



JSS COLLEGE FOR WOMEN,(AUTONOMOUS)
Saraswathipuram,
Mysore

POLICY DOCUMENT
ON
STUDENTS' GRIEVANCE
REDRESSEL CELL

INTERNAL QUALITY ASSURANCE
CELL

JSS COLLEGE FOR WOMEN, (AUTONOMOUS)
Saraswathipuram, Mysore

Students' Grievance Redressal Cell

The Student's Grievance Cell desires to promote and maintain a conducive and unprejudiced educational environment. The Cell enables a student to express feelings by initiating and pursuing the grievance procedure in accordance with the rules and regulations of the College. 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

1. The objectives

2. To support, those students who have been deprived of the services offered by the College, for which they are entitled.
3. To make officials of the College responsive, accountable and courteous in dealing with the students.
4. To ensure effective solution to the student grievances with an impartial and fair approach.

2. Procedures

Grievances redressal committee shall receive and redress grievances reported of following Issues:

- A) Academic issues: pertaining to teaching learning activities,
- B) Internal evaluation and in assessment marking.
- C) Examination related Grievances
- D) Complaint related to library and other services
- E) Grievances related to amenities

- F) Grievances relating to sports, cultural and selection process etc.
- G) Grievances relating to women issues and harassment.
- H) Grievance relating to behavior of non teaching staff
- I) Grievances relating to delay in issuance of records

It involves a process of investigation in which 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner.

The students are ought to lodge their grievances in the prescribed form available with their Convener of Grievances redressel Cell of the respective department.

The form, duly filled, is required to be submitted in the drop box placed outside the Principal's office.

The Convener in turn intimates the matter to the committee for necessary action. Final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the students.

3. Exclusions

JSSCW shall not entertain following issues.

1. Decisions of the administrative committees constituted by the college.
2. Decisions with regard to award of students Welfare scholarships / fee concessions / awards.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the competent authority on internal assessment and examination result.

4. Powers of the Committee

1. The Grievances committee shall deal with the students.
2. The aggrieved person of college may lodge his grievance with the Principal.
3. The Grievance Committee shall hear and settle grievances, **as early as possible.**