

STUDENT GRIEVANCE REDRESSAL COMMITTEE

The Grievance Redressal Committee (GRC) is established to address and resolve complaints lodged by students in a timely and efficient manner. Students are encouraged to submit their grievances related to both academic and non-academic matters through the online platform or the grievance/suggestion box. The institution is committed to ensuring that all grievances are resolved within a specified timeframe, promoting a fair and supportive environment for all students.

OBJECTIVES

1. The Grievance Redressal Committee aims to provide students and staff with a fair and transparent platform to raise concerns or complaints.
2. It seeks to ensure the timely and efficient resolution of grievances, maintaining fairness and objectivity throughout the process.
3. The system strives to promote a positive and supportive campus environment by addressing issues that affect the well-being of the college community.
4. It works to identify and suggest improvements in institutional policies, services, or infrastructure based on the feedback received through grievances.

Formation of Student Grievance Redressal Committees as per UGC notification

Dated 11-04-2023 and BCU notification dated 29-05-2023 and 21-11-2023.

Students Grievance Redressal Committee (SGRC)

1. Chairperson: Dr. Naveen Kumar C.M - Principal

Members:

2. Professor: Dr.Saravanan, Department of Management
Dr.Archana Ambekar, Department of Commerce PG
Prof. Pushpa N, Department of Commerce UG
Prof. Vasanth Kumar, Department of Kannada

Nominated Members:

Student Representatives: Keerthana, B.Com
Shadhrock John S, B.Com
Kumkum, BBA

Special Invitee: Jahnvi Gupta, B.Com

MECHANISIM OF GRIEVANCE REDRESSAL COMMITTEE:

“Personal Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- The college reserves the right to reject any document or award that a student submits for admission or scholarship unless it is in the form of a certificate or degree or diploma or any other document that shows that he or she is committed to pursuing any course or program of study.
- The college may also refuse admission to a student if it has received a demand for money beyond the stipulated amount.
- Non-payment of scholarship or delay in payment of financial aid may also be considered as an admission condition.
- If the college has to delay the declaration of results or the conduct of examinations beyond the schedule prescribed by the UGC, this condition may be considered an admission condition.
- The college may also ask for an extension of the deadline if it cannot provide student amenities as per the prospectus.
- Grievances may also be made in connection with the evaluation of answer scripts.
- The college may also deny admission to a student who withdraws within the time indicated in the prospectus. or delay in the refund of fees.
- Complaints of discrimination against students from various backward classes, women, minorities, and persons with disabilities may be made to the college.
- Quality education that is not provided or promised at the time of admission is denied. Also, harassment or discrimination is committed against students.

The College has a multi-tiered Grievance Redressal Mechanism that is effective and objective, consisting of several forums and committees, and focuses on the careful and sensitive handling of student grievances. For the resolution of various types of grievances, the following committees/cells/units have been established:

A. Academic and Curricular Issues

- a. Matters pertaining to Admissions: **Admission Grievance Committee**
- b. Matters pertaining to Teaching-Learning: **Teacher-In-Charges of respective classes**
- c. Matters pertaining to Internal Assessment: **Heads of the respective Department**

B. Non-Academic Issues

- a. Matters pertaining to general discipline: **Discipline Committee**

- b. Matters pertaining to discrimination: **Equal Opportunity Cell**
- c. Matters pertaining to infrastructure: **Administrative Office**
- d. Matters pertaining to sexual harassment: **Anti-Sexual Harassment Committee.**
- e. Matters pertaining to ragging: **Anti-Ragging Committee**

C. Grievances related to Hostel

- a. Matters pertaining to Boys Hostel: **Discipline Committee for Hostel (Boys Hostel)**
- b. Matters pertaining to Girls Hostel: **Discipline Committee for Hostel (Girls Hostel)**

D. General Grievances: For any other grievances not covered by the categories above:

Students may file complaints through the channels listed below.

