



JSS MAHAVIDYAPLETHA

## JSS COLLEGE FOR WOMEN (AUTONOMOUS)

(An Autonomous College of University of Mysore: Re-Accredited by NAAC at 'A' Grade (CGPA: 3.07)  
Saraswathipuram, Mysuru - 570 009

Ph No:0821-2548239 • Principal 2548383 • Fax: 2548240 • Email: [jsscw.principal@gmail.com](mailto:jsscw.principal@gmail.com) • Website: <http://www.jsscw.in>

---

### Grievance and 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 and Redressal 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".

#### **Objectives:**

- Provide a platform for students and staff to express their grievances and concerns.
- Ensure fairness in addressing grievances and resolving issues in a fair, transparent, and timely manner.
- Promote a positive environment by fostering a culture of respect, empathy, and understanding within the college community.

#### **Functions**

- Receive and record grievances: From students, faculty, and staff.
- Investigate and analyse grievances: To determine the cause and impact of the issue.
- Provide counselling and support: To affected individuals.
- Recommend solutions and actions: To resolve the grievance.
- Follow up and review: To ensure that the grievance has been resolved and that the individual is satisfied with the outcome.

#### **Types of Grievances**

- Academic grievances: Related to teaching, learning, and assessment.
- Administrative grievances: Related to college policies, procedures, and services.
- Personal grievances: Related to individual concerns, such as harassment, bullying, or discrimination.


## **Student Grievance Redressal Mechanism**

The grievance redressal mechanism is governed by the Grievance Redressal Cell which is formulated according to UGC Grievance Redressal Regulations. The procedure that is followed to redress the Grievance is mentioned below:

1. Information regarding the grievance redressal committee shall be given on the college website.
2. In case of individual grievance, an aggrieved student shall present his/her grievance in writing, to the Grievance Redressal Committee.
3. The letter may be submitted to any member of the Grievance Redressal Committee/Head of the Department/Members of the Management or may be dropped in the suggestion box.
4. Grievances can be submitted online through college e-mail ID [jsscw.principal@gmail.com](mailto:jsscw.principal@gmail.com) .
5. The matter shall be taken for discussion by the committee in its scheduled meeting.
6. If the matter requires urgent attention, the co-ordinator shall inform the chairman and convene a meeting of the committee on the same day or within two days from the receipt of the grievance letter.
7. Based on the decision taken by the committee, the aggrieved has to be informed and action to be taken.
8. The complainant should be informed of the decision of the committee/action taken.
9. If unsatisfied with the decision, the aggrieved student can re-appeal to the Head of the Institution within 10 days if required.
10. A special meeting may be convened in case the follow-up is to address the same.p
11. The proceedings have to be recorded by the convener of the committee.

## Composition of Grievance and redressal Cell:

1	Dr. Rechanna	Principal	Chairperson
2	Smt. Lalithamba M B	English	Convener
3	Dr. Saritha H D	HoD, PG Economics	Member
4	Smt. Divya M P	Commerce	Member
5	Smt. Shwetha M C	Biochemistry	Member
6	Dr. Roopa	HoD, Economics	Member
7	Smt. Kanaka B M	Computer Science	Member
8	Ms. Pallavi D G	Computer Science	Member
9	Sri. Mahadevaprasad G	Microbiology	Member
10	Smt. Pushpalatha J	Kannada	Member
11	Kum. Bhoomika K	Student Representative	Member
12	Kum. Gangamrutha M R	Student Representative	Member

  
**Principal**  
**PRINCIPAL**  
**JSS COLLEGE FOR WOMEN**  
**(Autonomous)**  
**Saraswathipuram, MYSORE-9**