members:	Dr Vijayendra.M.C, Asst. Professor

### **Representatives from student teachers 202-2024**

Smt. Bhavana N.  
Mr.Sanath Kumar B S