OFFLINE	<p>1. The aggrieved student(s) may approach the convener of the appropriate committee directly with a written application or via email.</p> <p>2. In the event of a ragging-related grievance, the aggrieved student (s) may contact any member of the Anti-Ragging Committee and/or Anti-Ragging Cell, SRCC via mobile. The website contains information about the Anti-Ragging Committee and the Anti-Ragging Cell.</p> <p>3. Plain paper grievances may be posted in complaint boxes located around campus at the following locations: a. Outside the library; b. Outside the Administrative Office on the first floor.</p> <p>Students are advised to first address their concerns to the relevant faculty</p>
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	<p>members when it comes to teaching-learning and internal assessment. If the grievance is not resolved; the student may approach the Convenor of the Internal Assessment Committee with a written application or via email.</p> <p>1. Dissatisfied students may also submit their complaint in writing or via email to the Principal, Jain College-Vasavi Campus.</p>
ONLINE	<p>The student may register their grievance through the following links (redirects to another window in the browser):</p>
	<p>For matters pertaining to the College https://www.jaincollege.ac.in naveen.kumar@jaincollege.ac.in</p> <p>For matters pertaining to the University registrarbcu@gmail.com</p>

MINUTES OF THE MEETING



Minutes of the Meeting of Students' Grievance Redressal Committee

Held on: 10 July 2024

Record of Discussion during the Meeting of the Grievance Cell and Action Taken Report

Venue: Room No: 203

Time: 2:00 PM

Date: 10-07-2024

Members Present in the Meeting:

1. Chairperson:

Dr. Naveen Kumar C.M - Principal

2. Faculty Members:

Dr. Saravanan, Department of Management

Dr. Archana Ambekar, Department of Commerce (PG)

Prof. Pushpa N, Department of Commerce (UG)

Prof. Vasanth Kumar, Department of Kannada

3. Nominated Members:

Student Representatives:

Keerthana, B.Com

Shadrock John S, B.Com

Kamkum, BBA

4. Special Invitee:

Jahavi Gupta, B.Com

www.jaincollege.ac.in

Campus:

15, Vasavi Temple Road
VV. Puram, Bengaluru - 560 004
Ph. No: 080-46595200/201

Nature of Grievances Discussed:

- Many students expressed difficulty in finding parking space inside the campus, leading to inconvenience and congestion near the entrance.
- Students reported inconsistent water availability in the college restrooms, especially during peak hours, affecting hygiene and comfort.

Resolutions of Grievances:

The grievances received were examined by the committee members.


- **Parking Space Issue:**

The administration will explore possibilities to extend the parking area by utilizing additional space or implementing a regulated parking system to optimize existing capacity.

- **Water Supply Issue in Restrooms:**

The college maintenance department will be instructed to inspect and resolve water supply inconsistencies by ensuring regular checks and immediate repairs.

The meeting concluded with the assurance that necessary actions would be taken to address the concerns raised by the students.


Principal
JAIN COLLEGE
#15, Vasavi Temple Road
V.V. Param, Bengaluru-56

Minutes of the Meeting of Students' Grievance Redressal Committee

Record of Discussion during the meeting of Grievance Cell held on 09th November 2023 and
Action taken report.

Venue: Room No: 203

Time: 3:00 pm

Date: 09-11-2023

Members present in the meeting:

1. Chairperson:

Dr. Naveen Kumar CM - Principal

2. Faculty Members:

Dr. Saravanan, Department of Management

Dr. Archana Ambekar, Department of Commerce (PG)

Prof. Pushpa N, Department of Commerce (UG)

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The convenor conducted a meeting with the faculty members and the student representatives to discuss the following grievances received from the students.

Nature of Grievances:

1. Inadequate canteen facilities in the college.
2. Kuldeep J, a student from 3rd sem BBA (batch 2022-2024), approached the principal requesting to change his existing section from B to C as he would be more comfortable in the changed section.

Resolutions of Grievances:

The grievances received were examined by the committee members.

After a discussion, it was decided:

- The college's canteen facilities would be reviewed, and improvements would be made if necessary.
- The matter would be discussed with the class teacher, and if the sections can be changed as a special consideration.


Principal

PRINCIPAL
JAIN COLLEGE
#15, Vasavi Temple Road
V.V. Puram, Bangalore-560 004